

REST API VPBX (CRM)

Content

1. General information	5
2. Requests from VPBX to CRM or database	6
2.1 history command (POST)	6
2.2 event command (POST)	7
2.3 contact command (POST)	8
2.4 rating command (POST)	8
3. Requests from CRM or database to VPBX	10
3.1 Authorization	10
3.2 Filtering and page by page loading	10
3.3 Error codes	10
4. Call history	11
4.1 Loading external history (csv)	11
4.2 Loading external history (json)	12
4.3 Loading internal history (csv)	13
4.4 Loading internal history (json)	14
4.5 Rules for loading history for a certain period	16
5. Outgoing call	17
5.1 Making an outgoing call	17
6. Employees	18
6.1 List of employees	18
6.2 Receiving an employee	19
6.3 Adding an employee	20
6.4 Editing an employee	21
6.5 Deleting an employee	22
6.6 Employee department list	22
6.7 Call receiving in the department	23
6.8 Call receiving in all departments	23
6.9 Call receiving (Do Not Disturb mode)	24
7. Enclosed parameters	24
8. Departments	25
8.1 List of departments	25
8.2 Getting a department	26
8.3 Adding a department	27
8.4 Department editing	29
8.5 Deleting a department	30
8.6 Changing employees in a department	31
8.7 Enclosed parameters	31

9. Numbers	33
9.1 Number list	33
9.2 Getting a number	34
9.3 Editing the number route	35
9.4 Disable receiving calls	36
9.5 Enable receiving calls	36
9.6 Route types	36
9.7 Interval schedule	37
9.8 Special days	39
9.9 Enclosed parameters	40
10. Black list	43
10.1 Getting a list of numbers	43
10.2 Adding numbers	43
10.3 Deleting numbers	44
10.4 Blocking calls from unknown numbers	44
11. Domain settings	46
11.1 Domain parameters	46
11.2 Getting music settings	47
11.3 Setting music for music on hold and ringback tone	47
11.4 Media file directory	48
11.5 Call recording	48
11.6 Busy Lamp Field (BLF)	50
11.7 Company Voicemail	51
12. Outgoing numbers	54
12.1 Outgoing number settings	54
12.2 Number list	54
12.3 Primary company number	55
12.4 Personal outgoing numbers	55
12.5 Regional outgoing numbers	56
13. Call restriction	58
13.1 Call restriction settings	58
13.2 Rules for all employees	59
13.3 Personal rules for employees	59
13.4 Personal rules for departments	60
13.5 Direction list	61
14. SIP registrations	62
14.1 List of SIP registrations	62
14.2 SIP registration parameters	62
14.3 Adding a SIP registration	63

14.4 Editing SIP registration	64
14.5 Deleting SIP registration	64
14.6 Notification of unsuccessful registration	65
15. Forwarding a number to a SIP address	66
15.1 SIP call forwarding list	66
15.2 SIP call forwarding parameters	66
15.3 Adding SIP call forwarding	67
15.4 Editing SIP call forwarding	67
15.5 Deleting SIP call forwarding	67
16. Connecting other PBXs	69
16.1 Connection list	69
16.2 Connection settings	69
16.3 Adding a connection	70
16.4 Editing a connection	71
16.5 Connection synchronization	71
16.6 Deleting a connection	72
17. Webhook	73
17.1 List of subscriptions	73
17.2 Adding a subscription	73
17.3 Deleting a subscription	73
17.4 Sending an event	74

1. General information

Requests are sent to a URL like:

```
https://{domain}/crmapi/v1/{endpoint}
```

Possibilities

The API allows you to connect any custom CRM or database to VPBX. Integration of CRM and VPBX solves several business issues:

Interaction model

Integration should be two-way. Therefore, some CRM requests are sent to the VPBX side to the specified entry points, and some requests, on the contrary, are sent by VPBX to the CRM side to a single entry point.

Interaction is performed over the HTTPS protocol. Requests to VPBX are only accepted over HTTPS. This provides a sufficient level of security for systems to communicate over the Internet. For data security purposes, it is also recommended to accept requests on the CRM side using the HTTPS protocol.

Authorization is carried out by the CRM address or VPBX, as well as by the authorization key obtained during the integration setup process.

To work with the API, you need to implement the response part on the side of your own CRM or database.

2. Requests from VPBX to CRM or database

When making requests from PBX to CRM, the VPBX sends all requests to the address specified when creating the integration in your account VPBX. It is necessary to prepare methods on the side of the CRM system for receiving the requests described in this document.

All requests are sent as part of a POST request. In the message body, the VPBX will send the key (token) you specified in your account VPBX.

The CRM must send all responses to requests from VPBX in JSON format (application/json).

2.1 history command (POST)

After a successful call, a request is sent to CRM with call data and a link to the conversation recording.

The command can be used to store history and records of incoming and outgoing calls in your customer data.

Request parameters

Name	Description	Data type	Available	Default	Required
cmd	Operation type, in this case history	string	history		yes
crm_token	Key (token) from CRM installed in your account	string			yes
type	Call type	string	in out		yes
user	User ID VPBX (required for CRM side matching)	string			yes
phone	Customer phone number	string			yes
diversion	Phone number VPBX through which the call went	string			yes
start	Call start time in YYYYmmddTHHMMSSZ format, where: YYYY—year, mm—month, dd—day, HH—hours, MM—minutes, SS—seconds, T—separator	timestamp			yes
duration	Total call duration in seconds	number			yes
callid	Unique call id	string			yes
status	Incoming/outgoing call status	string	Success Missed Cancel Busy NotAvailable NotAllowed NotFound		yes
ext	User extension VPBX	string			no
groupRealName	Department name if the incoming call went through the department	string			no
telnum	User direct phone number VPBX	string			no
link	Link to call recording (if included in VPBX)	string			no
telnum_name	The name of the phone number	string			no
rating	Service quality assessment	number			no

Call statuses

- Success—Successful incoming (outgoing) call
- Missed—missed incoming (outgoing) call

- Cancel—incoming (outgoing) call canceled
- Busy—Busy response received (outgoing only)
- NotAvailable—“Subscriber is not available” response received (only outgoing)
- NotAllowed—“Calls to this direction are prohibited” response received (outgoing only)
- NotFound—“Called subscriber not found, no such SIP number” response received (only outgoing)

Request example

```
{
  "cmd": "history",
  "type": "out",
  "status": "SUCCESS",
  "phone": "79101234567",
  "user": "admin",
  "start": "20170703T121110Z",
  "duration": 124,
  "link": "https://link/file.mp3",
  "crm_token": "d47f9e88-cbe3-4961-8deb-ce55c169f40c",
  "callid": "33274237"
}
```

2.2 event command (POST)

Using the event command, the PBX sends notifications to CRM about call events to users: the appearance, acceptance or end of a call. The command can be used to display a pop-up customer card in the CRM interface.

Request parameters

Name	Description	Data type	Available	Default	Required
cmd	Operation type, in this case event	string	event		yes
crm_token	Key (token) from CRM installed in your account	string			yes
type	Call event type	string	INCOMING ACCEPTED COMPLETED CANCELLED OUTGOING TRANSFERRED		yes
callid	Unique call id	string			yes
phone	Customer phone number	string			yes
user	User ID VPBX (required for CRM side matching)	string			yes
direction	Call type (incoming/outgoing)	string	in out		yes
diversion	Phone number VPBX through which the call went	string			no
groupRealName	Department name if the incoming call went through the department	string			no
ext	User extension VPBX	string			no
telnum	User direct phone number VPBX	string			no
telnum_name	The name of the phone number	string			no
second_callid	Unique id of the transferred call (sent on the TRANSFERRED event)	string			no

Call event types:

The second_callid parameter is sent in the case of Blind or Semi-Attended transfers to link calls.

Request example

```
{
  "cmd": "event",
  "type": "INCOMING",
  "phone": "79101234567",
  "diversion": "74957654321",
  "user": "admin",
  "crm_token": "d47f9e88-cbe3-4961-8deb-ce55c169f40c",
  "callid": "33274237"
}
```

2.3 contact command (POST)

Using the contact command, VPBX obtains information about the customer's name and the employee responsible for them by their phone number. The command is called when a new incoming call arrives.

The contact command is used to display the customer's name on the IP phone screen or on the communicator on the employee's PC.

In the PBX, you can enable the function of automatically transferring each call from the customer immediately to the responsible manager specified in the CRM.

This function is activated manually in your account VPBX.

When this function is enabled, you must choose the phone number(s) where this function will work, and also determine who the call will be transferred to if the responsible employee does not answer or is busy.

Request parameters

Name	Description	Data type	Available	Default	Required
cmd	Operation type, in this case contact	string	contact		yes
crm_token	Key (token) from CRM installed in your account	string			yes
phone	Customer phone number	string			yes
callid	Unique call id	string			yes
diversion	Phone number VPBX through which the call went	string			no

Request example

```
{
  "cmd": "contact",
  "phone": "79101234567",
  "diversion": "74957654321",
  "crm_token": "d47f9e88-cbe3-4961-8deb-ce55c169f40c",
  "callid": "33274237"
}
```

Response example

```
{
  "contact_name": "Manager Furniture",
  "responsible": "admin"
}
```

The responsible field can contain a username, extension number, or the user's direct phone number VPBX.

2.4 rating command (POST)

With the help of the rating command, a request is sent to CRM with the rating that the customer gave to the

employee after the conversation.

Request parameters

Name	Description	Data type	Available	Default	Required
cmd	Operation type, in this case rating	string	rating		yes
crm_token	Key (token) from CRM installed in your account	string			yes
phone	Customer phone number	string			yes
callid	Unique call id	string			yes
rating	Quality assessment	number			yes
user	User ID VPBX (required for CRM side matching)	string			yes
ext	User extension VPBX	string			no

Request example

```
{
  "cmd": "rating",
  "phone": "79101234567",
  "rating": 4,
  "user": "user",
  "ext": "701",
  "crm_token": "d47f9e88-cbe3-4961-8deb-ce55c169f40c",
  "callid": "33274237"
}
```

3. Requests from CRM or database to VPBX

3.1 Authorization

For authorization, you must pass the key in the X-API-KEY header. You can get the key when setting up the integration, it is specified in the “Key for authorization in the PBX” field.

Request example

```
curl -location --request GET 'https://{domain}/crmapi/v1/users' --header 'X-API-KEY: {key}'
```

3.2 Filtering and page by page loading

When list methods are called, it is possible to filter data and load it page by page. Filtering is carried out through the search parameter, which finds the specified subrow in several fields. Additionally, such requests receive information about the current parameters in the info field.

Request parameters

Name	Description	Data type	Available	Default	Required
search	Search string	string			no
start	Position to start sampling	number			no
limit	Number of data returned	number			no

Info parameter

Name	Description	Data type
search	Search string	string
total	Total data	number
start	Position of the current sample	number
limit	Number of data returned	number
next	Position for the next sample at the current limit	number

3.3 Error codes

Response code	Return value	Condition
400	Validation error	Invalid parameters passed
401	CRM disabled	CRM service is not available
401	Invalid token	Wrong key was passed
401	CRM switched off	API access is disabled
403	Don't have permission to access	No permission to access endpoint
405	Method Not Allowed	The specified method is not supported

4. Call history

This section describes the available methods for working with call history.

4.1 Loading external history (csv)

GET /crmapi/v1/history/csv

The method allows you to get the history of external calls for the required period of time in csv format from VPBX.

Request parameters

Name	Description	Data type	Available	Default	Required
start	Start of period for loading data YYYYmmddTHHMMSSZ	string			no
end	The end of the period for loading data in the format YYYYmmddTHHMMSSZ	string			no
period	The period for which data must be loaded	string	today yesterday this_week last_week this_month last_month		no
type	Call type	string	all in out missed		no
limit	Limit of records in the received result	number			no
user	Filter by employee username	string			no
diversion	Filter by number of VPBX	string			no
client	Filter by customer number	string			no

Request example

```
{  
  "period": "week",  
  "type": "all"  
}
```

Response options

Name	Description	Data type
uid	Unique call ID	string
type	Call type	string
client	Customer number	string
account	Employee username	string
via	Phone number through which the call came	string
start	Call start time	string
wait	Waiting time on the line (sec)	string
duration	Call duration (sec)	string
record	Link to the recording of the conversation	string
rating	Service quality assessment	number

Response example

```
3934307521,missed,79008003396,sales@domain,79001112233,2022-01-20T08:59:22Z,13,0,1755936870,success,79008003396,admin@domain,79001112233,2022-01-20T08:58:42Z,5,23,
```

4.2 Loading external history (json)

GET /crmapi/v1/history/json

The method allows you to get the history of external calls for the required period of time in json format from VPBX.

Request parameters

Name	Description	Data type	Available	Default	Required
start	Start of period for loading data YYYYmmddTHHMMSSZ	string			no
end	The end of the period for loading data in the format YYYYmmddTHHMMSSZ	string			no
period	The period for which data must be loaded	string	today yesterday this_week last_week this_month last_month		no
type	Call type	string	all in out missed		no
limit	Limit of records in the received result	number			no
user	Filter by employee username	string			no
diversion	Filter by number of VPBX	string			no
client	Filter by customer number	string			no

Request example

```
{
  "period": "today",
  "type": "all",
  "limit": 100
}
```

Response options

Name	Description	Data type
uid	Unique call ID	string
type	Call type (incoming/outgoing)	string
status	Call status (successful/missed/failed)	string
client	Customer number	string
account	Employee username	string
diversion	Phone number through which the call came	string
destination	Incoming call recipient	string
user	Employee username	string

user_name	Employee name	string
group_name	The department name the call went through.	string
start	Call start time	string
wait	Waiting time on the line (sec)	number
duration	Call duration (sec)	number
record	Link to the recording of the conversation	string
rating	Service quality assessment	number

Incoming call recipients

- user—The employee accepted the call.
- group—The call was missed by the department.
- telnum—External telephone number.
- ivr—Self-service menu.
- on-duty—Attendant outside of business hours.
- off-time—Message about non-working time.
- hello—The call ended on a greeting.
- vm—Voicemail, the customer left a message.
- am—Voicemail message.

Response example

```
[
  {
    "uid": "3934307521",
    "type": "in",
    "status": "missed",
    "client": "79008003396",
    "destination": "group",
    "user": "",
    "user_name": "",
    "group_name": "Sales department",
    "diversion": "79001112233",
    "start": "2022-01-20T08:59:22Z",
    "wait": 13,
    "duration": 0,
    "record": ""
  },
  {
    "uid": "1755936870",
    "type": "in",
    "status": "success",
    "client": "79008003396",
    "user": "admin",
    "user_name": "Administrator",
    "group_name": "",
    "diversion": "79001112233",
    "start": "2022-01-20T08:58:42Z",
    "wait": 5,
    "duration": 23,
    "record": ""
  }
]
```

4.3 Loading internal history (csv)

GET /crmapi/v1/history/inner/csv

The method allows you to get the history of internal calls for the required period of time in csv format from VPBX.

Request parameters

Name	Description	Data type	Available	Default	Required
start	Start of period for loading data YYYYmmddTHHMMSSZ	string			no
end	The end of the period for loading data in the format YYYYmmddTHHMMSSZ	string			no
period	The period for which data must be loaded	string	today yesterday this_week last_week this_month last_month		no
type	Call type	string	all success noanswer		no
limit	Limit of records in the received result	number			no
user	Filter by employee username	string			no

Request example

```
{
  "period": "this_week",
  "type": "missed",
  "limit": 100
}
```

Request parameters

Name	Description	Data type	Available	Default	Required
uid	Unique call ID	string			no
status	Call status (successful/missed/failed)	string			no
from	Who called (username, id)	string			no
to	Called whom (username, id)	string			no
start	Call start time	string			no
wait	Waiting time on the line (sec)	number			no
duration	Call duration (sec)	number			no
record	Link to the recording of the conversation	string			no

Response example

```
1910575453,out,admin@domain,manager@domain,2022-03-17T12:54:45Z,5,0,
2012250090,in,manager@domain,admin@domain,2022-03-17T12:54:27Z,11,0,
```

4.4 Loading internal history (json)

GET /crmapi/v1/history/inner/json

The method allows you to get the history of internal calls for the required period of time in json format from VPBX.

Request parameters

Name	Description	Data type	Available	Default	Required
start	Start of period for loading data YYYYmmddTHHMMSSZ	string			no
end	The end of the period for loading data in the format YYYYmmddTHHMMSSZ	string			no
period	The period for which data must be loaded	string	today yesterday this_week last_week this_month last_month		no
type	Call type	string	all success noanswer		no
limit	Limit of records in the received result	number			no
user	Filter by employee username	string			no

Request example

```
{
  "period": "today",
  "type": "all",
  "limit": 100
}
```

Response options

Name	Description	Data type
uid	Unique call ID	string
status	Call status (successful/missed/failed)	string
from	Who called (username, id)	string
to	Called whom (username, id)	string
from_name	Who called (name)	string
to_name	Called whom (name)	string
start	Call start time	string
wait	Waiting time on the line (sec)	number
duration	Call duration (sec)	number
record	Link to the recording of the conversation	string

Response example

```
[
  {
    "uid": "3934307521",
    "status": "noanswer",
    "from": "admin",
    "to": "manager",
    "from_name": "admin",
    "to_name": "Ivan",
    "start": "2022-01-20T08:59:22Z",
    "wait": 13,
    "duration": 0,
  }
]
```

```
"record": ""
},
{
  "uid": "1755936870",
  "status": "success",
  "from": "admin",
  "to": "manager",
  "from_name": "admin",
  "to_name": "Ivan",
  "start": "2022-01-20T08:58:42Z",
  "wait": 5,
  "duration": 23,
  "record": ""
}
]
```

4.5 Rules for loading history for a certain period

- If the period value is set in the request, the data for the specified period is loaded, regardless of the start and end values.
- If period is not specified, the start and end values are used.
- If end is not specified, then end is set to the current date.
- If start is not specified, then start is set equal to end.
- If none of the period, start, end parameters is specified, the history is loaded for the current date.

5. Outgoing call

The command required to initiate a call from the manager to the customer. As a result of the successful execution of the command, the PBX will first make a call to the manager's phone, and then connect them to the customer. The command can be used, for example, for click-to-call to a customer number in CRM or database.

5.1 Making an outgoing call

POST /crmapi/v1/makecall

Request parameters

Name	Description	Data type	Available	Default	Required
phone	Number to be called	string			yes
user	The employee who will be connected to the customer. A username or short number allowed	string			yes
clid	Outgoing number to call	string			no
show_phone	Show number to manager	boolean			no

Request example

```
{
  "phone": "79101234567",
  "user": "admin",
  "clid": "79261234567"
}
```

The method returns a unique call ID and outgoing number, if it was sent and can be used for outgoing communication.

Response example

```
{
  "callid": "2015948553",
  "clid": "79261234567"
}
```

6. Employees

This section describes the available methods for working with employees. Both the employee's username and their short number are used as the login parameter.

6.1 List of employees

GET /crmapi/v1/users

The method allows you to get a list of all employees.

Request parameters

Name	Description	Data type	Available	Default	Required
with	Additional information. If the status value is specified, the employee registration status is shown	string	status		no

Response options

Name	Description	Data type
login	Username	string
position	Job title	string
name	Name	string
email	Email address	string
ext	Internal number	string
telnum	Employee direct phone number	string
role	Rights in the system	string
mobile	Cell phone number	string
mobile_redirect	Redirect to cell phone number	object
status	Employee registration status	string

The search is carried out in the following fields:

Response example

```
{
  "items": [
    {
      "login": "admin",
      "name": "Administrator",
      "position": "Administrator",
      "ext": "701",
      "telnum": "",
      "email": "",
      "role": "admin",
      "mobile": "",
      "mobile_redirect": {
        "enabled": false
      },
      "status": "online"
    },
    {
      "login": "director",
      "name": "CEO",
      "position": "CEO",
      "ext": "703",
```

```

"telnum": "",
"email": "",
"role": "admin",
"mobile": "",
"mobile_redirect": {
  "enabled": false
},
"status": "online"
},
{
"login": "user1",
"name": "User",
"position": "Manager",
"telnum": "",
"ext": "702",
"email": "",
"role": "user",
"mobile": "79998887766",
"mobile_redirect": {
  "enabled": true,
  "forward": false,
  "delay": 15
},
"status": "offline"
}
],
"info": {
  "search": "",
  "start": 0,
  "limit": 3,
  "total": 3
}
}

```

6.2 Receiving an employee

GET /crmapi/v1/users/{login}

The method allows you to get employee data by username.

Request parameters

Name	Description	Data type	Available	Default	Required
with	Additional information. If the status value is specified, the employee registration status is shown	string	status		no

Response options

Name	Description	Data type
login	Username	string
position	Job title	string
name	Name	string
email	Email address	string
ext	Internal number	string
telnum	Employee direct phone number	string
role	Rights in the system	string

mobile	Cell phone number	string
mobile_redirect	Redirect to cell phone number	object
status	Employee registration status	string

Response example

```

{
  "login": "admin",
  "name": "Administrator",
  "position": "Administrator",
  "email": "admin@example.com",
  "ext": "701",
  "role": "admin",
  "mobile": "79998887766",
  "mobile_redirect": {
    "enabled": true,
    "forward": false,
    "delay": 15
  },
  "status": "online"
}

```

6.3 Adding an employee

POST /crmapi/v1/users

The method allows you to add a new employee.

Request parameters

Name	Description	Data type	Available	Default	Required
login	Username	string		u + 'Internal number'	no
name	Name	string			yes
password	Password	string		Generated value	no
position	Job title	string		Manager	no
email	Email address	string			no
ext	Internal number	string		Chosen from available	no
role	Rights in the system	string	admin group_head user restricted_user	user	no
mobile	Cell phone number	string			no
mobile_redirect	Redirect to cell phone. When configuring, you must specify mobile	object			no

The Department Manager role may not be available in your VPBX.

Request example

```

{
  "name": "User",
  "mobile": "79008004455",
  "mobile_redirect": {
    "enabled": true,

```

```

    "delay": 15
  }
}

```

Response example

```

{
  "login": "u704",
  "name": "User",
  "position": "Manager",
  "email": "",
  "ext": "704",
  "mobile": "79008004455",
  "role": "user",
  "mobile_redirect": {
    "enabled": true,
    "forward": false,
    "delay": 15
  }
}

```

Restrictions

Access rights: Employees -> Creating.

6.4 Editing an employee

PUT /crmapi/v1/users/{login}

The method allows you to change the employee's data. Only those parameters that have been sent are changed.

Request parameters

Name	Description	Data type	Available	Default	Required
name	Name	string			no
password	Password	string			no
position	Job title	string			no
email	Email address	string			no
ext	Internal number	string			no
role	Rights in the system	string	admin group_head user restricted_user		no
mobile	Cell phone number	string			no
mobile_redirect	Redirect to cell phone. When configuring, you must specify mobile	object			no

The Department Manager role may not be available in your VPBX.

Request example

```

{
  "name": "Ivan",
  "role": "admin",
  "ext": "708"
}

```

Response example

```

{
  "login": "u704",
  "name": "User",
  "position": "Manager",
  "email": "",
  "ext": "708",
  "mobile": "79008004455",
  "role": "admin",
  "mobile_redirect": {
    "enabled": true,
    "forward": false,
    "delay": 15
  }
}

```

Restrictions

Access rights: Employees -> Editing.

6.5 Deleting an employee

DELETE /crmapi/v1/users/{login}

The method allows you to delete an employee.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Employees -> Deleting.

6.6 Employee department list

GET /crmapi/v1/users/{login}/groups

The method allows you to get a list of departments in which the employee is a member.

Response options

Name	Description	Data type
id	Department ID	string
name	Department name	string
ext	Internal number	string

Response example

```

[
  {
    "id": "g_75167348-c734-4f00-9afd-0030c21df249",
    "name": "Human Resources Department",
    "ext": "705"
  },
  {
    "id": "sales",
    "name": "Sales department",
    "ext": "700"
  }
]

```

6.7 Call receiving in the department

The status of receiving calls in the department

GET /crmapi/v1/users/{login}/subscription?group_id={group}

The method allows you to find out the status of receiving calls by an employee in a particular department.

Request parameters

Name	Description	Data type	Available	Default	Required
group_id	Department ID	string			no

Response example

```
{
  "state": true
}
```

Enabling call reception in the department

POST /crmapi/v1/users/{login}/subscription?group_id={group}

The method allows you to enable receiving calls in a specific department.

Request parameters

Name	Description	Data type	Available	Default	Required
group_id	Department ID	string			no

Response example

```
HTTP/1.1 204 No Content
```

Disabling call receiving in a department

DELETE /crmapi/v1/users/{login}/subscription?group_id={group}

The method allows you to disable receiving calls in a particular department.

Request parameters

Name	Description	Data type	Available	Default	Required
group_id	Department ID	string			no

Response example

```
HTTP/1.1 204 No Content
```

6.8 Call receiving in all departments

Enabling the reception of calls in all departments

POST /crmapi/v1/users/{login}/subscription

The method allows you to enable receiving calls in all departments.

Response example

```
HTTP/1.1 204 No Content
```

Disabling the reception of calls in all departments

DELETE /crmapi/v1/users/{login}/subscription

The method allows you to disable receiving calls in all departments.

Response example

```
HTTP/1.1 204 No Content
```

6.9 Call receiving (Do Not Disturb mode)

Call receiving status

GET /crmapi/v1/users/{login}/dnd

The method allows you to find out the status of receiving calls by an employee (do not disturb mode).

Response options

Name	Description	Data type
state	Status of receiving calls by an employee	boolean

Response example

```
{
  "state": true
}
```

Enable receiving calls

POST /crmapi/v1/users/{login}/dnd

The method allows you to enable the reception of calls by an employee (do not disturb mode).

Response example

```
HTTP/1.1 204 No Content
```

Disable receiving calls

DELETE /crmapi/v1/users/{login}/dnd

The method allows you to disable receiving calls by an employee (do not disturb mode).

Response example

```
HTTP/1.1 204 No Content
```

7. Enclosed parameters

Redirect to cell phone

Name	Description	Data type	Available	Default	Required
enabled	On/Off	boolean			yes
delay	Forwarding delay	number	0 5 10 15	0	no
forward	true—only to personal cell phone; false—call all devices at the same time	boolean		false	no

8. Departments

This section describes the available methods for working with departments.

8.1 List of departments

GET /crmapi/v1/groups

The method allows you to get a list of departments.

Response options

Name	Description	Data type
id	Department ID	string
name	Name	string
ext	Internal number	string
call_order	Call distribution	string
call_duration	Dialing interval (when ALL is 0)	number
users	List of department employees	object[]
timeout	If no one answers	object
advanced	For impatient clients	string
queue_position	Report the number in the call queue when waiting	boolean

The search is carried out in the following fields:

Response example

```
{
  "items": [
    {
      "id": "g_0a922987-97ac-4f45-9e47-59a27d23c2cb",
      "name": "Supply department",
      "ext": "704",
      "call_order": "EVENLY",
      "call_duration": 10,
      "users": [
        {
          "login": "admin",
          "calls_enable": true,
          "group_head": false,
          "is_absence_active": false,
          "is_forwarding_disabled": false
        },
        {
          "login": "ivan",
          "calls_enable": false,
          "group_head": false,
          "is_absence_active": true,
          "is_forwarding_disabled": false
        }
      ]
    },
    {
      "timeout": {
        "time": 120,
        "target": "voicemail"
      },
      "advanced": "off",
      "queue_position": false
    }
  ]
}
```

```

{
  "id": "sales",
  "name": "Sales department",
  "ext": "700",
  "call_order": "BYORDER",
  "call_duration": 10,
  "users": [
    {
      "login": "admin",
      "calls_enable": true,
      "group_head": false,
      "is_absence_active": false,
      "is_forwarding_disabled": false
    },
    {
      "login": "anton",
      "calls_enable": true,
      "group_head": false,
      "is_absence_active": false,
      "is_forwarding_disabled": false
    },
    {
      "login": "ivan",
      "calls_enable": false,
      "group_head": false,
      "is_absence_active": false,
      "is_forwarding_disabled": false
    }
  ],
  "timeout": {
    "time": 120,
    "target": "voicemail"
  },
  "advanced": "off",
  "queue_position": false
}
],
"info": {
  "search": "",
  "start": 0,
  "limit": 2,
  "total": 2
}
}

```

8.2 Getting a department

GET /crmapi/v1/groups/{groupId}

The method allows you to get department settings.

Response options

Name	Description	Data type
id	Department ID	string
name	Name	string
ext	Internal number	string
call_order	Call distribution	string
call_duration	Dialing interval (when ALL is 0)	number

users	List of department employees	object[]
timeout	If no one answers	object
advanced	For impatient clients	string
queue_position	Report the number in the call queue when waiting	boolean

Response example

```
{
  "id": "sales",
  "name": "Sales department",
  "ext": "700",
  "call_order": "BYORDER",
  "call_duration": 10,
  "users": [
    {
      "login": "admin",
      "calls_enable": true,
      "group_head": false,
      "is_absence_active": false,
      "is_forwarding_disabled": false
    },
    {
      "login": "anton",
      "calls_enable": true,
      "group_head": false,
      "is_absence_active": false,
      "is_forwarding_disabled": false
    },
    {
      "login": "ivan",
      "calls_enable": false,
      "group_head": false,
      "is_absence_active": true,
      "is_forwarding_disabled": false
    }
  ],
  "timeout": {
    "time": 120,
    "target": "user",
    "user": "admin"
  },
  "advanced": "off",
  "queue_position": false
}
```

8.3 Adding a department

POST /crmapi/v1/groups

The method allows you to add a new department.

Request parameters

Name	Description	Data type	Available	Default	Required
name	Name	string			yes
ext	Internal number	string		Chosen from available	no
call_order	Call distribution	string	ALL EVENLY	ALL	no

			BYORDER WATERFALL		
call_duration	Dialing interval (when ALL is 0)	number	5 10 15 20 25 30	15	no
timeout	If no one answers	object			no
advanced	For impatient clients	string	off msg_busy callback	off	no
users	List of department employees	object[]			no

Request example

```
{
  "name": "Supply department",
  "call_order": "EVENLY",
  "call_duration": 10,
  "advanced": "callback",
  "timeout": {
    "time": 30,
    "target": "user",
    "user": "admin"
  },
  "users": [
    {
      "login": "admin",
      "calls_enable": true
    },
    {
      "login": "ivan",
      "calls_enable": false
    }
  ]
}
```

Response example

```
{
  "id": "g_0a922987-97ac-4f45-9e47-59a27d23c2cb",
  "name": "Supply department",
  "ext": "704",
  "call_order": "EVENLY",
  "call_duration": 10,
  "users": [
    {
      "login": "admin",
      "calls_enable": true,
      "group_head": false
    },
    {
      "login": "ivan",
      "calls_enable": false,
      "group_head": false
    }
  ],
  "timeout": {
```

```

    "time": 30,
    "target": "user",
    "user": "admin"
  },
  "advanced": "callback"
}

```

Restrictions

Access rights: Departments -> Creating.

8.4 Department editing

PUT /crmapi/v1/groups/{groupId}

The method allows you to change department settings. Only those parameters that have been passed are changed.

Request parameters

Name	Description	Data type	Available	Default	Required
name	Name	string			no
ext	Internal number	string		Chosen from available	no
call_order	Call distribution	string	ALL EVENLY BYORDER WATERFALL	ALL	no
call_duration	Dialing interval (when ALL is 0)	number	5 10 15 20 25 30	15	no
timeout	If no one answers	object			no
advanced	For impatient clients	string	off msg_busy callback	off	no
users	List of department employees	object[]			no

Request example

```

{
  "name": "Sales department",
  "call_order": "BYORDER",
  "call_duration": 10,
  "users": [
    {
      "login": "admin",
      "calls_enable": true
    },
    {
      "login": "anton",
      "calls_enable": true
    },
    {
      "login": "ivan",
      "calls_enable": false
    }
  ]
}

```

```
    ],
    "timeout": {
      "time": 120,
      "target": "user",
      "user": "admin"
    },
    "advanced": "off"
  }
}
```

Response example

```
{
  "id": "sales",
  "name": "Sales department",
  "ext": "700",
  "call_order": "BYORDER",
  "call_duration": 10,
  "users": [
    {
      "login": "admin",
      "calls_enable": true,
      "group_head": false
    },
    {
      "login": "anton",
      "calls_enable": true,
      "group_head": false
    },
    {
      "login": "ivan",
      "calls_enable": false,
      "group_head": false
    }
  ],
  "timeout": {
    "time": 120,
    "target": "user",
    "user": "admin"
  },
  "advanced": "off",
  "queue_position": false
}
```

Restrictions

Access rights: Departments -> Editing.

8.5 Deleting a department

DELETE /crmapi/v1/groups/{groupId}

The method allows you to delete a department.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Departments -> Deleting.

8.6 Changing employees in a department

POST /crmapi/v1/groups/{groupId}/users

The method allows you to massively add/remove employees. First, adding is performed with call enabling (add), then incoming calls reception disabling (calls_disable) and removing (remove). Receiving calls is enabled for employees in the add list, if an employee is added who doesn't receive calls, you must additionally specify them in calls_disable.

Request parameters

Name	Description	Data type	Available	Default	Required
add	List of employees to add	string[]			no
calls_disable	List of employees to disable calls	string[]			no
remove	List of employees to be removed from the department	string[]			no
position	Position to add (0—to the beginning,-1—to the end or a specific position)	number		-1	no

Request example

```
{
  "add": [
    "anton",
    "u707",
    "u708",
    "u709",
    "u710"
  ],
  "position": 2,
  "calls_disable": [
    "ivan",
    "user2"
  ],
  "remove": [
    "admin",
    "user5"
  ]
}
```

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Departments -> Editing.

8.7 Enclosed parameters

If no one answers

Name	Description	Data type	Available	Default	Required
time	Dialing time (sec)	number	15 30 60 120 300 600	120	no

target	Whom to transfer to by timeout	string	voicemail user group telnum msg_busy	voicemail	no
user	Employee username	string			no
group	Department ID	string			no
telnum	Number	string			no

Specify where to redirect the call if the employees haven't answered it. If the "target" field contains values "user," "group," or "telnum," provide a specific destination (employee's login, department ID, or external number) in the additional field.

Getting department employees

Name	Description	Data type
login	Employee username	string
name	Employee name	string
calls_enable	If receiving calls is enabled	boolean
group_head	This person is the head of the department	boolean
other_pbx_type	Connection option from another PBX	string
branch_domain	Domain PBX	string
is_absence_active	The employee is temporarily not receiving calls	boolean
is_forwarding_disabled	The method of receiving calls is not selected	boolean

The Department Manager role may not be available in your VPBX.

Editing department employees

Name	Description	Data type	Available	Default	Required
login	Employee username	string			yes
calls_enable	If receiving calls is enabled	boolean			yes

9. Numbers

This section describes the available methods for working with numbers.

9.1 Number list

GET /crmapi/v1/telnums

The method allows you to get a list of numbers available in VPBX.

Response options

Name	Description	Data type
telnum	Number	string
name	The name of the number	string
type	Route type	string
greeting	Greeting	boolean
is_main_phone	Primary company number	boolean
location	Region	string
disabled	Receiving calls to the number is disabled	boolean
crm	Option to transfer to responsible person in CRM	string
calltracking	Receiving calls from CRM	string
greeting_custom	Custom greeting	boolean
greeting_file	Custom greeting file description	string
user	Employee username	string
user_name	Employee name	string
group	Department ID	string
group_name	Department name	string
ivr	Self-service menu	object
work	Route for business hours	object
other	Non-working hours route	object
custom_routes	Additional intervals	object
schedule	Number schedule	object
route_group_id	Group ID in which the number is located	string
route_group_name	Group name the number is in	string

The search is carried out in the following fields:

Response example

```
{
  "items": [
    {
      "type": "user",
      "user": "admin",
      "user_name": "Administrator",
      "greeting": true,
      "is_main_phone": false,
      "location": "",
      "disabled": false,
      "telnum": "79007771122",
      "name": ""
    }
  ]
}
```

```

"crm": "",
"calltracking": "",
"route_group_id": "",
"route_group_name": ""
},
{
"type": "group",
"group": "sales",
"group_name": "Sales department",
"greeting": false,
"is_main_phone": true,
"location": "",
"disabled": false,
"telnum": "79007775555",
"crm": "",
"calltracking": "",
"route_group_id": "",
"route_group_name": ""
}
],
"info": {
"search": "",
"start": 0,
"limit": 2,
"total": 2
}
}

```

Restrictions

Access rights: Numbers -> View.

9.2 Getting a number

GET /crmapi/v1/telnums/{telnum}

The method allows to get number route settings.

Response options

Name	Description	Data type
telnum	Number	string
name	The name of the number	string
type	Route type	string
greeting	Greeting	boolean
is_main_phone	Primary company number	boolean
location	Region	string
disabled	Receiving calls to the number is disabled	boolean
crm	Option to transfer to responsible person in CRM	string
calltracking	Receiving calls from CRM	string
greeting_custom	Custom greeting	boolean
greeting_file	Custom greeting file description	string
user	Employee username	string
user_name	Employee name	string
group	Department ID	string
group_name	Department name	string

ivr	Self-service menu	object
work	Route for business hours	object
other	Non-working hours route	object
custom_routes	Additional intervals	object
schedule	Number schedule	object
route_group_id	Group ID in which the number is located	string
route_group_name	Group name the number is in	string

Response example

```
{
  "type": "group",
  "group": "sales",
  "group_name": "Sales department",
  "greeting": false,
  "is_main_phone": true,
  "location": "",
  "disabled": false,
  "telnum": "79007775555",
  "name": "",
  "crm": "",
  "calltracking": "",
  "route_group_id": "",
  "route_group_name": ""
}
```

Restrictions

Access rights: Numbers -> View.

9.3 Editing the number route

POST /crmapi/v1/telnums/{telnum}

The method allows you to change the route settings of the number.

Request parameters

Name	Description	Data type	Available	Default	Required
type	Route type	string	user group ivr scheduler fax		yes
greeting	Greeting	boolean			yes
name	The name of the number	string			no
user	Employee username	string			no
group	Department ID	string			no
ivr	Self-service menu	object			no
work	Route for business hours	object			no
other	Non-working hours route	object			no
custom_routes	Additional intervals	object			no
schedule	Number schedule	object			no
greeting_file	File ID from directory	string			no

Rules for setting route parameters:

Request example

```
{
  "type": "group",
  "group": "sales",
  "greeting": false
}
```

Response example

```
{
  "type": "group",
  "group": "sales",
  "group_name": "Sales department",
  "greeting": false,
  "is_main_phone": true,
  "location": "",
  "disabled": false,
  "telnum": "79007775555",
  "name": "",
  "crm": "",
  "calltracking": "",
  "route_group_id": "",
  "route_group_name": ""
}
```

Restrictions

Access rights: Numbers -> Editing.

9.4 Disable receiving calls

DELETE /crmapi/v1/telnums/{telnum}/enabled

The method allows you to disable receiving calls on the number.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Numbers -> Editing.

9.5 Enable receiving calls

POST /crmapi/v1/telnums/{telnum}/enabled

The method allows you to enable receiving calls to the number.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Numbers -> Editing.

9.6 Route types

Employee

Name	Description	Data type
user	Employee username	string
greeting	Greeting	boolean

Department

Name	Description	Data type
group	Department ID	string
greeting	Greeting	boolean

Self-service menu

Name	Description	Data type
items	Button assignment	array
name	Menu name	string
greeting	Greeting	boolean
greeting_custom	Custom greeting	boolean

Self-service menu buttons

Name	Description	Data type
button	Button number or "timeout"	string
type	Route type	string
user	Employee username	string
group	Department ID	string
ivr	Self-service menu	string

Attendant

Name	Description	Data type
subtype	Route type	string
user	Employee username	string
group	Department ID	string
telnum	External number	string
greeting	Greeting	boolean

9.7 Interval schedule

Adding an extra interval

POST /crmapi/v1/telnums/{telnum}/interval-schedule

The method allows you to add an additional interval.

Request parameters

Name	Description	Data type	Available	Default	Required
route_id	Existing route ID	string			no
route_name	New route name	string			no
days	Days of the week	array			yes
start	Start time	number			yes
end	Completion time	number			yes

To set an additional interval for an existing route, transfer route_id; to create a new route, pass route_name.

Request example

```
{
  "route_name": "Third shift",
  "start": 68400,
  "end": 82800,
  "days": [
    "monday",
    "tuesday",
    "wednesday"
  ]
}
```

Restrictions

Access rights: Numbers -> Editing.

Editing an extra interval

PUT /crmapi/v1/telnums/{telnum}/interval-schedule/{id}

The method allows you to edit an additional interval.

Request parameters

Name	Description	Data type	Available	Default	Required
route_id	Existing route ID	string			no
route_name	New route name	string			no
days	Days of the week	array			yes
start	Start time	number			yes
end	Completion time	number			yes

To set an additional interval for an existing route, transfer route_id; to create a new route, pass route_name.

Request example

```
{
  "route_name": "Third shift",
  "start": 68400,
  "end": 82800,
  "days": [
    "monday",
    "tuesday",
    "wednesday"
  ]
}
```

Restrictions

Access rights: Numbers -> Editing.

Deleting an additional interval

DELETE /crmapi/v1/telnums/{telnum}/interval-schedule/{id}

The method allows you to remove an additional interval.

Request example

```
https://{domain}/crmapi/v1/telnums/7926123456/interval-schedule/cf149526-28b1-4921-8f3b-4e4899cdc798
```

Restrictions

Access rights: Numbers -> Editing.

9.8 Special days

Adding a special day

POST /crmapi/v1/telnums/{telnum}/calendar-schedule

The method allows you to add a special day.

Request parameters

Name	Description	Data type	Available	Default	Required
route_id	Existing route ID	string			no
route_name	New route name	string			no
start	Start date	string			yes
end	Completion date	string			yes
calendar_predefined	Take into account the production calendar	boolean			no

To set a special day, transfer route_id to an existing route; to create a new route, pass route_name. When using a production calendar, start and end are not required.

Dates are transferred in ISO 8601 format.

Request example

```
{
  "route_name": "New Year",
  "start": "2023-12-31T00:00:00",
  "end": "2024-01-07T23:59:00"
}
```

Restrictions

Access rights: Numbers -> Editing.

Editing a special day

PUT /crmapi/v1/telnums/{telnum}/calendar-schedule/{id}

The method allows you to edit a special day.

Request parameters

Name	Description	Data type	Available	Default	Required
route_id	Existing route ID	string			no
route_name	New route name	string			no
start	Start date	string			yes
end	Completion date	string			yes
calendar_predefined	Take into account the production calendar	boolean			no

To set a special day, transfer route_id to an existing route; to create a new route, pass route_name. When using a production calendar, start and end are not required.

Dates are transferred in ISO 8601 format.

Request example

```
{
  "route_name": "New Year",
  "start": "2023-12-31T00:00:00",
  "end": "2024-01-07T23:59:00"
}
```

```
}
}
```

Restrictions

Access rights: Numbers -> Editing.

Deleting a special day

DELETE /crmapi/v1/telnums/{telnum}/calendar-schedule/{id}

The method allows you to delete a special day.

Request example

```
https://{domain}/crmapi/v1/telnums/7926123456/calendar-schedule/cf149526-28b1-4921-8f3b-4e4899cdc798
```

Restrictions

Access rights: Numbers -> Editing.

9.9 Enclosed parameters

Number schedule

The schedule is specified by a list of days of the week (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday) and hours of operation.

Parameters when getting a schedule

Name	Description	Data type
start	Working day start time in seconds	number
end	Working day end time in seconds	number
holiday	Day off	boolean

Example

```
{
  "monday": {
    "start": 32400,
    "end": 64800,
    "holiday": false
  },
  "tuesday": {
    "start": 32400,
    "end": 64800,
    "holiday": false
  },
  "wednesday": {
    "start": 32400,
    "end": 64800,
    "holiday": false
  },
  "thursday": {
    "start": 32400,
    "end": 64800,
    "holiday": false
  },
  "friday": {
    "start": 32400,
    "end": 64800,
    "holiday": false
  },
}
```



```

"saturday": {
  "start": 0,
  "end": 0,
  "holiday": true
},
"sunday": {
  "start": 0,
  "end": 0,
  "holiday": true
}
}

```

Parameters when setting up a schedule

Name	Description	Data type	Available	Default	Required
start	Working day start time in seconds	number			yes
end	Working day end time in seconds	number			yes

When setting up a schedule, if the day of the week is not sent, then it is considered a day off. The operating time is rounded to the nearest minute.

Example

```

{
  "monday": {
    "start": 32400,
    "end": 64800
  },
  "tuesday": {
    "start": 32400,
    "end": 64800
  },
  "wednesday": {
    "start": 32400,
    "end": 64800
  },
  "thursday": {
    "start": 32400,
    "end": 64800
  },
  "friday": {
    "start": 32400,
    "end": 64800
  }
}

```

Additional routes

Name	Description	Data type
id	Route ID	string
name	Route name	string
interval_schedule	Additional intervals	array
calendar_schedule	Special days	array

Additional intervals

Name	Description	Data type
id	ID	string

days	Days of the week	array
start	Start time	number
end	Completion time	number

Special days

Name	Description	Data type
id	ID	string
start	Start date	string
end	Completion date	string
calendar_predefined	Production calendar	boolean

Dates are transferred in ISO 8601 format.

10. Black list

This section describes the available methods for working with the black list.

10.1 Getting a list of numbers

GET /crmapi/v1/blacklist/telnums

The method allows to get the current list of numbers from the black list.

Request parameters

Name	Description	Data type	Available	Default	Required
with	Additional Information. Specifying the statistics value will return statistics on blocked calls	string	statistics		no

Response options

Name	Description	Data type
telnum	Number or range	string
comment	Comment	string
week	Number of blocked calls per week	number
year	Number of blocked calls per year	number

Response example

```
[
  {
    "telnum": "90080022",
    "comment": "123",
    "week": 0,
    "year": 0
  },
  {
    "telnum": "1234554321",
    "comment": "qwe",
    "week": 0,
    "year": 0
  },
  {
    "telnum": "79998880011",
    "comment": "Spam",
    "week": 0,
    "year": 0
  },
  {
    "telnum": "7900800*",
    "comment": "Spam",
    "week": 0,
    "year": 11
  }
]
```

Restrictions

Access rights: Black list -> View.

10.2 Adding numbers

POST /crmapi/v1/blacklist/telnums

The method allows you to add numbers or ranges of numbers to the black list. A list of numbers/ranges and a comment are passed in the parameters.

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	Number or range	string			yes
comment	Comment	string			no

Request example

```
[
  {
    "telnum": "79988871221",
    "comment": "text"
  },
  {
    "telnum": "79068889*",
    "comment": ""
  }
]
```

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Black list -> Creating.

10.3 Deleting numbers

DELETE /crmapi/v1/blacklist/telnums

The method allows you to remove numbers or ranges of numbers from the black list.

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	The phone number or range to delete. You can send multiple numbers or ranges	string			yes

Request example

```
https://{domain}/crmapi/v1/blacklist/telnums?telnum=79098889900&telnum=7900800*&telnum=88899988899
```

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Black list -> Deleting.

10.4 Blocking calls from unknown numbers

Status of the option to block calls from anonymous numbers

GET /crmapi/v1/blacklist/block-anonymous

The method allows to get the status of the option to block calls from anonymous numbers.

Response options

Name	Description	Data type
state	If blocking of calls from anonymous numbers is enabled	boolean

Response example

```
{  
  "state": true  
}
```

Restrictions

Access rights: Black list -> View.

Enabling call blocking from anonymous numbers

POST /crmapi/v1/blacklist/block-anonymous

The method allows you to enable the option to block calls from anonymous numbers.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Black list -> Editing.

Disable call blocking from anonymous numbers

DELETE /crmapi/v1/blacklist/block-anonymous

The method allows you to disable the option to block calls from anonymous numbers.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Black list -> Editing.

11. Domain settings

This section describes the methods available for working with domain settings.

11.1 Domain parameters

GET /crmapi/v1/domain

The method allows getting domain parameters.

Response options

Name	Description	Data type
timezone	Timezone	object
limits	Limits	object
services	Services	object

Timezone parameters

Name	Description	Data type
name	Name	string
offset	Minute offset	number

Limit parameters

Name	Description	Data type
users	Employees	object
local_gw	Numbers of other operators	object

Parameters of a specific limit

Name	Description	Data type
used	Number of items created	number
total	Limit to the number of elements. If the number is unlimited, the value will be -1	number

Service parameters

Name	Description	Data type
record	Call recording	boolean
local_gw	Numbers of other operators	boolean
branch	Branches	boolean

Response example

```
{
  "timezone": {
    "name": "Europe/Moscow",
    "offset": 180
  },
  "limits": {
    "users": {
      "used": 1,
      "total": 15
    },
    "local_gw": {
      "used": 0,
      "total": 1
    }
  },
  "services": {}
}
```

```

    "groups": {
      "used": 5,
      "total": 7
    }
  },
  "services": {
    "record": true,
    "local_gw": true,
    "branch": false
  }
}

```

Restrictions

Access rights: Main settings -> View.

11.2 Getting music settings

GET /crmapi/v1/music

The method allows you to get music settings for music on hold and ringback tone.

Response options

Name	Description	Data type
ringback	Caller Ringback Tone	object
holdmusic	Music on hold	object

Music settings

Name	Description	Data type
file	File ID	string
name	File name in the interface	string
uploaded	File uploaded from a computer	boolean

Response example

```

{
  "ringback": {
    "file": "holdmusic",
    "name": "Morning wave",
    "uploaded": false
  },
  "holdmusic": {
    "file": "27f58ad3-c06f-4467-8326-f3be27ad9aed_85292815-38d8-43d7-a10f-30e0ef3c56f4",
    "name": "Music_1.mp3",
    "uploaded": true
  }
}

```

Restrictions

Access rights: Main settings -> View.

11.3 Setting music for music on hold and ringback tone

POST /crmapi/v1/music/{type}

The method allows you to set music for a ringback tone or music on hold. To set the ringback tone type=holdmusic, and to set music on hold type=holdmusic.

Request parameters

Name	Description	Data type	Available	Default	Required
file	File name or ID from a directory	string			yes

List of standard files:

Request example

```
{
  "file": "27f58ad3-c06f-4467-8326-f3be27ad9aed_85292815-38d8-43d7-a10f-30e0ef3c56f4"
}
```

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Main settings -> Editing.

11.4 Media file directory

GET /crmapi/v1/media-catalog/{type}

The method allows you to get a list of uploaded sound files. The following file types are available:

Response options

Name	Description	Data type
id	File ID	string
name	File name	string

Response example

```
[
  {
    "id": "27f58ad3-c06f-4467-8326-f3be27ad9aed_85292815-38d8-43d7-a10f-30e0ef3c56f4",
    "name": "Music_1.mp3"
  },
  {
    "id": "0b0ced08-9bd5-40b8-88e1-7f55412c0e96_50eafa43-841e-4aca-adf4-39af50c05619",
    "name": "Music_2.mp3"
  }
]
```

Restrictions

Access rights: Main settings -> View.

11.5 Call recording

Getting call recording settings

GET /crmapi/v1/record

The method allows you to get call recording settings.

Response options

Name	Description	Data type
external	Recording of external calls is enabled	boolean
inner	Recording of internal calls is enabled	boolean
users_exception	List of employees whose conversations will not be recorded	object[]

Response example

```
{
  "external": true,
  "inner": true,
  "users_exception": [
    {
      "login": "admin",
      "name": "Administrator"
    },
    {
      "login": "director",
      "name": "CEO"
    }
  ]
}
```

Restrictions

Access rights: Main settings -> View.

Adding employees to the exclusion list

POST /crmapi/v1/record/users-exception

The method allows you to specify employees whose conversations will not be recorded.

Request parameters

List of employees.

Request example

```
[
  "admin",
  "director"
]
```

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Main settings -> Editing.

Removing employees from the exclusion list

DELETE /crmapi/v1/record/users-exception

The method allows you to remove employees from the list where call recording exceptions are specified.

Request parameters

Name	Description	Data type	Available	Default	Required
user	Employee username	string			no

Request example

https://{domain}/crmapi/v1/record/users-exception?user=admin&user=user2

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Main settings -> Deleting.

11.6 Busy Lamp Field (BLF)

Employee list (BLF)

GET /crmapi/v1/blf/users

The method allows you to get a list of employees with the BLF.

Response options

Name	Description	Data type
login	Employee username	string
name	Employee name	string

Response example

```
[
  {
    "login": "admin",
    "name": "Administrator"
  },
  {
    "login": "user",
    "name": "User"
  }
]
```

Restrictions

Access rights: Main settings -> View.

Adding employees (BLF)

POST /crmapi/v1/blf/users

The method allows you to add employees with the BLF.

Request parameters

List of employees.

Request example

```
[
  "user3",
  "user4"
]
```

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Main settings -> Editing.

Deleting employees (BLF)

DELETE /crmapi/v1/blf/users

The method allows you to remove employees from the list with the BLF.

Request parameters

Name	Description	Data type	Available	Default	Required
user	Employee username	string			no

Request example

```
https://{domain}/crmapi/v1/blf/users?user=user1&user=user2
```

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Main settings -> Deleting.

11.7 Company Voicemail

Voicemail settings

GET /crmapi/v1/am

The method allows you to get the voicemail settings.

Response options

Name	Description	Data type
all	Forward to everyone	boolean
users	List of employees	object[]
groups	List of departments	object[]
email	Additional email	string

Response example

```
{
  "all": false,
  "users": [
    {
      "login": "admin",
      "name": "Administrator"
    },
    {
      "login": "director",
      "name": "CEO"
    }
  ],
  "groups": [
    {
      "id": "sales",
      "name": "Sales department"
    }
  ],
  "email": ""
}
```

Restrictions

Access rights: Main settings -> View.

Add employees for forwarding voicemail messages

POST /crmapi/v1/am/users

The method allows you to add employees to whom voicemail messages will be forwarded.

Request parameters

List of employees.

Request example

```
[  
  "user1",  
  "user2"  
]
```

Restrictions

Access rights: Main settings -> Editing.

Deleting employees from voicemail message forwarding

DELETE /crmapi/v1/am/users

The method allows you to delete employees to whom voicemail messages will be forwarded.

Request parameters

Name	Description	Data type	Available	Default	Required
user	Employee username	string			no

Request example

```
https://{domain}/crmapi/v1/am/users?user=user1&user=user2
```

Restrictions

Access rights: Main settings -> Deleting.

Add departments for forwarding voicemail messages

POST /crmapi/v1/am/groups

The method allows you to add departments to which voicemail messages will be forwarded.

Request parameters

List of departments.

Request example

```
[  
  "group1",  
  "group2"  
]
```

Restrictions

Access rights: Main settings -> Editing.

Deleting departments from voicemail message forwarding

DELETE /crmapi/v1/am/groups

The method allows you to delete departments to which voicemail messages will be forwarded.

Request parameters

Name	Description	Data type	Available	Default	Required
group	Department ID	string			no

Request example

```
https://{domain}/crmapi/v1/am/groups?group=group1&group=group2
```

Restrictions

Access rights: Main settings -> Deleting.

12. Outgoing numbers

This section describes the available methods for working with outgoing numbers.

12.1 Outgoing number settings

GET /crmapi/v1/caller-ids

The method allows you to get outgoing number settings.

Response options

Name	Description	Data type
main	Primary company number	string
users	Personal outgoing numbers of employees	string
groups	Personal outgoing numbers of departments	array
regions	Regional outgoing numbers	array

Response example

```
{
  "main": "79001112233",
  "users": [
    {
      "login": "admin",
      "name": "Administrator",
      "telnum": "79001112233"
    }
  ],
  "groups": [
    {
      "id": "sales",
      "name": "Sales department",
      "telnum": "79205552233"
    }
  ],
  "regions": [
    {
      "id": "2",
      "name": "Altai Republic",
      "telnum": "79305552233"
    }
  ]
}
```

Restrictions

Access rights: Outgoing numbers -> View.

12.2 Number list

GET /crmapi/v1/caller-ids/telnums

The method allows you to get a list of numbers that can be used for outgoing communication.

Response options

Name	Description	Data type
telnum	Number	string
enabled	Outgoing communication available	boolean

Response example

```
[
  {
    "telnum": "79001112233",
    "enabled": true
  },
  {
    "telnum": "79001114455",
    "enabled": false
  }
]
```

12.3 Primary company number

POST /crmapi/v1/caller-ids/main

The method allows you to set the main company number.

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	Number	string			yes

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Outgoing numbers -> Editing.

12.4 Personal outgoing numbers

Setting a personal outgoing number for the employee

POST /crmapi/v1/caller-ids/users

The method allows you to set a personal outgoing number for the employee.

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	Number	string			yes
login	Employee username	string			yes

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Outgoing numbers -> Editing.

Deleting a personal outgoing number for the employee

DELETE /crmapi/v1/caller-ids/users/{user}

The method allows you to delete a personal outgoing number for the employee.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Outgoing numbers -> Deleting.

Setting a personal outgoing number for the department

POST /crmapi/v1/caller-ids/groups

The method allows you to set a personal outgoing number for the department.

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	Number	string			yes
id	Department ID	string			yes

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Outgoing numbers -> Editing.

Deleting a personal outgoing number for a department

DELETE /crmapi/v1/caller-ids/groups/{id}

The method allows you to delete the personal outgoing number for the department.

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Outgoing numbers -> Deleting.

12.5 Regional outgoing numbers

Setting a regional outgoing number

POST /crmapi/v1/caller-ids/regions

The method allows you to set the regional outgoing number.

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	Number	string			yes
id	Region ID	string			yes

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Outgoing numbers -> Editing.

Deleting a regional outgoing number

DELETE /crmapi/v1/caller-ids/regions/{id}

The method allows you to remove the regional outgoing number.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Outgoing numbers -> Deleting.

Getting a list of regions

GET /crmapi/v1/caller-ids/regions

The method allows you to get a list of regions.

Response options

Name	Description	Data type
id	Region ID	string
name	Region name	array

Response example

```
[
  {
    "id": "2",
    "name": "Altai Republic"
  },
  {
    "id": "43",
    "name": "Moscow and Moscow region"
  }
]
```

13. Call restriction

This section describes the methods available for working with call restrictions.

13.1 Call restriction settings

GET /crmapi/v1/calls-restrictions

The method allows you to get the currently configured limits for the whole company, for individual employees or departments.

Response options

Name	Description	Data type
main	Rules for everyone	array
users	Rules for employees	array
groups	Rules for departments	array

Employee rules

Name	Description	Data type
login	Username	string
name	Name	string
allowed	Direction list	array

Department rules

Name	Description	Data type
id	Department ID	string
name	Name	string
allowed	Direction list	array

Response example

```
{
  "main": [
    "LOCAL"
  ],
  "users": [
    {
      "login": "admin",
      "name": "Administrator",
      "allowed": []
    },
    {
      "login": "director",
      "name": "CEO",
      "allowed": [
        "ALL"
      ]
    }
  ],
  "groups": [
    {
      "id": "sales",
      "name": "Sales department",
      "allowed": [
        "LOCAL",
```

```
        "RU",
        "CIS"
    ]
}
]
```

Restrictions

Access rights: Call restrictions -> View.

13.2 Rules for all employees

Add allowed direction for everyone

POST /crmap/v1/calls-restrictions/main

The method allows you to add a permitted direction for all employees.

Response example

```
{
  "allowed": [
    "CIS"
  ]
}
```

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Call restrictions -> Editing.

Remove allowed direction for everyone

DELETE /crmap/v1/calls-restrictions/main

The method allows you to remove the permitted direction for all employees.

Request parameters

Name	Description	Data type	Available	Default	Required
allowed	Direction list	array			yes

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Call restrictions -> Deleting.

13.3 Personal rules for employees

Add an allowed direction for employees

POST /crmap/v1/calls-restrictions/users

The method allows you to add permitted directions for several employees.

Request parameters

Name	Description	Data type	Available	Default	Required
login	Employee username	string			yes
allowed	Direction list	array			yes

Request example

```
[
  {
    "login": "admin",
    "allowed": [
      "CIS"
    ]
  },
  {
    "login": "director",
    "allowed": [
      "RU"
    ]
  }
]
```

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Call restrictions -> Editing.

Remove an allowed direction for the employee

DELETE /crmapi/v1/calls-restrictions/users/{login}

The method allows you to remove permitted directions for an employee.

Request parameters

Name	Description	Data type	Available	Default	Required
allowed	Direction list	array			yes

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Call restrictions -> Deleting.

13.4 Personal rules for departments

Add an allowed direction for the department

POST /crmapi/v1/calls-restrictions/groups

The method allows you to add permitted directions for several departments.

Response options

Name	Description	Data type
id	Department ID	string
allowed	Direction list	array

Request example

```
[
  {
    "login": "g_fa279a6a-f2c6-43f1-b5aa-8122a629a978",
    "allowed": [
      "CIS"
    ]
  },
  {
    "login": "g_0bec3325-ce49-48ca-b418-49f979a5d864",
    "allowed": [
      "RU"
    ]
  }
]
```

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Call restrictions -> Editing.

Remove an allowed direction for the department

DELETE /crmapi/v1/calls-restrictions/groups/{id}

The method allows you to remove permitted directions for the department.

Request parameters

Name	Description	Data type	Available	Default	Required
allowed	Direction list	array			yes

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Call restrictions -> Deleting.

13.5 Direction list

- RU – Russia
- 179 - Cell phone
- CIS – The Commonwealth of Independent States
- BALT – Lithuania, Latvia, Estonia
- EURO – Europe
- AUS – Australia
- ASIA – Asia
- AFR – Africa
- NA – North America
- SA – South America
- OTH – Satellite and others
- LOCAL – Home region

14. SIP registrations

This section describes the available methods for working with SIP registrations.

14.1 List of SIP registrations

GET /crmapi/v1/sip-registrations

The method allows you to get a list of SIP registrations.

Response options

Name	Description	Data type
telnum	Number	string
active	Registration is activated	boolean
name	Name	string
domain	Domain (host)	string
auth_name	Authorization name	string
expires	Re-registration time	number
proxy	Proxy	string
status	Registration status	string
outgoing	Outgoing communication allowed	boolean

The search is carried out in the following fields:

Response example

```
{
  "items": [
    {
      "telnum": "79001112233",
      "name": "Test",
      "active": true,
      "domain": "regtest.com",
      "expires": 600,
      "auth_name": "",
      "proxy": "",
      "status": "success",
      "outgoing": true
    }
  ],
  "info": {
    "search": "",
    "total": 1,
    "start": 0,
    "limit": 1
  }
}
```

Restrictions

Access rights: Numbers of other operators -> View.

14.2 SIP registration parameters

GET /crmapi/v1/sip-registrations/{telnum}

The method allows you to get SIP registration parameters.

Response options

Name	Description	Data type
telnum	Number	string
active	Registration is activated	boolean
name	Name	string
domain	Domain (host)	string
auth_name	Authorization name	string
expires	Re-registration time	number
proxy	Proxy	string
status	Registration status	string
outgoing	Outgoing communication allowed	boolean

Response example

```
{
  "telnum": "79001112233",
  "name": "Test",
  "active": true,
  "domain": "regtest.com",
  "expires": 600,
  "auth_name": "",
  "proxy": "",
  "status": "success",
  "outgoing": true
}
```

Restrictions

Access rights: Numbers of other operators -> View.

14.3 Adding a SIP registration

POST /crmap/v1/sip-registrations

The method allows you to add SIP registration.

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	Number	string			yes
name	Name	string			yes
domain	Domain (host)	string			yes
login	Username	string			yes
password	Password	string			yes
active	Registration is activated	boolean			no
auth_name	Authorization name	string			no
expires	Re-registration time	number			no
proxy	Proxy	string			no
outgoing	Outgoing communication allowed	boolean			no

Response example

```
{
  "telnum": "79001112233",
  "name": "Test",
```

```

"active": true,
"domain": "regtest.com",
"expires": 600,
"auth_name": "",
"proxy": "",
"status": "success",
"outgoing": true
}

```

Restrictions

Access rights: Numbers of other operators -> Creating.

14.4 Editing SIP registration

PUT /crmapi/v1/sip-registrations/{telnum}

The method allows you to edit SIP registration.

Request parameters

Name	Description	Data type	Available	Default	Required
name	Name	string			no
domain	Domain (host)	string			no
login	Username	string			no
password	Password	string			no
active	Registration is activated	boolean			no
auth_name	Authorization name	string			no
expires	Re-registration time	number			no
proxy	Proxy	string			no
outgoing	Outgoing communication allowed	boolean			no

Response example

```

{
  "telnum": "79001112233",
  "name": "Test",
  "active": true,
  "domain": "regtest.com",
  "expires": 600,
  "auth_name": "",
  "proxy": "",
  "status": "success",
  "outgoing": true
}

```

Restrictions

Access rights: Numbers of other operators -> Editing.

14.5 Deleting SIP registration

DELETE /crmapi/v1/sip-registrations/{telnum}

The method allows you to delete the SIP registration.

Response example

```

HTTP/1.1 204 No Content

```


Restrictions

Access rights: Numbers of other operators -> Deleting.

14.6 Notification of unsuccessful registration

If you subscribe to failed registration events, requests will be sent to the configured URL. The event type for setting a webhook is sipregs_error.

Notification parameters

Name	Description	Data type	Available	Default	Required
telnum	Number	string			yes
name	Name	string			yes
domain	Domain (host)	string			yes

15. Forwarding a number to a SIP address

This section describes the available methods for working with number forwarding to a SIP address

15.1 SIP call forwarding list

GET /crmapi/v1/sipuri-transfers

The method returns an array with SIP call forwardings.

Response options

Name	Description	Data type
telnum	Number	string
uri	SIP address	string
active	Call forwarding enabled	boolean

Search

The search is carried out in the following fields:

Response example

```
{
  "items": [
    {
      "telnum": "79001112233",
      "active": true,
      "uri": "pbx-A7Um8NKUJhJ0T@domain"
    }
  ],
  "info": {
    "search": "",
    "total": 1,
    "start": 0,
    "limit": 1
  }
}
```

Restrictions

Access rights: Numbers of other operators -> View.

15.2 SIP call forwarding parameters

GET /crmapi/v1/sipuri-transfers/{telnum}

The method allows you to get SIP call forwarding parameters.

Response options

Name	Description	Data type
telnum	Number	string
uri	SIP address	string
active	Call forwarding enabled	boolean

Response example

```
{
  "telnum": "79001112233",
  "active": true,
```

```
"uri": "pbx-A7Um8NKUhJ0T@domain"
}
```

Restrictions

Access rights: Numbers of other operators -> View.

15.3 Adding SIP call forwarding

POST /crmapi/v1/sipuri-transfers

The method allows you to add SIP call forwarding.

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	Number	string			yes
active	Call forwarding enabled	boolean			no

Response example

```
{
  "telnum": "79001112233",
  "active": true,
  "uri": "pbx-A7Um8NKUhJ0T@domain"
}
```

Restrictions

Access rights: Numbers of other operators -> Creating.

15.4 Editing SIP call forwarding

PUT /crmapi/v1/sipuri-transfers/{telnum}

The method allows you to edit SIP call forwarding.

Request parameters

Name	Description	Data type	Available	Default	Required
active	Call forwarding enabled	boolean			no

Response example

```
{
  "telnum": "79876543218",
  "uri": "pbx-cWxos6PN3ult@domain",
  "active": true
}
```

Restrictions

Access rights: Numbers of other operators -> Editing.

15.5 Deleting SIP call forwarding

DELETE /crmapi/v1/sipuri-transfers/{telnum}

The method allows you to delete SIP call forwarding.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Numbers of other operators -> Deleting.

16. Connecting other PBXs

This section describes the available methods for working with other PBX connections.

16.1 Connection list

GET /crmapi/v1/branches

The method allows you to get a list of all configured connections to other PBX.

Response options

Name	Description	Data type
name	Name	string
domain	Domain (host)	string
status	Registration status	string
users_count	Total employees	number
groups_count	Total departments	number
exts_count	Internal numbers	number
collisions_count	Number of matching numbers	number

The search is carried out in the following fields:

Response example

```
{
  "items": [
    {
      "name": "Subsidiary company",
      "domain": "example1.com",
      "status": "waiting",
      "users_count": 0,
      "groups_count": 0,
      "exts_count": 0,
      "collisions_count": 0
    },
    {
      "name": "Subsidiary company",
      "domain": "example2.com",
      "status": "success",
      "users_count": 6,
      "groups_count": 2,
      "exts_count": 8,
      "collisions_count": 5
    }
  ],
  "info": {
    "search": "",
    "total": 2,
    "start": 0,
    "limit": 2
  }
}
```

Restrictions

Access rights: Connecting other PBXs -> View.

16.2 Connection settings

GET /crmapi/v1/branches/{domain}

The method allows you to get connection settings to another PBX.

Response options

Name	Description	Data type
name	Name	string
domain	Domain (host)	string
status	Registration status	string
users_count	Total employees	number
groups_count	Total departments	number
exts_count	Internal numbers	number
collisions_count	Number of matching numbers	number

Response example

```
{
  "name": "Subsidiary company",
  "domain": "example1.com",
  "status": "waiting",
  "users_count": 0,
  "groups_count": 0,
  "exts_count": 0,
  "collisions_count": 0
}
```

Restrictions

Access rights: Connecting other PBXs -> View.

16.3 Adding a connection

POST /crmapi/v1/branches

The method allows you to add a connection to another PBX.

Response options

Name	Description	Data type
domain	Domain (host)	string
name	Name	string
key	Key	string

Request example

```
{
  "domain": "example1.com",
  "name": "Subsidiary company",
  "key": "161aeb17-be58-43e8-be9f-5eceabfe2e5c"
}
```

Response example

```
{
  "name": "Subsidiary company",
  "domain": "example1.com",
  "status": "waiting",
  "users_count": 0,
}
```

```
"groups_count": 0,
"exts_count": 0,
"collisions_count": 0
}
```

Restrictions

Access rights: Connecting other PBXs -> Creating.

16.4 Editing a connection

PUT /crmapi/v1/branches/{domain}

The method allows you to edit the connection to another PBX.

Response options

Name	Description	Data type
name	Name	string

Request example

```
{
  "domain": "example1.com",
  "name": "Subsidiary company",
  "key": "161aeb17-be58-43e8-be9f-5eceabfe2e5c"
}
```

Response example

```
{
  "name": "Subsidiary company",
  "domain": "example1.com",
  "status": "waiting",
  "users_count": 0,
  "groups_count": 0,
  "exts_count": 0,
  "collisions_count": 0
}
```

Restrictions

Access rights: Connecting other PBXs -> Editing.

16.5 Connection synchronization

POST /crmapi/v1/branches/{domain}/sync

The method allows synchronizing the connection to another PBX.

Response example

```
{
  "name": "Subsidiary company",
  "domain": "example1.com",
  "status": "waiting",
  "users_count": 0,
  "groups_count": 0,
  "exts_count": 0,
  "collisions_count": 0
}
```

Restrictions

Access rights: Connecting other PBXs -> Editing.

16.6 Deleting a connection

DELETE /crmapi/v1/branches/{domain}

The method allows you to delete a connection to another PBX.

Response example

```
HTTP/1.1 204 No Content
```

Restrictions

Access rights: Connecting other PBXs -> Deleting.

17. Webhook

This section describes the available methods for working with event subscriptions (webhook).

17.1 List of subscriptions

GET /crmapi/v1/webhook

The method allows you to get a list of configured event subscriptions.

Response options

Name	Description	Data type
id	ID	string
type	Event type	string
url	The URL to which the request will be made	string

Response example

```
[
  {
    "id": "898254be-e2cd-4e8a-90d1-1615a42eb2dd",
    "type": "sipregs_error",
    "url": "https://webhook.test/31db9d90-fa0c-493c-a468-886c2b702778"
  },
  {
    "id": "9efac401-d486-4a42-b434-1b00c8362e37",
    "type": "sipregs_error",
    "url": "https://webhook.test/sadsadsa-1321sda-sadsa1321sads-aaacz"
  }
]
```

17.2 Adding a subscription

POST /crmapi/v1/webhook

The method allows you to add an event subscription.

Request parameters

Name	Description	Data type	Available	Default	Required
type	Event type	string	sipregs_error		no
url	The URL to which the request will be made	string			no

Request example

```
{
  "type": "sipregs_error",
  "url": "https://webhook.test/31db9d90-fa0c-493c-a468-886c2b702778"
}
```

Response example

```
HTTP/1.1 204 No Content
```

17.3 Deleting a subscription

DELETE /crmapi/v1/webhook/{id}

The method allows you to delete the event subscription.

Response example

HTTP/1.1 204 No Content

17.4 Sending an event

When an event occurs, a request will be sent to the configured URL.

Request parameters

Name	Description	Data type	Available	Default	Required
cmd	Operation type, in this case webhook	string	webhook		no
type	Event type	string	sipregs_error		no
crm_token	Key (token) from CRM installed in your account	string			no
id	ID	string			no
data	Event data	object			no