

# APIs

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# Client Authentication

This resource is used to obtain a token authentication to access the uContact APIs, created for logging in from another application to enable integrations.

You can check the [Postman Collection](#) to test in your instance.

All data enclosed in "{ { } }" are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/auth/getUserToken

## Request Header

Key	Value
Content-Type	application/x-www-form-urlencoded

## Request Body

Key	Type	Description
user	Text (String)	User Name
password	Text (String)	User Password

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

## HTTP

```
POST /Integra/resources/auth/getUserToken HTTP/1.1
Host: {{domain}}.ucontactcloud.com
Content-Type: application/x-www-form-urlencoded
Content-Length: 32

user={{User}}&password={{Password}}
```

## cURL

```
curl --location --request POST 'https://{{domain}}.ucontactcloud.com/Integra/resources/auth/getUserToken' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'user={{UserName}}' \
--data-urlencode 'password={{PasswordUser}}'
```

## JavaScript

```
var myHeaders = new Headers();
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");

var urlencoded = new URLSearchParams();
urlencoded.append("user", "{{UserName}}");
urlencoded.append("password", "{{PasswordUser}}");

var requestOptions = {
  method: 'POST',
  headers: myHeaders,
  body: urlencoded,
  redirect: 'follow'
};

fetch("https://{{domain}}.ucontactcloud.com/Integra/resources/auth/getUserToken", requestOptions)
  .then(response => response.text())
  .then(result => console.log(result))
  .catch(error => console.log('error', error));
```

# jQuery

```
var settings = {
  "url": "https://{domain}.ucontactcloud.com/Integra/resources/auth/getUserToken",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
    "user": "{{UserName}}",
    "password": "{{PasswordUser}}"
  }
};

$.ajax(settings).done(function (response) {
  console.log(response);
});
```

# C#

```
var client = new RestClient("https://{domain}.ucontactcloud.com/Integra/resources/auth/getUserToken");
client.Timeout = -1;
var request = new RestRequest(Method.POST);
request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddParameter("user", "{{User}}");
request.AddParameter("password", "{{UserPassword}}");
IRestResponse response = client.Execute(request);
Console.WriteLine(response.Content);
```

# Java

```
OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType, "user={{User}}&password={{UserPassword}}");
Request request = new Request.Builder()
    .url("https://{domain}.ucontactcloud.com/Integra/resources/auth/getUserToken")
    .method("POST", body)
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
```

```
.build();  
Response response = client.newCall(request).execute();
```

---

## HTTP Response

```
"{{token}}"
```

## Respuesta de error

```
"0"
```

# Agent Authentication

When an integration with uContact involving agent activities is required, authentication is performed through this resource, which logs the agent into the SIP. This allows the agent to be considered for calls and to interact via VoIP, in addition to having access.

You can check the [Postman Collection](#) to test in your instance.

All data enclosed in "{{ }}" are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Value
POST	/Integra/resources/auth/AgentLogin

## Request Header

Key	Value
Content-Type	application/x-www-form-urlencoded

## Request Body

Parameter	Type	Description
agent	Text (String)	User Agent
password	Text (String)	Password

# Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

## HTTP

```
POST /Integra/resources/auth/AgentLogin HTTP/1.1
Host: {{dominio}}.ucontactcloud.com
Content-Type: application/x-www-form-urlencoded
Content-Length: 33

agent={{User}}&password={{Password}}
```

## cURL

```
curl --location --request POST 'https://{{dominio}}.ucontactcloud.com/Integra/resources/auth/AgentLogin' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'agent={{Usuario}}' \
--data-urlencode 'password={{AgentPassword}}'
```

## JavaScript

```
var myHeaders = new Headers();
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");

var urlencoded = new URLSearchParams();
urlencoded.append("agent", "{{User}}");
urlencoded.append("password", "{{Password}}");

var requestOptions = {
  method: 'POST',
  headers: myHeaders,
  body: urlencoded,
  redirect: 'follow'
};

fetch("https://{{domain}}.ucontactcloud.com/Integra/resources/auth/AgentLogin", requestOptions)
```

```
.then(response => response.text())
.then(result => console.log(result))
.catch(error => console.log('error', error));
```

## jQuery

```
var settings = {
  "url": "https://{domain}.ucontactcloud.com/Integra/resources/auth/AgentLogin",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
    "agent": "{{User}}",
    "password": "{{Password}}"
  }
};

$.ajax(settings).done(function (response) {
  console.log(response);
});
```

## C#

```
var client = new RestClient("https://{domain}.ucontactcloud.com/Integra/resources/auth/AgentLogin");
client.Timeout = -1;
var request = new RestRequest(Method.POST);
request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddParameter("agent", "{{User}}");
request.AddParameter("password", "{{Password}}");
IRestResponse response = client.Execute(request);
Console.WriteLine(response.Content);
```

## Java

```
OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType, "agent={{User}}&password={{Password}}");
```

```
Request request = new Request.Builder()
    .url("https://{domain}.ucontactcloud.com/Integra/resources/auth/AgentLogin")
    .method("POST", body)
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .build();
Response response = client.newCall(request).execute();
```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{domain}.ucontactcloud.com")
payload = 'agent={{User}}&password={{Password}}'
headers = {
    'Content-Type': 'application/x-www-form-urlencoded'
}
conn.request("POST", "/Integra/resources/auth/AgentLogin", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

---

## HTTP Response

Responses that indicate an error due to the data sent will generally be returned with an HTTP 200 code and a "0" or "Error" in the body of the response, so caution should be exercised when validating the HTTP Response Code.

The received response is in text format, so it will need to be converted to JSON in order to view the data correctly.

## Response converted to JSON

```
{
  "id": 4,
```

```
"name": "1997",
"host": "{{domain}}.ucontactcloud.com",
"nat": "yes",
"type": "friend",
"accountcode": "Vcisneros",
"callgroup": "",
"callerid": "1997",
"canreinvite": "",
"context": "agents",
"dtmfmode": "rfc2833",
"insecure": "",
"language": "es",
"mailbox": "",
"md5secret": "07a46a13aa5434e21e6a9aa870482720",
"pickupgroup": "",
"qualify": "yes",
"secret": "",
"disallow": "all",
"allow": "alaw;ulaw",
"port": "",
"defaultuser": "1997",
"subscribecontext": "default",
"record": "agent",
"email": "",
"phonetype": "SoftPhone",
"LogLevel": "SEVERE",
"limite": 0,
"transport": "wss",
"encryption": "yes",
"did": "",
"outboundproxy": "",
"fullname": "Victor Cisneros",
"token": "VmNpc25lcm9zOjJhZGUzNjAxLTNhMjgtNDhjNy1hNDg2LTczNTY3ZmI1ZDI2MQ=="
}
```

## Error Response

0

# Log Out

This API is used to log out the agent or user once they are no longer in use.

You can check the [Postman Collection](#) to test in your instance.

All data enclosed in "{ { } }" are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/api/AgentLogoff

## Request Header

Key	Value
Content-Type	application/x-www-form-urlencoded
Authorization	Basic Token

## Request Body

Parameter	Type	Required	Description
agent	Text (String)	Yes	Username to log out
interface	Text (String)	No	Phone number/extension of the SIP for the agent
message	Text (String)	No	Message to save

# Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

## HTTP

```
POST /Integra/resources/api/AgentLogoff HTTP/1.1
Host: {{domain}}.ucontactcloud.com
Authorization: Basic {{Token}}
Content-Type: application/x-www-form-urlencoded
Content-Length: 55

agent=Vcisneros&interface=SIP%2F1997&message=Desloguear
```

## cURL

```
curl --location --request POST 'https://{{domain}}.ucontactcloud.com/Integra/resources/api/AgentLogoff' \
--header 'Authorization: Basic {{Token}}' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'agent={{User}}' \
--data-urlencode 'interface=SIP/{{Extension}}' \
--data-urlencode 'message={{Mensaje}}'
```

## JavaScript

```
var myHeaders = new Headers();
myHeaders.append("Authorization", "Basic {{Token}}");
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");

var urlencoded = new URLSearchParams();
urlencoded.append("agent", "{{User}}");
urlencoded.append("interface", "SIP/{{Extension}}");
urlencoded.append("message", "{{Mensaje}}");

var requestOptions = {
  method: 'POST',
  headers: myHeaders,
  body: urlencoded,
```

```
    redirect: 'follow'
  };

fetch("https://{{domain}}.ucontactcloud.com/Integra/resources/api/AgentLogoff", requestOptions)
  .then(response => response.text())
  .then(result => console.log(result))
  .catch(error => console.log('error', error));
```

## jQuery

```
var settings = {
  "url": "https://{{domain}}.ucontactcloud.com/Integra/resources/api/AgentLogoff",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Authorization": "Basic {{Token}}",
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
    "agent": "{{User}}",
    "interface": "SIP/{{Extension}}",
    "message": "{{Mensaje}}"
  }
};

$.ajax(settings).done(function (response) {
  console.log(response);
});
```

## C#

```
var client = new RestClient("https://{{domain}}.ucontactcloud.com/Integra/resources/api/AgentLogoff");
client.Timeout = -1;
var request = new RestRequest(Method.POST);
request.AddHeader("Authorization", "Basic {{Token}}");
request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddParameter("agent", "{{User}}");
request.AddParameter("interface", "SIP/{{Extension}}");
request.AddParameter("message", "{{Mensaje}}");
IRestResponse response = client.Execute(request);
```

```
Console.WriteLine(response.Content);
```

## Java

```
OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType,
"agent={{User}}&interface=SIP/{{Extension}}&message={{Mensaje}}");
Request request = new Request.Builder()
    .url("https://{{domain}}.ucontactcloud.com/Integra/resources/api/AgentLogoff")
    .method("POST", body)
    .addHeader("Authorization", "Basic {{Token}}")
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .build();
Response response = client.newCall(request).execute();
```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{{domain}}.ucontactcloud.com")
payload = 'agent={{User}}&interface=SIP/{{Extension}}&message={{Mensaje}}'
headers = {
    'Authorization': 'Basic {{Token}}',
    'Content-Type': 'application/x-www-form-urlencoded'
}
conn.request("POST", "/Integra/resources/api/AgentLogoff", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

---

# HTTP Response

## Successful Response

```
Success
```

## Error Response

0

# Hang Up Call

When you want to hang up a call from outside of uContact, this API is used, allowing for a more complete integration.

You can check the [Postman Collection](#) to test in your instance.

All data enclosed in "{ { } }" are values that will be replaced with the client's own data and/or the corresponding instance.

## Request Information

Method	Resource
POST	/Integra/resources/Agents/HangupPhone

## Request Header

Option	Value
Content-Type	application/x-www-form-urlencoded
Authorization	Basic {{Token}}

## Request Body

Parameter	Type	Required	Description
phone	Number (Integer)	Yes	Agent's phone number/extension

---

## HTTP Request

# Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

## HTTP

```
POST /Integra/resources/Agents/HangupPhone HTTP/1.1
Host: {{instance}}.ucontactcloud.com
Authorization: Basic {{Token}}
Content-Type: application/x-www-form-urlencoded
Content-Length: 10

phone={{AgentPhone}}
```

## cURL

```
curl --location --request POST 'https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/HangupPhone' \
--header 'Authorization: Basic {{Token}}' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'phone={{AgentPhone}}'
```

## JavaScript

```
var myHeaders = new Headers();
myHeaders.append("Authorization", "Basic {{Token}}");
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");

var urlencoded = new URLSearchParams();
urlencoded.append("phone", "{{AgentPhone}}");

var requestOptions = {
  method: 'POST',
  headers: myHeaders,
  body: urlencoded,
  redirect: 'follow'
};

fetch("https://{{Instance}}.ucontactcloud.com/Integra/resources/Agents/HangupPhone", requestOptions)
  .then(response => response.text())
```

```
.then(result => console.log(result))
.catch(error => console.log('error', error));
```

## jQuery

```
var settings = {
  "url": "https://{Instance}.ucontactcloud.com/Integra/resources/Agents/HangupPhone",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Authorization": "Basic {{Token}}",
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
    "phone": "{{AgentPhone}}"
  }
};

$.ajax(settings).done(function (response) {
  console.log(response);
});
```

## C#

```
var client = new RestClient("https://{Instance}.ucontactcloud.com/Integra/resources/Agents/HangupPhone");
client.Timeout = -1;
var request = new RestRequest(Method.POST);
request.AddHeader("Authorization", "Basic {{Token}}");
request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddParameter("phone", "{{AgentPhone}}");
IRestResponse response = client.Execute(request);
Console.WriteLine(response.Content);
```

## Java

```
OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType, "phone={{AgentPhone}}");
Request request = new Request.Builder()
```

```
.url("https://{{Instance}}.ucontactcloud.com/Integra/resources/Agents/HangupPhone")
.method("POST", body)
.addHeader("Authorization", "Basic {{Token}}")
.addHeader("Content-Type", "application/x-www-form-urlencoded")
.build();
Response response = client.newCall(request).execute();
```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{{Instance}}.ucontactcloud.com")
payload = 'phone={{AgentPhone}}'
headers = {
    'Authorization': 'Basic {{Token}}',
    'Content-Type': 'application/x-www-form-urlencoded'
}
conn.request("POST", "/Integra/resources/Agents/HangupPhone", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

---

# HTTP Response

## Successful Response

1

## Error Response

0

# Add Record to Dialer

Adds a record to a dialer to launch the call as soon as an agent is available. This record will be added to the queue, meaning that records already in the queue will be dialed first, regardless; this queue will only consider records that do not belong to a dialing list.

You can check the [Postman Collection](#) to test in your instance.

All data enclosed in "{{ }}" are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/Dialers/DialerTask

## Request Header

Key	Value
Content-Type	application/x-www-form-urlencoded
Authorization	Basic {{Token}}

## Request Body

Parameter	Type	Required	Description
call	JSON String (String)	Yes	JSON Object Converted to Text with the added data in the following example.

## JSON Example

The data added in the following example is purely demonstrative; you will need to replace the data with those corresponding to your instance.

```
{
  "calldate": null,          // If you need to call at a specific time, example: '1900-01-01 00:00:00'
  "campaign": "POWER<-",   // Name of the campaign to add the record to
  "destination": "0123456789", // Phone number to be dialed
  "alternatives": "",      // Alternative number to call if the first number is not reachable
  "agent": "",             // Phone/Extension of the agent if you want a specific agent to take the call
  "data": "idcustomer=7",  // Data to show on the instance's form or for specific use
  "source": "source",     // Pending
  "bulk": false,          // Pending
  "automatic": true       // Pending
}
```

## Description of JSON Object

In the JSON, all keys must be included. If a field states that it is not mandatory, it can be added with an empty value.

Parameter	Type	Required	Description
calldate	Text (String)	No	Defines the time at which the call will be made; it can be 'null' or a date in the format '1900-01-01 00:00:00'.
campaign	Text (String)	Yes	Name of the campaign to which the record will be added.
destination	Text (String)	Yes	Phone number to be called.
alternatives	Text (String)	No	Alternative numbers to contact if the first number cannot be reached; can be left empty.
agent	Text (String)	No	Phone number/extension of the agent if a specific agent is required to take the call.
data	Text (String)	No	Data to be added for display in forms, surveys, or for other purposes within the platform.

source	Text (String)	Yes	
bulk	Boolean	yes	
automatic	Boolean	yes	

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

### HTTP

```
POST /Integra/resources/Dialers/DialerTask HTTP/1.1
Host: {{Instance}}.ucontactcloud.com
Authorization: Basic {{Token}}
Content-Type: application/x-www-form-urlencoded
Content-Length: 310

call={{Objeto Json}}
```

### cURL

```
curl --location --request POST 'https://testclever.ucontactcloud.com/Integra/resources/Dialers/DialerTask' \
--header 'Authorization: Basic VmNpc25lcm9zOjY3NDdjODIzLWY5ZmItNDY0My05NTc0LWNjMjJhOTIhZDRIMQ==' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'call={"calldate" : null,"campaign" : "POWER<-","destination": "1234567890","alternatives":
"" ,"agent" : "" ,"data": "idcustomer=7","source": "source","bulk": false,"automatic": true }'
```

### JavaScript

```
var myHeaders = new Headers();
myHeaders.append("Authorization", "Basic {{Token}}");
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");

var urlencoded = new URLSearchParams();
urlencoded.append("call", "{\\"calldate\\" : null,\\"campaign\\" : \\"POWER<-\\",\\"destination\\" :
\\"0123456789\\",\\"alternatives\\" : \\"\\",\\"agent\\" : \\"\\",\\"data\\" : \\"idcustomer=7\\",\\"source\\" : \\"source\\",\\"bulk\\" :
```

```

false, \ "automatic": true }");

var requestOptions = {
  method: 'POST',
  headers: myHeaders,
  body: urlencoded,
  redirect: 'follow'
};

fetch("https://{{Instance}}.ucontactcloud.com/Integra/resources/Dialers/DialerTask", requestOptions)
  .then(response => response.text())
  .then(result => console.log(result))
  .catch(error => console.log('error', error));

```

## JQuery

```

var settings = {
  "url": "https://{{Instance}}.ucontactcloud.com/Integra/resources/Dialers/DialerTask",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Authorization": "Basic {{Token}}",
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
    "call": "{ \"calldate\" : null, \"campaign\" : \"POWER<-\", \"destination\": \"0123456789\", \"alternatives\": \"\", \"agent\" : \"\", \"data\": \"idcustomer=7\", \"source\": \"source\", \"bulk\": false, \"automatic\": true }"
  }
};

$.ajax(settings).done(function (response) {
  console.log(response);
});

```

## C#

```

var client = new RestClient("https://{{Instance}}.ucontactcloud.com/Integra/resources/Dialers/DialerTask");
client.Timeout = -1;
var request = new RestRequest(Method.POST);
request.AddHeader("Authorization", "Basic {{Token}}");

```

```
request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddParameter("call", "{ \"calldate\" : null, \"campaign\" : \"POWER<-\", \"destination\" :
\"0123456789\", \"alternatives\" : \"\", \"agent\" : \"\", \"data\" : \"idcustomer=7\", \"source\" : \"source\", \"bulk\" :
false, \"automatic\" : true }");
IRestResponse response = client.Execute(request);
Console.WriteLine(response.Content);
```

## Java

```
OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType, "call={ \"calldate\" : null, \"campaign\" : \"POWER<-
\", \"destination\" : \"0123456789\", \"alternatives\" : \"\", \"agent\" : \"\", \"data\" : \"idcustomer=7\", \"source\" :
\"source\", \"bulk\" : false, \"automatic\" : true }");
Request request = new Request.Builder()
    .url("https://{{Instance}}.ucontactcloud.com/Integra/resources/Dialers/DialerTask")
    .method("POST", body)
    .addHeader("Authorization", "Basic {{Token}}")
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .build();
Response response = client.newCall(request).execute();
```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{{Instance}}.ucontactcloud.com")
payload = 'call={{Objeto Json}}'
headers = {
    'Authorization': 'Basic {{Token}}',
    'Content-Type': 'application/x-www-form-urlencoded'
}
conn.request("POST", "/Integra/resources/Dialers/DialerTask", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

# HTTP Response

## Successful Response

1

## Error Response

0

# Upload Base

Uploads a dialing list via a CSV or TXT file to a dialer for integration with an external system to uContact.

You can check the [Postman Collection](#) to test in your instance.

All data enclosed in "{ { } }" are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/Dialers/uploadbase

## Request Header

Option	Value
Content-Type	application/x-www-form-urlencoded
Authorization	Basic {{Token}}

## Request Body

The "cant" parameter can be set to a value of 0; once the list is activated, the number of records in the list will be updated.

In the **fileb64** field, only the content of the plain text file encoded in base64 should be sent. If the file is encoded as such and added to this field, it will result in an error in the request.

Parameter	Type	Required	Description
-----------	------	----------	-------------

filename	Text (String)	Yes	Nombre del archivo a subir
fileb64	Base64 Encoded Content File	Yes	Content file to upload encoded in Base64
campaign	Text (String)	Yes	Name of the campaign to which the file will be uploaded
cant	Number (Integer)	Yes	Number of records in the file
username	Text (String)	Yes	Username uploading the Calling List file

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

### HTTP

```
POST /Integra/resources/Dialers/uploadbase HTTP/1.1
Host: {{Instance}}.ucontactcloud.com
Authorization: Basic {{Token}}
Content-Type: application/x-www-form-urlencoded
Content-Length: 604

filename=base_prueba_2.csv&fileb64=UE9XRVI8LTswMTIzNDU2Nzg5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs5ODc2NTQzMjEwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTswMTQ3ODUyMzY5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTszNjk4NTIwMTQ3O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs3NTMyMTQ2OTgwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow%3D%3D&campaign=POWER%3C-&cant=5&username=Vcisneros
```

### cURL

```
curl --location --request POST 'https://{{Instance}}.ucontactcloud.com/Integra/resources/Dialers/uploadbase' \
--header 'Authorization: Basic {{Token}}' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'filename=base_prueba_2.csv' \
```

```
--data-urlencode
'fileb64=UE9XRVI8LTswMTIzNDU2Nzg5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs5ODc2NTQzMjEwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTswMTQ3ODUyMzY5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTszNjk4NTIwMTQ3O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs3NTMyMTQ2OTgwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow== ' \
--data-urlencode 'campaign=POWER<-' \
--data-urlencode 'cant=5' \
--data-urlencode 'username=Vcisneros'
```

## JavaScript

```
var myHeaders = new Headers();
myHeaders.append("Authorization", "Basic {{Token}}");
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");

var urlencoded = new URLSearchParams();
urlencoded.append("filename", "base_prueba_2.csv");
urlencoded.append("fileb64",
"UE9XRVI8LTswMTIzNDU2Nzg5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs5ODc2NTQzMjEwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTswMTQ3ODUyMzY5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTszNjk4NTIwMTQ3O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs3NTMyMTQ2OTgwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow==");
urlencoded.append("campaign", "POWER<-");
urlencoded.append("cant", "5");
urlencoded.append("username", "Vcisneros");

var requestOptions = {
  method: 'POST',
  headers: myHeaders,
  body: urlencoded,
  redirect: 'follow'
};

fetch("https://{{Instance}}.ucontactcloud.com/Integra/resources/Dialers/uploadbase", requestOptions)
```

```
.then(response => response.text())
.then(result => console.log(result))
.catch(error => console.log('error', error));
```

## jQuery

```
var settings = {
  "url": "https://{Instance}.ucontactcloud.com/Integra/resources/Dialers/uploadbase",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Authorization": "Basic {{Token}}",
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
    "filename": "base_prueba_2.csv",
    "fileb64":
"UE9XRVI8LTswMTIzNDU2Nzg5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs5ODc2NTQzMjEwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTswMTQ3ODUyMzY5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTszNjk4NTIwMTQ3O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs3NTMyMTQ2OTgwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow=",
    "campaign": "POWER<-",
    "cant": "5",
    "username": "Vcisneros"
  }
};

$.ajax(settings).done(function (response) {
  console.log(response);
});
```

## C#

```
var client = new RestClient("https://{Instance}.ucontactcloud.com/Integra/resources/Dialers/uploadbase");
client.Timeout = -1;
var request = new RestRequest(Method.POST);
request.AddHeader("Authorization", "Basic {{Token}}");
```

```

request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddParameter("filename", "base_prueba_2.csv");
request.AddParameter("fileb64",
"UE9XRVI8LTswMTIzNDU2Nzg5O0lkPTIyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9
DUk09Ozs5OTk5Ow0KUE9XRVI8LTs5ODc2NTQzMjEwO0lkPTIyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2l
zbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTswMTQ3ODUyMzY5O0lkPTIyMDE0MTpGb2xpbz0xOk5vb
WJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTszNjk4NTlwMTQ3O0lkPTIyMDE0
MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs3NTMyMT
Q2OTgwO0lkPTIyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow=
=");
request.AddParameter("campaign", "POWER<-");
request.AddParameter("cant", "5");
request.AddParameter("username", "Vcisneros");
IRestResponse response = client.Execute(request);
Console.WriteLine(response.Content);

```

## Java

```

OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType,
"filename=base_prueba_2.csv&fileb64=UE9XRVI8LTswMTIzNDU2Nzg5O0lkPTIyMDE0MTpGb2xpbz0xOk5vbWJyZ
T1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs5ODc2NTQzMjEwO0lkPTIyMDE0MTp
Gb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTswMTQ3ODUy
MzY5O0lkPTIyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE
9XRVI8LTszNjk4NTlwMTQ3O0lkPTIyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk
09Ozs5OTk5Ow0KUE9XRVI8LTs3NTMyMTQ2OTgwO0lkPTIyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzb
mVyb3M6Zm9saW9DUk09Ozs5OTk5Ow==&campaign=POWER<-&cant=5&username=Vcisneros");
Request request = new Request.Builder()
    .url("https://{Instance}.ucontactcloud.com/Integra/resources/Dialers/uploadbase")
    .method("POST", body)
    .addHeader("Authorization", "Basic {Token}")
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .build();
Response response = client.newCall(request).execute();

```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{}{Instance}}.ucontactcloud.com")
payload =
'filename=base_prueba_2.csv&fileb64=UE9XRVI8LTswMTIzNDU2Nzg5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT
1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTs5ODc2NTQzMjEwO0lkPTlyMDE0MTpG
b2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9XRVI8LTswMTQ3ODUyM
zY5O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk09Ozs5OTk5Ow0KUE9
XRVI8LTszNjk4NTIwMTQ3O0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbmVyb3M6Zm9saW9DUk0
9Ozs5OTk5Ow0KUE9XRVI8LTs3NTMyMTQ2OTgwO0lkPTlyMDE0MTpGb2xpbz0xOk5vbWJyZT1WaWN0b3lgQ2lzbm
Vyb3M6Zm9saW9DUk09Ozs5OTk5Ow%3D%3D&campaign=POWER%3C-&cant=5&username=Vcisneros'
headers = {
  'Authorization': 'Basic {}{Token}}',
  'Content-Type': 'application/x-www-form-urlencoded'
}
conn.request("POST", "/Integra/resources/Dialers/uploadbase", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

---

# HTTP Response

## Successful Response

1

## Error Response

0

# Call Disposition

When a call is ended in uContact, a disposition can be added to identify how the call concluded, allowing for reporting or creating actions based on the disposition.

All data enclosed in "{ { } }" are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	Integra/resources/api/DispositionCall

## Request Header

Key	Value
Content-Type	application/x-www-form-urlencoded
Authorization	Basic {{Token}}

## Request Body

Parameter	Type	Required	Description
campaign	Text	Yes	Name of the campaign
agent	Text	Yes	Agent's username
callerid	Text	Yes	Phone number of the contact
guid	Text	Yes	Unique call identifier
l1	Text	Yes	Level 1 disposition

l2	Text	Yes	Level 2 disposition (Can be empty)
l3	Text	Yes	Level 3 disposition (Can be empty)
d1	Text	Yes	Extra data to save (Can be empty)
d2	Text	Yes	Extra data to save (Can be empty)
comment	Text	Yes	Comment for the disposition (Can be empty)
schedule	Text	Yes	Date and time to schedule the call in the format AAAA-MM-DD HH:MI:SS (Can be empty)
camptoreschedule	Text	Yes	Dialer to schedule the call (Can be empty)
tag	Text	Yes	Text for disposition tag or empty (Can be empty)

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

### HTTP

```
POST /Integra/resources/api/DispositionCall HTTP/1.1
```

```
Host: {{Instancia}}.ucontactcloud.com
```

```
Content-Type: application/x-www-form-urlencoded
```

```
Authorization: Basic {{Token}}
```

```
Content-Length: 173
```

```
campaign=campana-%3E&agent=Vcisneros&callerid=1234567890&guid=f9b7ada3-a4e5-4795-834d-aa1c1a37ee57&l1=Tipificacion1&l2=&l3=&d2=&d2=&comment=&schedule=&camptoreschedule=&tag=
```

### cURL

```
curl --location --request POST 'https://{{Instancia}}.ucontactcloud.com/Integra/resources/api/DispositionCall' \
--header 'Content-Type: application/x-www-form-urlencoded' \
```

```
--header 'Authorization: Basic {{Token}}' \  
--data-urlencode 'campaign=campana->' \  
--data-urlencode 'agent=Vcisneros' \  
--data-urlencode 'callerid=1234567890' \  
--data-urlencode 'guid=f9b7ada3-a4e5-4795-834d-aa1c1a37ee57' \  
--data-urlencode 'l1=Tipificacion1' \  
--data-urlencode 'l2=' \  
--data-urlencode 'l3=' \  
--data-urlencode 'd2=' \  
--data-urlencode 'd2=' \  
--data-urlencode 'comment=' \  
--data-urlencode 'schedule=' \  
--data-urlencode 'camptoreschedule=' \  
--data-urlencode 'tag='
```

## JavaScript

```
var myHeaders = new Headers();  
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");  
myHeaders.append("Authorization", "Basic {{Token}}");  
  
var urlencoded = new URLSearchParams();  
urlencoded.append("campaign", "campana->");  
urlencoded.append("agent", "Vcisneros");  
urlencoded.append("callerid", "1234567890");  
urlencoded.append("guid", "f9b7ada3-a4e5-4795-834d-aa1c1a37ee57");  
urlencoded.append("l1", "Tipificacion1");  
urlencoded.append("l2", "");  
urlencoded.append("l3", "");  
urlencoded.append("d2", "");  
urlencoded.append("d2", "");  
urlencoded.append("comment", "");  
urlencoded.append("schedule", "");  
urlencoded.append("camptoreschedule", "");  
urlencoded.append("tag", "");  
  
var requestOptions = {  
  method: 'POST',  
  headers: myHeaders,  
  body: urlencoded,
```

```
    redirect: 'follow'
  };

fetch("https://{{Instancia}}.ucontactcloud.com/Integra/resources/api/DispositionCall", requestOptions)
  .then(response => response.text())
  .then(result => console.log(result))
  .catch(error => console.log('error', error));
```

## JQuery

```
var settings = {
  "url": "https://{{Instancia}}.ucontactcloud.com/Integra/resources/api/DispositionCall",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Content-Type": "application/x-www-form-urlencoded",
    "Authorization": "Basic {{Token}}"
  },
  "data": {
    "campaign": "campana->",
    "agent": "Vcisneros",
    "callerid": "1234567890",
    "guid": "f9b7ada3-a4e5-4795-834d-aa1c1a37ee57",
    "l1": "Tipificacion1",
    "l2": "",
    "l3": "",
    "d2": "",
    "d2": "",
    "comment": "",
    "schedule": "",
    "camptoreschedule": "",
    "tag": ""
  }
};

$.ajax(settings).done(function (response) {
  console.log(response);
});
```

## C#

```

var client = new RestClient("https://{Instancia}.ucontactcloud.com/Integra/resources/api/DispositionCall");
client.Timeout = -1;
var request = new RestRequest(Method.POST);
request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddHeader("Authorization", "Basic {{Token}}");
request.AddParameter("campaign", "campana->");
request.AddParameter("agent", "Vcisneros");
request.AddParameter("callerid", "1234567890");
request.AddParameter("guid", "f9b7ada3-a4e5-4795-834d-aa1c1a37ee57");
request.AddParameter("l1", "Tipificacion1");
request.AddParameter("l2", "");
request.AddParameter("l3", "");
request.AddParameter("d2", "");
request.AddParameter("d2", "");
request.AddParameter("comment", "");
request.AddParameter("schedule", "");
request.AddParameter("camptoreschedule", "");
request.AddParameter("tag", "");
IRestResponse response = client.Execute(request);
Console.WriteLine(response.Content);

```

## Java

```

OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType, "campaign=campana->&agent=Vcisneros&callerid=1234567890&guid=f9b7ada3-a4e5-4795-834d-aa1c1a37ee57&l1=Tipificacion1&l2=&l3=&d2=&d2=&comment=&schedule=&camptoreschedule=&tag=");
Request request = new Request.Builder()
    .url("https://{Instancia}.ucontactcloud.com/Integra/resources/api/DispositionCall")
    .method("POST", body)
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .addHeader("Authorization", "Basic {{Token}}")
    .build();
Response response = client.newCall(request).execute();

```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{}{Instancia}}.ucontactcloud.com")
payload = 'campaign=campana-%3E&agent=Vcisneros&callerid=1234567890&guid=f9b7ada3-a4e5-4795-834d-aa1c1a37ee57&l1=Tipificacion1&l2=&l3=&d2=&d2=&comment=&schedule=&camptoreschedule=&tag='
headers = {
    'Content-Type': 'application/x-www-form-urlencoded',
    'Authorization': 'Basic {}{Token}}}'
}
conn.request("POST", "/Integra/resources/api/DispositionCall", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

---

# HTTP Response

## Successful Response

```
"OK"
```

## Error Response

```
"0"
```

# Create Agent

When an integration requires creating users from another platform, we can use this API to create agent-type users so they can make calls.

You can check the [Postman Collection](#) to test in your instance.

All data enclosed in "{ { } }" are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/sip/addsip

## Request Header

Key	Value
Content-Type	application/x-www-form-urlencoded
Authorization	Basic {{Token}}

## Request Body

Parameter	Type	Required	Description
Phone	Text	Yes	JSON Object

## JSON Example

The data not enclosed in { { } } will not be modified; they will be sent as fixed data.

```

{
  "LogLevel": "SEVERE",
  "fullName": "{{fullName}}",
  "accountcode": "{{userNameAgent}}",
  "allow": "alaw;ulaw",
  "callerid": "{{phoneNumber}}",
  "id": 407,
  "context": "agentes",
  "defaultuser": "{{phoneNumber}}",
  "did": "",
  "disallow": "all",
  "dtmfmode": "rfc2833",
  "email": "",
  "encryption": "yes",
  "canreinvite": "",
  "insecure": "",
  "host": "dynamic",
  "language": "es",
  "mailbox": "",
  "name": "{{phoneNumber}}",
  "nat": "yes",
  "phonetype": "SoftPhone",
  "pickupgroup": "",
  "callgroup": "",
  "qualify": "yes",
  "record": "agent",
  "secret": "{{passwordAgent}}",
  "subscribecontext": "default",
  "transport": "wss",
  "port": "",
  "outboundproxy": "",
  "type": "friend",
  "limite": "0"
}

```

## JSON Object description

Parameter	Type	Required	Description
userName	Text	Yes	Agent's username

password	Text	Yes	User's password
fullname	Text	Yes	Agent's full name
phoneNumber	Text	Yes	Agent's phone number (Unique Data)

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

### HTTP

```
POST /Integra/resources/sip/addsip HTTP/1.1
```

```
Host: {{dominio}}.ucontactcloud.com
```

```
Content-Type: application/x-www-form-urlencoded
```

```
Authorization: Basic {{Token}}
```

```
Content-Length: 1228
```

```
phone={ "LogLevel": "SEVERE", "fullname": "{{fullname}}", "accountcode": "{{userName}}", "allow":
"alaw;ulaw", "callerid": "{{phoneNumber}}", "id": 407, "context": "agentes", "defaultuser":
{{phoneNumber}}, "did": "", "disallow": "all", "dtmfmode": "rfc2833", "email": "", "encryption": "yes",
"canreinvite": "", "insecure": "", "host": "dynamic", "language": "es", "mailbox": "", "name":
{{phoneNumber}}, "nat": "yes", "phonetype": "SoftPhone", "pickupgroup": "", "callgroup": "", "qualify": "yes",
"record": "agent", "secret": "{{password}}", "subscribecontext": "default", "transport": "wss", "port": "",
"outboundproxy": "", "type": "friend", "limite": "0" }
```

### cURL

```
curl --location --globoff 'https://{{dominio}}.ucontactcloud.com/Integra/resources/sip/addsip' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--header 'Authorization: Basic {{Token}}' \
--data-urlencode 'phone={ "LogLevel": "SEVERE", "fullname": "{{fullname}}", "accountcode": "{{userName}}",
"allow": "alaw;ulaw", "callerid": "{{phoneNumber}}", "id": 407, "context": "agentes", "defaultuser":
{{phoneNumber}}, "did": "", "disallow": "all", "dtmfmode": "rfc2833", "email": "", "encryption": "yes",
"canreinvite": "", "insecure": "", "host": "dynamic", "language": "es", "mailbox": "", "name":
```

```
"{{phoneNumber}}", "nat": "yes", "phonetype": "SoftPhone", "pickupgroup": "", "callgroup": "", "qualify": "yes",
"record": "agent", "secret": "{{password}}", "subscribecontext": "default", "transport": "wss", "port": "",
"outboundproxy": "", "type": "friend", "limite": "0" }'
```

## JavaScript

```
const myHeaders = new Headers();
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");
myHeaders.append("Authorization", "Basic
VmNpc25lcm9zOjdmMjUyODAyLTljNGEtNDcyZi05MjjiLTQwNGFmY2JjM2Q2MA==");

const urlencoded = new URLSearchParams();
urlencoded.append("phone", "{ \"LogLevel\": \"SEVERE\", \"fullname\": \"{{fullname}}\", \"accountcode\":
\"{{userName}}\", \"allow\": \"alaw;ulaw\", \"callerid\": \"{{phoneNumber}}\", \"id\": 407, \"context\":
\"agentes\", \"defaultuser\": \"{{phoneNumber}}\", \"did\": \"\", \"disallow\": \"all\", \"dtmfmode\": \"rfc2833\",
\"email\": \"\", \"encryption\": \"yes\", \"canreinvite\": \"\", \"insecure\": \"\", \"host\": \"dynamic\", \"language\":
\"es\", \"mailbox\": \"\", \"name\": \"{{phoneNumber}}\", \"nat\": \"yes\", \"phonetype\": \"SoftPhone\",
\"pickupgroup\": \"\", \"callgroup\": \"\", \"qualify\": \"yes\", \"record\": \"agent\", \"secret\": \"{{password}}\",
\"subscribecontext\": \"default\", \"transport\": \"wss\", \"port\": \"\", \"outboundproxy\": \"\", \"type\": \"friend\",
\"limite\": \"0\" }");

const requestOptions = {
  method: "POST",
  headers: myHeaders,
  body: urlencoded,
  redirect: "follow"
};

fetch("https://{{dominio}}.ucontactcloud.com/Integra/resources/sip/addsip", requestOptions)
  .then((response) => response.text())
  .then((result) => console.log(result))
  .catch((error) => console.error(error));
```

## JQuery

```
var settings = {
  "url": "https://{{dominio}}.ucontactcloud.com/Integra/resources/sip/addsip",
  "method": "POST",
  "timeout": 0,
  "headers": {
```

```

"Content-Type": "application/x-www-form-urlencoded",
"Authorization": "Basic {{Token}}"
},
"data": {
  "phone": "{ \"LogLevel\": \"SEVERE\", \"fullName\": \"{{fullName}}\", \"accountcode\": \"{{userName}}\",
  \"allow\": \"alaw;ulaw\", \"callerid\": \"{{phoneNumber}}\", \"id\": 407, \"context\": \"agentes\", \"defaultuser\":
  \"{{phoneNumber}}\", \"did\": \"\", \"disallow\": \"all\", \"dtmfmode\": \"rfc2833\", \"email\": \"\", \"encryption\":
  \"yes\", \"canreinvite\": \"\", \"insecure\": \"\", \"host\": \"dynamic\", \"language\": \"es\", \"mailbox\": \"\",
  \"name\": \"{{phoneNumber}}\", \"nat\": \"yes\", \"phonetype\": \"SoftPhone\", \"pickupgroup\": \"\",
  \"callgroup\": \"\", \"qualify\": \"yes\", \"record\": \"agent\", \"secret\": \"{{password}}\", \"subscribecontext\":
  \"default\", \"transport\": \"wss\", \"port\": \"\", \"outboundproxy\": \"\", \"type\": \"friend\", \"limite\": \"0\" }"
}
};

$.ajax(settings).done(function (response) {
  console.log(response);
});

```

## C#

```

var options = new RestClientOptions("https://{{dominio}}.ucontactcloud.com")
{
  MaxTimeout = -1,
};
var client = new RestClient(options);
var request = new RestRequest("/Integra/resources/sip/addsip", Method.Post);
request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddHeader("Authorization", "Basic {{Token}}");
request.AddParameter("phone", "{ \"LogLevel\": \"SEVERE\", \"fullName\": \"{{fullName}}\", \"accountcode\":
  \"{{userName}}\", \"allow\": \"alaw;ulaw\", \"callerid\": \"{{phoneNumber}}\", \"id\": 407, \"context\":
  \"agentes\", \"defaultuser\": \"{{phoneNumber}}\", \"did\": \"\", \"disallow\": \"all\", \"dtmfmode\": \"rfc2833\",
  \"email\": \"\", \"encryption\": \"yes\", \"canreinvite\": \"\", \"insecure\": \"\", \"host\": \"dynamic\", \"language\":
  \"es\", \"mailbox\": \"\", \"name\": \"{{phoneNumber}}\", \"nat\": \"yes\", \"phonetype\": \"SoftPhone\",
  \"pickupgroup\": \"\", \"callgroup\": \"\", \"qualify\": \"yes\", \"record\": \"agent\", \"secret\": \"{{password}}\",
  \"subscribecontext\": \"default\", \"transport\": \"wss\", \"port\": \"\", \"outboundproxy\": \"\", \"type\": \"friend\",
  \"limite\": \"0\" }");
RestResponse response = await client.ExecuteAsync(request);
Console.WriteLine(response.Content);

```

## Java

```

OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType, "phone={ \"LogLevel\": \"SEVERE\", \"fullname\": \"{{fullname}}\", \"accountcode\": \"{{userName}}\", \"allow\": \"alaw;ulaw\", \"callerid\": \"{{phoneNumber}}\", \"id\": 407, \"context\": \"agentes\", \"defaultuser\": \"{{phoneNumber}}\", \"did\": \"\", \"disallow\": \"all\", \"dtmfmode\": \"rfc2833\", \"email\": \"\", \"encryption\": \"yes\", \"canreinvite\": \"\", \"insecure\": \"\", \"host\": \"dynamic\", \"language\": \"es\", \"mailbox\": \"\", \"name\": \"{{phoneNumber}}\", \"nat\": \"yes\", \"phonetype\": \"SoftPhone\", \"pickupgroup\": \"\", \"callgroup\": \"\", \"qualify\": \"yes\", \"record\": \"agent\", \"secret\": \"{{password}}\", \"subscribecontext\": \"default\", \"transport\": \"wss\", \"port\": \"\", \"outboundproxy\": \"\", \"type\": \"friend\", \"limite\": \"0\" }");
Request request = new Request.Builder()
    .url("https://{{dominio}}.ucontactcloud.com/Integra/resources/sip/addsip")
    .method("POST", body)
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .addHeader("Authorization", "Basic {{Token}}")
    .build();
Response response = client.newCall(request).execute();

```

## Python

```

import http.client

conn = http.client.HTTPSConnection("{{dominio}}.ucontactcloud.com")
payload = 'phone={ "LogLevel": "SEVERE", "fullname": "{{fullname}}", "accountcode": "{{userName}}", "allow": "alaw;ulaw", "callerid": "{{phoneNumber}}", "id": 407, "context": "agentes", "defaultuser": "{{phoneNumber}}", "did": "", "disallow": "all", "dtmfmode": "rfc2833", "email": "", "encryption": "yes", "canreinvite": "", "insecure": "", "host": "dynamic", "language": "es", "mailbox": "", "name": "{{phoneNumber}}", "nat": "yes", "phonetype": "SoftPhone", "pickupgroup": "", "callgroup": "", "qualify": "yes", "record": "agent", "secret": "{{password}}", "subscribecontext": "default", "transport": "wss", "port": "", "outboundproxy": "", "type": "friend", "limite": "0" }'
headers = {
    'Content-Type': 'application/x-www-form-urlencoded',
    'Authorization': 'Basic {{Token}}'
}
conn.request("POST", "/Integra/resources/sip/addsip", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))

```

---

# HTTP Response

Responses indicating an error due to the sent data will generally be delivered with an HTTP 200 code and a "0" or "1" in the body of the response, so caution should be exercised when validating the HTTP Response Code.

The received response is in text format, so it will need to be converted to JSON to view the data correctly.

## Successful Response

1

## Error Response

0

# Add Agent to Campaign

When integration requires it, agents can be added to a specific campaign through this API. Below, we outline how to perform this action.

You can check the [Postman Collection](#) to test in your instance.

All data enclosed in "{ { } }" are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/queues/addqueuemember

## Request Header

Key	Value
Content-Type	application/x-www-form-urlencoded
Authorization	Basic {{Token}}

## Request Body

Parameter	Type	Description
queuemember	Text (String)	An array of objects, where multiple users can be added to multiple campaigns; each object represents a user added to a campaign.

## JSON Example

```
[
  {
    "membername": "{{UserName}}",
    "queueName": "{{CampaignName}}",
    "interface1": "SIP/{{AgentPhoneNumber}}",
    "penalty": 0,
    "paused": 0
  }
]
```

## JSON Description

Parameter	Type	Description
UserName	Text (String)	Agent's username
CampaignName	Text (String)	Name of the campaign to which the user wishes to be added
PhoneNumber	Text (String)	Agent's phone number

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

### HTTP

```
POST /Integra/resources/queues/addqueuemember HTTP/1.1
Host: {{domain}}.ucontactcloud.com
Content-Type: application/x-www-form-urlencoded
Authorization: Basic {{Token}}
Content-Length: 221

queuemember=[{"membername":"{{UserName}}","queueName":"{{CampaignName}}","interface1":"SIP/{{AgentPhoneNumber}}","penalty":0,"paused":0}]
```

### cURL

```
curl --location --globoff 'https://{domain}.ucontactcloud.com/Integra/resources/queues/addqueuemember' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--header 'Authorization: Basic {{Token}}' \
--data-urlencode
'queuemember=[{"membername":"{{UserName}}","queueName":"{{CampaignName}}","interface1":"SIP/{{AgentPhone
Number}}","penalty":0,"paused":0}]'
```

## JavaScript

```
const myHeaders = new Headers();
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");
myHeaders.append("Authorization", "Basic {{Token}}");

const urlencoded = new URLSearchParams();
urlencoded.append("queuemember",
"[{\\"membername\\":\\"{{UserName}}\\",\\"queueName\\":\\"{{CampaignName}}\\",\\"interface1\\":\\"SIP/{{AgentPhone
Number}}\\",\\"penalty\\":0,\\"paused\\":0}]");

const requestOptions = {
  method: "POST",
  headers: myHeaders,
  body: urlencoded,
  redirect: "follow"
};

fetch("https://{domain}.ucontactcloud.com/Integra/resources/queues/addqueuemember", requestOptions)
  .then((response) => response.text())
  .then((result) => console.log(result))
  .catch((error) => console.error(error));
```

## jQuery

```
var settings = {
  "url": "https://{domain}.ucontactcloud.com/Integra/resources/queues/addqueuemember",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Content-Type": "application/x-www-form-urlencoded",
    "Authorization": "Basic {{Token}}"
  },
```

```

"data": {
  "queuemember":
"[{"membername":"{{UserName}}","queueName":"{{CampaignName}}","interface1":"SIP/{{AgentPhoneNumber}}","penalty":0,"paused":0}]"
}
};

$.ajax(settings).done(function (response) {
  console.log(response);
});

```

## C#

```

var client = new HttpClient();
var request = new HttpRequestMessage( HttpMethod.Post,
"https://{domain}.ucontactcloud.com/Integra/resources/queues/addqueuemember");
request.Headers.Add("Authorization", "Basic {{Token}}");
var collection = new List<KeyValuePair<string, string>>();
collection.Add(new("queuemember",
"[{"membername":"{{UserName}}","queueName":"{{CampaignName}}","interface1":"SIP/{{AgentPhoneNumber}}","penalty":0,"paused":0}]" ));
var content = new FormUrlEncodedContent(collection);
request.Content = content;
var response = await client.SendAsync(request);
response.EnsureSuccessStatusCode();
Console.WriteLine(await response.Content.ReadAsStringAsync());

```

## Java

```

OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType,
"queuemember=[{"membername":"{{UserName}}","queueName":"{{CampaignName}}","interface1":"SIP/{{AgentPhoneNumber}}","penalty":0,"paused":0}]" );
Request request = new Request.Builder()
    .url("https://{domain}.ucontactcloud.com/Integra/resources/queues/addqueuemember")
    .method("POST", body)
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .addHeader("Authorization", "Basic {{Token}}")

```

```
.build();  
Response response = client.newCall(request).execute();
```

## Python

```
import http.client  
  
conn = http.client.HTTPSConnection("{}{domain}}.ucontactcloud.com")  
payload =  
'queuemember=[{"membername":"{}{UserName}}","queueName":"{}{CampaignName}}","interface1":"SIP/{}{AgentPhoneNumber}}","penalty":0,"paused":0}]'  
headers = {  
    'Content-Type': 'application/x-www-form-urlencoded',  
    'Authorization': 'Basic {}{Token}}'  
}  
conn.request("POST", "/Integra/resources/queues/addqueuemember", payload, headers)  
res = conn.getresponse()  
data = res.read()  
print(data.decode("utf-8"))
```

## HTTP Response

Responses indicating an error due to the sent data will generally be delivered with an HTTP 200 code and a "0" or "1" in the body of the response, so caution should be exercised when validating the HTTP Response Code.

The received response is in text format, so it will need to be converted to JSON to view the data correctly.

## Successful Response

```
1
```

## Error Response



# Make a Call

In some cases, it is necessary for an agent to initiate a call to a phone number from another application, such as a CRM. This API can be used, and the call will be directed to the agent.

You can check the [Colección de Postman](#) to see an example and test it with your instance.

All data enclosed in `{{ }}` are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/Agents/AgentCall

## Request Header

Opcion	Valor
Content-Type	application/x-www-form-urlencoded
Authorization	Basic <code>{{Token}}</code>

## Request Body

Parametro	Tipo	Requerido	Descripción
callerid	Número	Si	DID assigned to the campaign from which the call will be made.
agent	Texto	Si	Agent who will take the call.
phone	Número	Si	Agent's phone number.

tech	Texto	Si	Communication protocol, add SIP.
context	Texto	Si	Name of the context for flows from which the call will exit; it can be 'agentes' or 'agents.'
outqueue	Texto	Si	Name of the manual campaign.
destination	Número	Si	Name of the campaign for which the call will be generated.

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

### HTTP

```
POST /Integra/resources/Agents/AgentCall HTTP/1.1
```

```
Host: {{instance}}.ucontactcloud.com
```

```
Authorization: Basic {{Token}}
```

```
Content-Type: application/x-www-form-urlencoded
```

```
Content-Length: 116
```

```
callerid={{callerid}}agent={{agent}}&phone={{phone}}&tech=SIP&context={{context}}&outqueue={{outqueue}}&destination={{destination}}
```

### cURL

```
curl --location 'https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall' \
```

```
--header 'Authorization: Basic {{Token}}' \
```

```
--header 'Content-Type: application/x-www-form-urlencoded' \
```

```
--data-urlencode 'callerid={{callerid}}' \
```

```
--data-urlencode 'agent={{agent}}' \
```

```
--data-urlencode 'phone={{phone}}' \
```

```
--data-urlencode 'tech=SIP' \
```

```
--data-urlencode 'context={{context}}' \
```

```
--data-urlencode 'outqueue={{outqueue}}' \
```

```
--data-urlencode 'destination={{destination}}'
```

## JavaScript

```
const myHeaders = new Headers();
myHeaders.append("Authorization", "Basic {{Token}}");
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");

const urlencoded = new URLSearchParams();
urlencoded.append("callerid", "{{callerid}}");
urlencoded.append("agent", "{{agent}}");
urlencoded.append("phone", "{{phone}}");
urlencoded.append("tech", "SIP");
urlencoded.append("context", "{{context}}");
urlencoded.append("outqueue", "{{outqueue}}");
urlencoded.append("destination", "{{destination}}");

const requestOptions = {
  method: "POST",
  headers: myHeaders,
  body: urlencoded,
  redirect: "follow"
};

fetch("https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall", requestOptions)
  .then((response) => response.text())
  .then((result) => console.log(result))
  .catch((error) => console.error(error));
```

## JQuery

```
var settings = {
  "url": "https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Authorization": "Basic {{Token}}",
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
```

```

"callerid": "{{callerid}}",
"agent": "{{agent}}",
"phone": "{{phone}}",
"tech": "SIP",
"context": "{{context}}",
"outqueue": "{{outqueue}}",
"destination": "{{destination}}"
}
};

$.ajax(settings).done(function (response) {
    console.log(response);
});

```

## C#

```

var client = new HttpClient();
var request = new HttpRequestMessage( HttpMethod.Post,
    "https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall");
request.Headers.Add("Authorization", "Basic {{Token}}");
var collection = new List<KeyValuePair<string, string>>();
collection.Add(new("callerid", "{{callerid}}"));
collection.Add(new("agent", "{{agent}}"));
collection.Add(new("phone", "{{phone}}"));
collection.Add(new("tech", "SIP"));
collection.Add(new("context", "{{context}}"));
collection.Add(new("outqueue", "{{outqueue}}"));
collection.Add(new("destination", "{{destination}}"));
var content = new FormUrlEncodedContent(collection);
request.Content = content;
var response = await client.SendAsync(request);
response.EnsureSuccessStatusCode();
Console.WriteLine(await response.Content.ReadAsStringAsync());

```

## Java

```

OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType,

```

```
"callerid={{callerid}}&agent={{agent}}&phone={{phone}}&tech=SIP&context={{context}}&outqueue={{outqueue}}&destination={{destination}}");
Request request = new Request.Builder()
    .url("https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall")
    .method("POST", body)
    .addHeader("Authorization", "Basic {{Token}}")
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .build();
Response response = client.newCall(request).execute();
```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{{instance}}.ucontactcloud.com")
payload =
'callerid={{callerid}}&agent={{agent}}&phone={{phone}}&tech=SIP&context={{context}}&outqueue={{outqueue}}&destination={{destination}}'
headers = {
    'Authorization': 'Basic {{Token}}',
    'Content-Type': 'application/x-www-form-urlencoded'
}
conn.request("POST", "/Integra/resources/Agents/AgentCall", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

---

## HTTP Response

Responses in which an error occurred due to the data sent will generally be returned with an HTTP code 200 and a '0' in the response body; therefore, caution should be exercised when validating by the HTTP Code Response.

The successful response will be a GUID as the call identifier; this data can be used for future actions through APIs.

## Successful response.

8cf8570e-60e7-44ed-b799-3baab211b04d

## Error response.

0

# Get Campaigns

To obtain all campaigns created within uContact, this API can be used, which returns the totality of Dialers and Queues.

You can check the [Colección de Postman](#) to see an example and test it with your instance.

All data enclosed in `{{ }}` are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/queues/getqueues

## Request Header

Key	Value
Content-Type	application/x-www-form-urlencoded
Authorization	Basic <code>{{Token}}</code>

## Request Body

Parameter	Type	Required	Description
lastrow	Text	No	Send empty

## Code Examples

You can copy the following code examples and replace the "{{variable}}" with the correct data.

## HTTP

```
POST /Integra/resources/queues/getqueues HTTP/1.1
Host: {{instance}}.ucontactcloud.com
Content-Type: application/x-www-form-urlencoded
Authorization: Basic {{Token}}
Content-Length: 8

lastrow=
```

## cURL

```
curl --location --globoff 'https://{{instance}}.ucontactcloud.com/Integra/resources/queues/getqueues' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--header 'Authorization: Basic {{Token}}' \
--data-urlencode 'lastrow='
```

## JavaScript

```
const myHeaders = new Headers();
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");
myHeaders.append("Authorization", "Basic {{Token}}");

const urlencoded = new URLSearchParams();
urlencoded.append("lastrow", "");

const requestOptions = {
  method: "POST",
  headers: myHeaders,
  body: urlencoded,
  redirect: "follow"
};

fetch("https://{{instance}}.ucontactcloud.com/Integra/resources/queues/getqueues", requestOptions)
  .then((response) => response.text())
  .then((result) => console.log(result))
  .catch((error) => console.error(error));
```

# jQuery

```
var settings = {
  "url": "https://{instance}.ucontactcloud.com/Integra/resources/queues/getqueues",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Content-Type": "application/x-www-form-urlencoded",
    "Authorization": "Basic {{Token}}"
  },
  "data": {
    "lastrow": ""
  }
};

$.ajax(settings).done(function (response) {
  console.log(response);
});
```

# C#

```
var client = new HttpClient();
var request = new HttpRequestMessage(HttpMethod.Post,
  "https://{instance}.ucontactcloud.com/Integra/resources/queues/getqueues");
request.Headers.Add("Authorization", "Basic {{Token}}");
var collection = new List<KeyValuePair<string, string>>();
collection.Add(new("lastrow", ""));
var content = new FormUrlEncodedContent(collection);
request.Content = content;
var response = await client.SendAsync(request);
response.EnsureSuccessStatusCode();
Console.WriteLine(await response.Content.ReadAsStringAsync());
```

# Java

```
OkHttpClient client = new OkHttpClient().newBuilder()
  .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType, "lastrow=");
Request request = new Request.Builder()
```

```
.url("https://{instance}.ucontactcloud.com/Integra/resources/queues/getqueues")
.method("POST", body)
.addHeader("Content-Type", "application/x-www-form-urlencoded")
.addHeader("Authorization", "Basic {{Token}}")
.build();
Response response = client.newCall(request).execute();
```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{instance}.ucontactcloud.com")
payload = 'lastrow='
headers = {
    'Content-Type': 'application/x-www-form-urlencoded',
    'Authorization': 'Basic {{Token}}'
}
conn.request("POST", "/Integra/resources/queues/getqueues", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

## HTTP Response

Responses in which an error occurred due to the sent data will generally be delivered with an HTTP code 200 and a '0' in the response body; therefore, caution should be taken when validating the HTTP Code Response.

The successful response will be a JSON corresponding to an array of objects, where each object represents a campaign.

## Respuesta exitosa

```
[
  {
    "name": "DEMO007->",
```

```
"musiconhold": "default",
"announce": "",
"context": "",
"timeout": 15,
"monitorType": "MixMonitor",
"monitorFormat": "gsm",
"announceFrequency": 0,
"announceRoundSeconds": 0,
"announceHoldtime": "no",
"announcePosition": "no",
"retry": 3,
"wrapuptime": 0,
"maxlen": 100,
"servicelevel": 15,
"strategy": "linear",
"joinempty": "yes",
"leavewhenempty": "no",
"eventmemberstatus": false,
"eventwhencalled": true,
"reporholdtime": false,
"memberdelay": 0,
"weight": 0,
"timeoutrestart": true,
"ringinuse": false,
"setinterfacevar": true,
"periodicAnnounce": "",
"periodicAnnounceFrequency": "0",
"did": "18885751288",
"direction": "outbound",
"interactions": "",
"email": "",
"thresholds": "40-80-20-50-60-180-300-6-3-",
"welcome": "& & & && & & &",
"schedule": "sun-sat;00:00-23:59",
"form": "Totality|true",
"quality": "",
"dialstring": "SIP/CLEVERSIP/9898",
"voicemail": "",
"queue_survey": 1,
"queue_timeout": 600,
```

```
"auto_answer": "FALSE",  
"show_dispositions": 1,  
"queue_breaks": "",  
"screen_recording": 0,  
"language": "en",  
"transferCampaigns": ""  
}  
]
```

## Respuesta de error

```
0
```

# Get Dialers

To obtain the list of uContact dialers, this API needs to be used. For example, if we want to create a dropdown menu from another application to display the dialers and perform a specific action.

You can check the [Colección de Postman](#) to see an example and test it with your instance.

All data enclosed in `{{ }}` are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/Dialers/get

## Request Header

Key	Value
Authorization	Basic {{Token}}

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

### HTTP

```
POST /Integra/resources/Dialers/get HTTP/1.1
```

```
Host: {{instance}}.ucontactcloud.com
```

```
Authorization: Basic {{Token}}
```

## cURL

```
curl --location --globoff --request POST 'https://{{instance}}.ucontactcloud.com/Integra/resources/Dialers/get' \  
--header 'Authorization: Basic {{Token}}'
```

## JavaScript

```
const myHeaders = new Headers();  
myHeaders.append("Authorization", "Basic {{Token}}");  
  
const requestOptions = {  
  method: "POST",  
  headers: myHeaders,  
  redirect: "follow"  
};  
  
fetch("https://{{instance}}.ucontactcloud.com/Integra/resources/Dialers/get", requestOptions)  
  .then((response) => response.text())  
  .then((result) => console.log(result))  
  .catch((error) => console.error(error));
```

## jQuery

```
var settings = {  
  "url": "https://{{instance}}.ucontactcloud.com/Integra/resources/Dialers/get",  
  "method": "POST",  
  "timeout": 0,  
  "headers": {  
    "Authorization": "Basic {{Token}}"  
  },  
};  
  
$.ajax(settings).done(function (response) {  
  console.log(response);  
});
```

## C#

```
var client = new HttpClient();
var request = new HttpRequestMessage(HttpMethod.Post,
"https://{instance}.ucontactcloud.com/Integra/resources/Dialers/get");
request.Headers.Add("Authorization", "Basic {{Token}}");
var response = await client.SendAsync(request);
response.EnsureSuccessStatusCode();
Console.WriteLine(await response.Content.ReadAsStringAsync());
```

## Java

```
OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("text/plain");
RequestBody body = RequestBody.create(mediaType, "");
Request request = new Request.Builder()
    .url("https://{instance}.ucontactcloud.com/Integra/resources/Dialers/get")
    .method("POST", body)
    .addHeader("Authorization", "Basic {{Token}}")
    .build();
Response response = client.newCall(request).execute();
```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{instance}.ucontactcloud.com")
payload = ""
headers = {
    'Authorization': 'Basic {{Token}}'
}
conn.request("POST", "/Integra/resources/Dialers/get", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

# HTTP Response

Responses in which an error occurred due to the sent data will generally be delivered with an HTTP code 200 and a '0' in the response body; therefore, caution should be exercised when validating the HTTP Code Response.

The successful response will be a JSON-formatted text corresponding to an array of objects, where each object represents a dialer.

## Successful response

```
[
  {
    "campaign": "DEMO007<-",
    "schedule": "mon,tue,wed,thu,fri,sat;08:00-21:00",
    "dialertype": "PowerDialer",
    "status": 1,
    "dialstring": "SIP/CLEVERSIP/9898",
    "context": "PowerDialer",
    "exten": "${EXTEN}",
    "am": 0,
    "sound": "",
    "maxchannels": 2,
    "variables":
"FORM=Totality:language=default:initialSilence=1500:greeting=2000:afterGreetingSilence=1000:totalAnalysisTime=2500:minWordLength=100:betweenWordSilence=50:maximumNumberOfWords=2:silenceThreshold=256",
    "timeout": 30,
    "callerid": "18885751288",
    "retries": 0,
    "callerpres": 20,
    "tbc": -5,
    "dncr": 1,
    "schedulephones":
"0=HMW:1=HMW:2=HMW:3=HMW:4=HMW:5=HMW:6=HMW:7=HMW:8=MWH:9=MWH:10=MWH:11=MWH:12=MWH:13=MWH:14=MWH:15=MWH:16=MWH:17=MWH:18=MWH:19=HMW:20=HMW:21=HMW:22=HMW:23=HMW",
    "autoanswer": 1,
    "tbc_nocontact": 0,
  }
]
```

```
"earlymedia": 0,  
"recyclecount": 0,  
"recycle": "[]",  
"country": "",  
"rule": "NONE",  
"autoconvertcallerid": 0  
}  
]
```

## Error response

```
0
```