

Agents

Agent Groups

None

GET /api/v2/agent_groups
GET /api/v2/agent_groups/counts
GET /api/v2/agent_groups/{id}

Agent Teams

None

GET /api/v2/agent_teams
POST /api/v2/agent_teams
GET /api/v2/agent_teams/counts
DELETE /api/v2/agent_teams/{id}
GET /api/v2/agent_teams/{id}
PUT /api/v2/agent_teams/{id}
GET /api/v2/agent_teams/{id}/agents

Agents

None

GET /api/v2/agents
GET /api/v2/agents/counts
GET /api/v2/agents/extended
GET /api/v2/agents/online
PUT /api/v2/agents/profile
DELETE /api/v2/agents/{id}
GET /api/v2/agents/{id}
DELETE /api/v2/agents/{id}/agent_permissions
POST /api/v2/agents/{id}/send-token

Anti-Abuse Settings

None

GET /api/v2/settings/anti_abuse/captcha
PUT /api/v2/settings/anti_abuse/captcha
GET /api/v2/settings/anti_abuse/portal
PUT /api/v2/settings/anti_abuse/portal

Approvals

Approval Responses

None

GET /api/v2/approval_responses/{approvalId}
GET /api/v2/approval_responses/{approvalId}/counts
GET /api/v2/person/{personId}/approval_responses
GET /api/v2/person/{personId}/approval_responses/counts

Approval Templates

None

GET /api/v2/approval_templates
POST /api/v2/approval_templates
GET /api/v2/approval_templates/counts
DELETE /api/v2/approval_templates/{id}
GET /api/v2/approval_templates/{id}
PUT /api/v2/approval_templates/{id}
GET /api/v2/approval_templates/{id}/ticket/{ticket}/approvers

Approval Types

None

GET /api/v2/approval_types
POST /api/v2/approval_types
GET /api/v2/approval_types/counts
DELETE /api/v2/approval_types/{id}
GET /api/v2/approval_types/{id}
PUT /api/v2/approval_types/{id}

Ticket Approvals

None

POST /api/v2/ticket_approvals/{id}/approve
PUT /api/v2/ticket_approvals/{id}/cancel
POST /api/v2/ticket_approvals/{id}/reject

GET /api/v2/tickets/{ticketId}/ticket_approvals
POST /api/v2/tickets/{ticketId}/ticket_approvals
GET /api/v2/tickets/{ticketId}/ticket_approvals/counts

Apps

None

GET /api/v2/apps/unsplash/random
GET /api/v2/apps/unsplash/search
GET /api/v2/apps/zapier/example/{action}

POST /api/v2/apps/zapier/hooks
DELETE /api/v2/apps/zapier/hooks/{id}
GET /api/v2/apps/zapier/ping

Articles

Article Comments

None
POST /api/v2/article_comments/{article}/rate

Article Custom Fields

None
GET /api/v2/article_custom_fields
POST /api/v2/article_custom_fields
DELETE /api/v2/article_custom_fields/{id}
GET /api/v2/article_custom_fields/{id}
PUT /api/v2/article_custom_fields/{id}

Article Media

None
POST /api/v2/articles/{article}/icon
POST /api/v2/articles/{article}/splash_image
POST /api/v2/articles/{article}/splash_image_upload

Auth

Me

None
GET /api/v2/me
GET /api/v2/me/device-setup-token
GET /api/v2/me/profile
PUT /api/v2/me/profile

OAuth Vendor

None
GET /api/v2/oauth/vendor/{vendor}/client-id
GET /api/v2/oauth/vendor/{vendor}/{clientId}/{tmpString}
GET /api/v2/oauth/vendor/{vendor}/{clientId}/{tmpString}/{token}/{personId}

OAuth Clients

None

GET /api/v2/oauth_clients
POST /api/v2/oauth_clients
GET /api/v2/oauth_clients/counts
DELETE /api/v2/oauth_clients/{id}
GET /api/v2/oauth_clients/{id}
PUT /api/v2/oauth_clients/{id}

Blobs

None

GET /api/v2/blobs
POST /api/v2/blobs
GET /api/v2/blobs/{authId}/archive
GET /api/v2/blobs/{authId}/download/{path}
GET /api/v2/blobs/{authId}/files
DELETE /api/v2/blobs/{id}
GET /api/v2/blobs/{id}

Brands

None

GET /api/v2/brands
POST /api/v2/brands
DELETE /api/v2/brands/{id}
GET /api/v2/brands/{id}

Chats

Agent Chats

None

GET /api/v2/agent_chats
POST /api/v2/agent_chats
GET /api/v2/agent_chats/counts
DELETE /api/v2/agent_chats/{id}
GET /api/v2/agent_chats/{id}

Agent Chat Messages

None

GET /api/v2/agent_chats/{parentId}/messages
POST /api/v2/agent_chats/{parentId}/messages

```
GET /api/v2/agent_chats/{parentId}/messages/counts
DELETE /api/v2/agent_chats/{parentId}/messages/{id}
GET /api/v2/agent_chats/{parentId}/messages/{id}
PUT /api/v2/agent_chats/{parentId}/messages/{id}
```

User Chat Custom Fields

```
None
GET /api/v2/user_chat_custom_fields
POST /api/v2/user_chat_custom_fields
DELETE /api/v2/user_chat_custom_fields/{id}
GET /api/v2/user_chat_custom_fields/{id}
PUT /api/v2/user_chat_custom_fields/{id}

GET /api/v2/user_chat_custom_fields/{parentId}/options
POST /api/v2/user_chat_custom_fields/{parentId}/options
GET /api/v2/user_chat_custom_fields/{parentId}/options/counts
DELETE /api/v2/user_chat_custom_fields/{parentId}/options/{id}
GET /api/v2/user_chat_custom_fields/{parentId}/options/{id}
PUT /api/v2/user_chat_custom_fields/{parentId}/options/{id}
```

User Chat Queues

```
None
GET /api/v2/user_chat_queues
POST /api/v2/user_chat_queues
GET /api/v2/user_chat_queues/counts
DELETE /api/v2/user_chat_queues/{id}
GET /api/v2/user_chat_queues/{id}
PUT /api/v2/user_chat_queues/{id}
```

User Chats

```
None
GET /api/v2/user_chats
POST /api/v2/user_chats
GET /api/v2/user_chats/counts

GET /api/v2/user_chats/{conversationId}/messages
POST /api/v2/user_chats/{conversationId}/messages
GET /api/v2/user_chats/{conversationId}/messages/counts

DELETE /api/v2/user_chats/{id}
GET /api/v2/user_chats/{id}
```

PUT /api/v2/user_chats/{id}

PUT /api/v2/user_chats/{id}/assign/{agentId}

PUT /api/v2/user_chats/{id}/block_user

PUT /api/v2/user_chats/{id}/decline

PUT /api/v2/user_chats/{id}/end

PUT /api/v2/user_chats/{id}/invite

PUT /api/v2/user_chats/{id}/join

PUT /api/v2/user_chats/{id}/leave

PUT /api/v2/user_chats/{id}/start

POST /api/v2/user_chats/{id}/typing

GET /api/v2/client_devices/{app_type}

POST /api/v2/client_devices/{app_type}

GET /api/v2/client_devices/{app_type}/counts

PUT /api/v2/client_devices/{app_type}/register/{id}

DELETE /api/v2/client_devices/{app_type}/{id}

GET /api/v2/client_devices/{app_type}/{id}

PUT /api/v2/client_devices/{app_type}/{id}

GET /api/v2/community_categories

GET /api/v2/community_custom_fields

POST /api/v2/community_custom_fields

DELETE /api/v2/community_custom_fields/{id}

GET /api/v2/community_custom_fields/{id}

PUT /api/v2/community_custom_fields/{id}

GET /api/v2/community_forums

GET /api/v2/community_forums/counts

POST /api/v2/community_forums/{forum}/icon

POST /api/v2/community_forums/{forum}/splash_image

GET /api/v2/community_forums/{id}

GET /api/v2/community_topic_comments

POST /api/v2/community_topic_comments

GET /api/v2/community_topic_comments/counts

DELETE /api/v2/community_topic_comments/{id}

GET /api/v2/community_topic_comments/{id}

PUT /api/v2/community_topic_comments/{id}

GET /api/v2/community_topics

POST /api/v2/community_topics

GET /api/v2/community_topics/counts

DELETE /api/v2/community_topics/{id}

GET /api/v2/community_topics/{id}

PUT /api/v2/community_topics/{id}

GET /api/v2/article_categories
POST /api/v2/article_categories
GET /api/v2/article_categories/counts
DELETE /api/v2/article_categories/{id}
GET /api/v2/article_categories/{id}
PUT /api/v2/article_categories/{id}
POST /api/v2/article_comments
PUT /api/v2/article_comments/{id}
GET /api/v2/article_pending_creates
POST /api/v2/article_pending_creates
GET /api/v2/article_pending_creates/counts
DELETE /api/v2/article_pending_creates/{id}
GET /api/v2/article_pending_creates/{id}
PUT /api/v2/article_pending_creates/{id}
GET /api/v2/articles
POST /api/v2/articles
GET /api/v2/articles/counts
GET /api/v2/articles/{article}/pdf
DELETE /api/v2/articles/{id}
GET /api/v2/articles/{id}
PUT /api/v2/articles/{id}
GET /api/v2/content_categories
GET /api/v2/content_templates
POST /api/v2/content_templates
GET /api/v2/content_templates/counts
DELETE /api/v2/content_templates/{id}
GET /api/v2/content_templates/{id}
PUT /api/v2/content_templates/{id}
GET /api/v2/custom_icons
POST /api/v2/custom_icons/upload
GET /api/v2/download_categories
POST /api/v2/download_categories
GET /api/v2/download_categories/counts
DELETE /api/v2/download_categories/{id}
GET /api/v2/download_categories/{id}
PUT /api/v2/download_categories/{id}
POST /api/v2/download_comments
PUT /api/v2/download_comments/{id}
GET /api/v2/downloads
POST /api/v2/downloads
GET /api/v2/downloads/counts
DELETE /api/v2/downloads/{id}
GET /api/v2/downloads/{id}
PUT /api/v2/downloads/{id}

GET /api/v2/guides
POST /api/v2/guides
GET /api/v2/guides/counts
GET /api/v2/guides/{guidelId}/export
GET /api/v2/guides/{guidelId}/tree
PUT /api/v2/guides/{guidelId}/tree
DELETE /api/v2/guides/{id}
GET /api/v2/guides/{id}
PUT /api/v2/guides/{id}
POST /api/v2/guides_comments
PUT /api/v2/guides_comments/{id}
GET /api/v2/news
POST /api/v2/news
GET /api/v2/news/counts
DELETE /api/v2/news/{id}
GET /api/v2/news/{id}
PUT /api/v2/news/{id}
GET /api/v2/news_categories
POST /api/v2/news_categories
GET /api/v2/news_categories/counts
DELETE /api/v2/news_categories/{id}
GET /api/v2/news_categories/{id}
PUT /api/v2/news_categories/{id}
POST /api/v2/news_comments
PUT /api/v2/news_comments/{id}
GET /api/v2/topics
POST /api/v2/topics
GET /api/v2/topics/counts
DELETE /api/v2/topics/{id}
GET /api/v2/topics/{id}
GET /api/v2/crypto/keypairs
POST /api/v2/crypto/keypairs
GET /api/v2/sign/token
POST /api/v2/guides/{guide}/icon
POST /api/v2/guides_comments/{comment}/rate
POST /api/v2/guides/{guide}/splash_image
POST /api/v2/guides/{guide}/splash_image_upload
GET /api/v2/helpdesk/agent-client/info
GET /api/v2/helpdesk/discover
POST /api/v2/importer/start_import
GET /api/v2/importer/status
GET /api/v2/importer/status/{job}
POST /api/v2/importer/stop_import
POST /api/v2/importer/test_settings

GET /api/v2/importer_logs
GET /api/v2/importer_logs/counts
GET /api/v2/importer_logs/{id}
GET /api/v2/jobs
GET /api/v2/jobs/{id}
GET /api/v2/languages
GET /api/v2/languages/admin_phrases
GET /api/v2/languages/agent_phrases
GET /api/v2/languages/counts
POST /api/v2/languages/custom_phrase
GET /api/v2/languages/departments/{languageId}
GET /api/v2/languages/email_phrases/{group}/{languageId}
GET /api/v2/languages/helpcenter_phrases/{languageId}
GET /api/v2/languages/translations/{phraseName}
POST /api/v2/languages/translations/{phraseName}
GET /api/v2/languages/{id}
GET /api/v2/api_logs
GET /api/v2/api_logs/{id}
POST /api/v2/api_logs/{id}/replay
GET /api/v2/api_logs_options
PUT /api/v2/api_logs_options
POST /api/v2/mass_actions/article_comments
POST /api/v2/mass_actions/articles
POST /api/v2/mass_actions/community_topic_comments
POST /api/v2/mass_actions/community_topics
POST /api/v2/mass_actions/download_comments
POST /api/v2/mass_actions/guide_topic_comments
POST /api/v2/mass_actions/news_comments
POST /api/v2/mass_actions/organizations
POST /api/v2/mass_actions/pending_articles
POST /api/v2/mass_actions/people
POST /api/v2/mass_actions/tickets
POST /api/v2/news/{news}/icon
POST /api/v2/news/{news}/splash_image
POST /api/v2/news/{news}/splash_image_upload
POST /api/v2/news_comments/{comment}/rate
GET /api/v2/me/notifications
GET /api/v2/me/notifications/counts
POST /api/v2/me/notifications/dismiss
POST /api/v2/me/notifications/dismiss/all
DELETE /api/v2/me/notifications/{id}
GET /api/v2/me/notifications/{id}
GET /api/v2/notify/setup/action-alerts
GET /api/v2/notify/setup/action-alerts/clients

PUT /api/v2/notify/setup/action-alerts/clients
POST /api/v2/pusher/auth
GET /api/v2/organization_custom_fields
POST /api/v2/organization_custom_fields
DELETE /api/v2/organization_custom_fields/{id}
GET /api/v2/organization_custom_fields/{id}
PUT /api/v2/organization_custom_fields/{id}
GET /api/v2/organization_custom_fields/{parentId}/options
POST /api/v2/organization_custom_fields/{parentId}/options
GET /api/v2/organization_custom_fields/{parentId}/options/counts
DELETE /api/v2/organization_custom_fields/{parentId}/options/{id}
GET /api/v2/organization_custom_fields/{parentId}/options/{id}
PUT /api/v2/organization_custom_fields/{parentId}/options/{id}
GET /api/v2/organizations
POST /api/v2/organizations
GET /api/v2/organizations/counts
DELETE /api/v2/organizations/{id}
GET /api/v2/organizations/{id}
PUT /api/v2/organizations/{id}
GET /api/v2/organizations/{id}/tickets
GET /api/v2/organizations/{parentId}/contact_data
GET /api/v2/organizations/{parentId}/contact_data/counts
GET /api/v2/organizations/{parentId}/contact_data/{id}
GET /api/v2/organizations/{parentId}/members
POST /api/v2/organizations/{parentId}/members
GET /api/v2/organizations/{parentId}/members/counts
DELETE /api/v2/organizations/{parentId}/members/{id}
GET /api/v2/organizations/{parentId}/members/{id}
PUT /api/v2/organizations/{parentId}/members/{id}
GET /api/v2/organizations/{parentId}/notes
POST /api/v2/organizations/{parentId}/notes
GET /api/v2/organizations/{parentId}/notes/counts
DELETE /api/v2/organizations/{parentId}/notes/{id}
GET /api/v2/organizations/{parentId}/notes/{id}
PUT /api/v2/organizations/{parentId}/notes/{id}

Guide

POST /api/v2/guides/{guide}/iconset Icon
POST /api/v2/guides_comments/{comment}/rateguide comment
Show/hide List Operations Expand Operations

Guides

POST /api/v2/guides/{guide}/splash_imageset Splash Image
POST /api/v2/guides/{guide}/splash_image_upload Upload Guide Splash Image
Show/hide List Operations Expand Operations

Helpdesk

GET /api/v2/helpdesk/agent-client/info Used by apps when they need to know general information about a helpdesk such as which features are enabled

GET /api/v2/helpdesk/agent-client/settings unstable Get current user personal settings

GET /api/v2/helpdesk/discover Used by apps to detect that this is a real helpdesk

POST /api/v2/helpdesk/updater/manual-schedule unstable Manually schedule an upgrade to run right now

GET /api/v2/helpdesk/updater/settings unstable Get the updater settings

PUT /api/v2/helpdesk/updater/settings unstable Set updater settings

GET /api/v2/helpdesk/updater/status unstable Get the updater status

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Importer

POST /api/v2/importer/start_import Start a new import process from an external data source.

GET /api/v2/importer/status Get progress of current importer process.

GET /api/v2/importer/status/{job} Get progress of current importer process.

POST /api/v2/importer/stop_import Stop current importer process.

POST /api/v2/importer/test_settings Check if an external data source connect options are valid.

GET /api/v2/importer_logs CRUD Get collection of resources

GET /api/v2/importer_logs/counts CRUD Count list

GET /api/v2/importer_logs/{id} CRUD Get a resource

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Jobs

GET /api/v2/jobs CRUD Get collection of resources

GET /api/v2/jobs/{id} CRUD Get a resource

Show/hide List Operations Expand Operations

Labels

GET /api/v2/{type}_labels unstable Get all labels by types

Show/hide List Operations Expand Operations

Languages

GET /api/v2/languages CRUD Get collection of resources

GET /api/v2/languages/admin_phrases provide admin phrases for frontend

GET /api/v2/languages/agent_phrases provide agent phrases for frontend

GET /api/v2/languages/counts CRUD Count list

POST /api/v2/languages/custom_phrase Create new custom phrase in several languages

GET /api/v2/languages/departments/{languageId} provide Agent departments phrases for UI

GET /api/v2/languages/email_phrases/{group}/{languageId} provide agent phrases for frontend

GET /api/v2/languages/helpcenter_phrases/{languageId} provide helpcenter phrases for template editor

GET /api/v2/languages/translations/{phraseName} provide translation of a phrase

POST /api/v2/languages/translations/{phraseName} provide translation of a phrase

GET /api/v2/languages/{id} CRUD Get a resource

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Logs

GET /api/v2/api_logs CRUD get api logs collection

GET /api/v2/api_logs/{id} CRUD get api log

POST /api/v2/api_logs/{id}/replayupdate logging options

GET /api/v2/api_logs_optionsget logging options

PUT /api/v2/api_logs_optionsupdate logging options

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Mass actions

POST /api/v2/mass_actions/article_commentscreate new mass action for real-time apply

POST /api/v2/mass_actions/articlescreate new mass action for real-time apply

POST /api/v2/mass_actions/community_topic_commentscreate new mass action for real-time apply

POST /api/v2/mass_actions/community_topicscreate new mass action for real-time apply

POST /api/v2/mass_actions/download_commentscreate new mass action for real-time apply

POST /api/v2/mass_actions/guide_topic_commentscreate new mass action for real-time apply

POST /api/v2/mass_actions/news_commentscreate new mass action for real-time apply

POST /api/v2/mass_actions/organizationscreate new mass action for real-time apply

POST /api/v2/mass_actions/pending_articlescreate new mass action for real-time apply

POST /api/v2/mass_actions/peoplecreate new mass action for real-time apply

POST /api/v2/mass_actions/ticketscreate new mass action for real-time apply

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News

POST /api/v2/news/{news}/iconset Icon

POST /api/v2/news/{news}/splash_imageset Splash Image

POST /api/v2/news/{news}/splash_image_uploadCreate Splash Image For News

POST /api/v2/news_comments/{comment}/raterate news comment

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Notifications and alerts

GET /api/v2/me/notifications CRUDGet collection of resources

GET /api/v2/me/notifications/counts CRUDCount list

POST /api/v2/me/notifications/dismissDismiss set of alerts

POST /api/v2/me/notifications/dismiss/alldismiss all alerts for the current user

DELETE /api/v2/me/notifications/{id} CRUDDDelete a resource

GET /api/v2/me/notifications/{id} CRUDGet a resource

GET /api/v2/notify/setup/action-alertsYou can use this endpoint to gather information about clients you need to obtain notifications and alerts.

GET /api/v2/notify/setup/action-alerts/clientsThis endpoint provide you an ability to get pusher credentials you are using (admin only).

PUT /api/v2/notify/setup/action-alerts/clientsSave pusher credentials and enable/disable it.

POST /api/v2/pusher/authThis endpoint provide you an ability to authenticate pusher app.

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Organizations

GET /api/v2/organization_custom_fields CRUDGet collection of resources

POST /api/v2/organization_custom_fields CRUDCreate a new resource

DELETE /api/v2/organization_custom_fields/{id} CRUDDDelete a resource

GET /api/v2/organization_custom_fields/{id} CRUDGet a resource

PUT /api/v2/organization_custom_fields/{id} CRUDUpdate an existing resource

GET /api/v2/organization_custom_fields/{parentId}/options CRUDGet collection of resources
POST /api/v2/organization_custom_fields/{parentId}/options CRUDCreate a new resource
GET /api/v2/organization_custom_fields/{parentId}/options/counts CRUDCount list
DELETE /api/v2/organization_custom_fields/{parentId}/options/{id} CRUDDDelete a resource
GET /api/v2/organization_custom_fields/{parentId}/options/{id} CRUDGet a resource
PUT /api/v2/organization_custom_fields/{parentId}/options/{id} CRUDUpdate an existing resource

GET /api/v2/organizations CRUDGet collection of resources
POST /api/v2/organizations CRUDCreate a new resource
GET /api/v2/organizations/counts CRUDCount list
DELETE /api/v2/organizations/{id} CRUDDDelete a resource
GET /api/v2/organizations/{id} CRUDGet a resource
PUT /api/v2/organizations/{id} CRUDUpdate an existing resource
GET /api/v2/organizations/{id}/ticketsGet tickets of the given organization
GET /api/v2/organizations/{parentId}/contact_data CRUDGet collection of resources
GET /api/v2/organizations/{parentId}/contact_data/counts CRUDCount list
GET /api/v2/organizations/{parentId}/contact_data/{id} CRUDGet a resource
GET /api/v2/organizations/{parentId}/members CRUDGet collection of resources
POST /api/v2/organizations/{parentId}/members CRUDCreate a new resource
GET /api/v2/organizations/{parentId}/members/counts CRUDCount list
DELETE /api/v2/organizations/{parentId}/members/{id} CRUDDDelete a resource
GET /api/v2/organizations/{parentId}/members/{id} CRUDGet a resource
PUT /api/v2/organizations/{parentId}/members/{id} CRUDUpdate an existing resource
GET /api/v2/organizations/{parentId}/notes CRUDGet collection of resources
POST /api/v2/organizations/{parentId}/notes CRUDCreate a new resource
GET /api/v2/organizations/{parentId}/notes/counts CRUDCount list
DELETE /api/v2/organizations/{parentId}/notes/{id} CRUDDDelete a resource
GET /api/v2/organizations/{parentId}/notes/{id} CRUDGet a resource
PUT /api/v2/organizations/{parentId}/notes/{id} CRUDUpdate an existing resource
Show/hide List Operations Expand Operations

People

GET /api/v2/people CRUDGet collection of resources
GET /api/v2/people/counts CRUDCount list
POST /api/v2/people/onboarding CRUDCreate a new resource
GET /api/v2/people/onboarding/newGet current user available onboardings
GET /api/v2/people/onboarding/pendingGet current user pending onboardings
PUT /api/v2/people/onboarding/{id} CRUDUpdate an existing resource
GET /api/v2/people/{id} CRUDGet a resource
PUT /api/v2/people/{id} CRUDUpdate an existing resource
PUT /api/v2/people/{id}/permissionsadds permissions (for now only accepts {agent: true} to add agent permissions)
POST /api/v2/people/{id}/sessions/clearClear all session data
GET /api/v2/people/{id}/ticketsGet tickets of the given person
GET /api/v2/people/{parentId}/contact_data CRUDGet collection of resources

GET /api/v2/people/{parentId}/contact_data/counts CRUDCount list
GET /api/v2/people/{parentId}/contact_data/{id} CRUDGet a resource
GET /api/v2/people/{parentId}/notes CRUDGet collection of resources
POST /api/v2/people/{parentId}/notes CRUDCreate a new resource
GET /api/v2/people/{parentId}/notes/counts CRUDCount list
DELETE /api/v2/people/{parentId}/notes/{id} CRUDDDelete a resource
GET /api/v2/people/{parentId}/notes/{id} CRUDGet a resource
PUT /api/v2/people/{parentId}/notes/{id} CRUDUpdate an existing resource
GET /api/v2/people/{parentId}/notes_files CRUDGet collection of resources
POST /api/v2/people/{parentId}/notes_files CRUDCreate a new resource
GET /api/v2/people/{parentId}/notes_files/counts CRUDCount list
DELETE /api/v2/people/{parentId}/notes_files/{id} CRUDDDelete a resource
GET /api/v2/people/{parentId}/notes-files/{id} CRUDGet a resource
PUT /api/v2/people/{parentId}/notes_files/{id} CRUDUpdate an existing resource
GET /api/v2/people/{parentId}/usersource_assocs CRUDGet collection of resources
GET /api/v2/people/{parentId}/usersource_assocs/counts CRUDCount list
DELETE /api/v2/people/{parentId}/usersource_assocs/{id} CRUDDDelete a resource
GET /api/v2/people/{parentId}/usersource_assocs/{id} CRUDGet a resource
GET /api/v2/people/{person_id}/vcardGet tickets of the given person
GET /api/v2/person_contextual_fields CRUDGet collection of resources
POST /api/v2/person_contextual_fields CRUDCreate a new resource
GET /api/v2/person_contextual_fields/counts CRUDCount list
DELETE /api/v2/person_contextual_fields/{id} CRUDDDelete a resource
GET /api/v2/person_contextual_fields/{id} CRUDGet a resource
PUT /api/v2/person_contextual_fields/{id} CRUDUpdate an existing resource
GET /api/v2/person_custom_fields CRUDGet collection of resources
POST /api/v2/person_custom_fields CRUDCreate a new resource
DELETE /api/v2/person_custom_fields/{id} CRUDDDelete a resource
GET /api/v2/person_custom_fields/{id} CRUDGet a resource
PUT /api/v2/person_custom_fields/{id} CRUDUpdate an existing resource
GET /api/v2/person_custom_fields/{parentId}/options CRUDGet collection of resources
POST /api/v2/person_custom_fields/{parentId}/options CRUDCreate a new resource
GET /api/v2/person_custom_fields/{parentId}/options/counts CRUDCount list
DELETE /api/v2/person_custom_fields/{parentId}/options/{id} CRUDDDelete a resource
GET /api/v2/person_custom_fields/{parentId}/options/{id} CRUDGet a resource
PUT /api/v2/person_custom_fields/{parentId}/options/{id} CRUDUpdate an existing resource
Show/hide List Operations Expand Operations
Person settings
GET /api/v2/person_settingget person settings
POST /api/v2/person_settingcreate a new person setting
PUT /api/v2/person_settingupdate person setting
GET /api/v2/person_setting/{name}get a person setting
Show/hide List Operations Expand Operations
Portal New Settings

GET /api/v2/settings/brands/new/portal/generalGet portal general settings
Show/hide List Operations Expand Operations
Portal Settings
GET /api/v2/settings/brands/{brand}/portal/communityGet portal general settings
POST /api/v2/settings/brands/{brand}/portal/communitySave portal general settings
GET /api/v2/settings/brands/{brand}/portal/downloadsGet portal general settings
POST /api/v2/settings/brands/{brand}/portal/downloadsSave portal general settings
GET /api/v2/settings/brands/{brand}/portal/generalGet portal general settings
POST /api/v2/settings/brands/{brand}/portal/generalSave portal general settings
GET /api/v2/settings/brands/{brand}/portal/guidesGet portal general settings
POST /api/v2/settings/brands/{brand}/portal/guidesSave portal general settings
GET /api/v2/settings/brands/{brand}/portal/kbGet portal general settings
POST /api/v2/settings/brands/{brand}/portal/kbSave portal general settings
GET /api/v2/settings/brands/{brand}/portal/newsGet portal general settings
POST /api/v2/settings/brands/{brand}/portal/newsSave portal general settings
Show/hide List Operations Expand Operations
SLAs
GET /api/v2/slas CRUDget SLAs collection
GET /api/v2/slas/{id} CRUDget SLA
Show/hide List Operations Expand Operations
Search
GET /api/v2/searchSearch through articles, downloads, community topics, news, tickets, chatconversations, people and
POST /api/v2/search/new_searchNew agent search endpoint.
GET /api/v2/search/people_and_orgsSearch only organizations and people.
GET /api/v2/search/{type}Search by entity type.
Show/hide List Operations Expand Operations
Settings
GET /api/v2/settings/departments/default unstablelist if default departments grouped by brand
PUT /api/v2/settings/departments/default unstablelist if default departments grouped by brand
Show/hide List Operations Expand Operations
Snippets
GET /api/v2/snippets CRUDGet collection of resources
POST /api/v2/snippets CRUDCreate a new resource
GET /api/v2/snippets/counts CRUDCount list
GET /api/v2/snippets/csv CRUDGet an export of snippets
GET /api/v2/snippets/labels CRUDGet collection of snippet labels
POST /api/v2/snippets/mass_actions CRUDApply mass actions function
GET /api/v2/snippets/render/{id}/{type}/{objectId} CRUDRender a snippet for an object
DELETE /api/v2/snippets/{id} CRUDEDelete a resource
GET /api/v2/snippets/{id} CRUDGet a resource
PUT /api/v2/snippets/{id} CRUDUpdate an existing resource
GET /api/v2/snippets_change_logs CRUDGet collection of resources
GET /api/v2/snippets_use CRUDGet collection of resources

Show/hide List Operations Expand Operations

System

GET /api/v2/system/events/{id} CRUDGet a resource

DELETE /api/v2/system/incidentsdelete all incidents

GET /api/v2/system/incidents CRUDGet collection of resources

PUT /api/v2/system/incidentschange dismissed status for all incidents

GET /api/v2/system/incidents/counts CRUDCount list

DELETE /api/v2/system/incidents/{id} CRUDelete a resource

GET /api/v2/system/incidents/{id} CRUDGet a resource

PUT /api/v2/system/incidents/{id} CRUUpdate an existing resource

Show/hide List Operations Expand Operations

Tags

GET /api/v2/api_tags/{id}get api tags collection

PUT /api/v2/api_tags/{id}update tags for key

GET /api/v2/api_tags/{id}/flattengenget api tags faltten collection

Show/hide List Operations Expand Operations

Tasks

GET /api/v2/tasks CRUDGet collection of resources

POST /api/v2/tasks CRUCreate a new resource

GET /api/v2/tasks/counts CRUDCount list

DELETE /api/v2/tasks/{id} CRUDelete a resource

GET /api/v2/tasks/{id} CRUDGet a resource

PUT /api/v2/tasks/{id} CRUUpdate an existing resource

GET /api/v2/tasks/{parentId}/comments CRUDGet collection of resources

POST /api/v2/tasks/{parentId}/comments CRUCreate a new resource

GET /api/v2/tasks/{parentId}/comments/counts CRUDCount list

DELETE /api/v2/tasks/{parentId}/comments/{id} CRUDelete a resource

GET /api/v2/tasks/{parentId}/comments/{id} CRUDGet a resource

PUT /api/v2/tasks/{parentId}/comments/{id} CRUUpdate an existing resource

GET /api/v2/webhooks/{parentId}/triggers CRUDGet collection of resources

POST /api/v2/webhooks/{parentId}/triggers CRUCreate a new resource

GET /api/v2/webhooks/{parentId}/triggers/counts CRUDCount list

DELETE /api/v2/webhooks/{parentId}/triggers/{id} CRUDelete a resource

GET /api/v2/webhooks/{parentId}/triggers/{id} CRUDGet a resource

PUT /api/v2/webhooks/{parentId}/triggers/{id} CRUUpdate an existing resource

Show/hide List Operations Expand Operations

Text snippets

GET /api/v2/{context}_snippet_categories CRUDGet collection of resources

POST /api/v2/{context}_snippet_categories CRUCreate a new resource

GET /api/v2/{context}_snippet_categories/counts CRUDCount list

DELETE /api/v2/{context}_snippet_categories/{id} CRUDelete a resource

GET /api/v2/{context}_snippet_categories/{id} CRUDGet a resource

PUT /api/v2/{context}_snippet_categories/{id} CRUUpdate an existing resource

GET /api/v2/{context}_snippet_categories/{id}/snippetsget the snippets within a category

GET /api/v2/{context}_snippets CRUDGet collection of resources
POST /api/v2/{context}_snippets CRUDCreate a new resource
GET /api/v2/{context}_snippets/counts CRUDCount list
DELETE /api/v2/{context}_snippets/{id} CRUDDDelete a resource
GET /api/v2/{context}_snippets/{id} CRUDGet a resource
PUT /api/v2/{context}_snippets/{id} CRUDUpdate an existing resource
GET /api/v2/{context}_snippets/{id}/contentget the snippets content
Show/hide List Operations Expand Operations
Ticket Form Widget
GET /api/v2/ticket-form-widget/codeGet ticket form widget JS code
Show/hide List Operations Expand Operations
Ticket filters (legacy)
Show/hide List Operations Expand Operations
Ticket filters (legacy) stub. Really works with new filters
Show/hide List Operations Expand Operations
Ticket filters (new)
GET /api/v2/ticket_filters2 CRUDGet collection of resources
POST /api/v2/ticket_filters2 CRUDCreate a new resource
DELETE /api/v2/ticket_filters2/{id} CRUDDDelete a resource
GET /api/v2/ticket_filters2/{id} CRUDGet a resource
PUT /api/v2/ticket_filters2/{id} CRUDUpdate an existing resource
GET /api/v2/ticket_filters2/{ticketFilter}/countGet filter's count
GET /api/v2/ticket_filters2/{ticketFilter}/ticketsGet filter's tickets. See /tickets endpoint docs for the parameter details.
GET /api/v2/ticket_filters2_sets CRUDGet collection of resources
POST /api/v2/ticket_filters2_sets CRUDCreate a new resource
DELETE /api/v2/ticket_filters2_sets/{id} CRUDDDelete a resource
GET /api/v2/ticket_filters2_sets/{id} CRUDGet a resource
PUT /api/v2/ticket_filters2_sets/{id} CRUDUpdate an existing resource
Show/hide List Operations Expand Operations
Tickets
GET /api/v2/20170401/ticket_layouts/{context}Get ticket layouts
GET /api/v2/20170401/ticket_layouts/{context}.jsGet ticket layouts JS with compiled fields criteria
GET /api/v2/20170401/ticket_layouts/{context}/{department}Get ticket department layout for given context
GET /api/v2/20170401/ticket_layouts/{context}/{department}.jsGet ticket department layout JS with compiled fields criteria for given context
GET /api/v2/20190110/ticket_statusesGet all available statuses for tickets, sorted alphabetically
GET /api/v2/20190110/ticket_statuses/{status}/ticketsGet tickets with the given status
GET /api/v2/ticket_custom_fields CRUDGet collection of resources
POST /api/v2/ticket_custom_fields CRUDCreate a new resource
DELETE /api/v2/ticket_custom_fields/{id} CRUDDDelete a resource
GET /api/v2/ticket_custom_fields/{id} CRUDGet a resource

PUT /api/v2/ticket_custom_fields/{id} CRUDUpdate an existing resource
GET /api/v2/ticket_custom_fields/{parentId}/options CRUDGet collection of resources
POST /api/v2/ticket_custom_fields/{parentId}/options CRUDCreate a new resource
GET /api/v2/ticket_custom_fields/{parentId}/options/counts CRUDCount list
DELETE /api/v2/ticket_custom_fields/{parentId}/options/{id} CRUDelete a resource
GET /api/v2/ticket_custom_fields/{parentId}/options/{id} CRUDGet a resource
PUT /api/v2/ticket_custom_fields/{parentId}/options/{id} CRUDUpdate an existing resource
POST /api/v2/ticket_forms/{context}Create a new resource
PUT /api/v2/ticket_forms/{context}/{id}Update an existing resource
GET /api/v2/ticket_labels/{label}/ticketsGet tickets with the given label
GET /api/v2/ticket_layouts/{context}Get ticket layouts
GET /api/v2/ticket_layouts/{context}.jsGet ticket layouts JS with compiled fields criteria
GET /api/v2/ticket_layouts/{context}/{department}Get ticket department layout for given context
GET /api/v2/ticket_layouts/{context}/{department}.jsGet ticket department layout JS with compiled fields criteria for given context
GET /api/v2/ticket_lists CRUDGet collection of resources
GET /api/v2/ticket_lists/{id} CRUDGet a resource
GET /api/v2/ticket_lists/{ticketList}/ticketsget tickets for specific ticket list
GET /api/v2/ticket_logs CRUDGet collection of resources
GET /api/v2/ticket_macros CRUDGet collection of resources
GET /api/v2/ticket_macros/{id} CRUDGet a resource
POST /api/v2/ticket_macros/{id}/apply/{ticket}apply macro to ticket
GET /api/v2/ticket_problems CRUDGet collection of resources
POST /api/v2/ticket_problems CRUDCreate a new resource
GET /api/v2/ticket_problems/counts CRUDCount list
DELETE /api/v2/ticket_problems/{id} CRUDelete a resource
GET /api/v2/ticket_problems/{id} CRUDGet a resource
PUT /api/v2/ticket_problems/{id} CRUDUpdate an existing resource
GET /api/v2/ticket_problems/{id}/ticketsGet tickets associated with the given problem
GET /api/v2/ticket_starsget a list of ticket stars
GET /api/v2/ticket_stars/countsGet the counts of tickets marked with each star
PUT /api/v2/ticket_stars/{id}Update ticket star name
GET /api/v2/ticket_stars/{star}/ticketsGet the tickets for a star
GET /api/v2/ticket_statuses CRUDGet list of hidden and custom ticket statuses
POST /api/v2/ticket_statuses CRUDCreate a new resource
GET /api/v2/ticket_statuses/counts CRUDCount list
DELETE /api/v2/ticket_statuses/deleted/purge CRUDPurge deleted tickets manually
DELETE /api/v2/ticket_statuses/spam/purge CRUDPurge spam tickets manually
DELETE /api/v2/ticket_statuses/{id} CRUDelete a resource
GET /api/v2/ticket_statuses/{id} CRUDGet a resource
PUT /api/v2/ticket_statuses/{id} CRUDUpdate an existing resource
GET /api/v2/ticketsGet a list of tickets (see parameters description for additional information)
POST /api/v2/tickets CRUDCreate a new resource
GET /api/v2/tickets/counts CRUDCount list

GET /api/v2/tickets/ids Get a list of tickets (see parameters description for additional information)

DELETE /api/v2/tickets/{id} CRUDD Delete a resource

GET /api/v2/tickets/{id} CRUDD Get a resource

PUT /api/v2/tickets/{id} CRUDD Update an existing resource

GET /api/v2/tickets/{id}/download-debug-report CRUDD Download debug report file

POST /api/v2/tickets/{id}/merge/{mergeld} CRUDD Merge tickets

GET /api/v2/tickets/{id}/view CRUDD Ticket view_print and pdf

GET /api/v2/tickets/{parentId}/attachments CRUDD Get collection of resources

GET /api/v2/tickets/{parentId}/cc CRUDD Get collection of resources

POST /api/v2/tickets/{parentId}/cc CRUDD Create a new resource

DELETE /api/v2/tickets/{parentId}/cc/{id} CRUDD Delete a resource

GET /api/v2/tickets/{parentId}/cc/{id} CRUDD Get a resource

GET /api/v2/tickets/{parentId}/charges CRUDD Get collection of resources

POST /api/v2/tickets/{parentId}/charges CRUDD Create a new resource

GET /api/v2/tickets/{parentId}/charges/counts CRUDD Count list

GET /api/v2/tickets/{parentId}/charges/total CRUDD Get ticket charges total amounts

DELETE /api/v2/tickets/{parentId}/charges/{id} CRUDD Delete a resource

GET /api/v2/tickets/{parentId}/charges/{id} CRUDD Get a resource

PUT /api/v2/tickets/{parentId}/charges/{id} CRUDD Update an existing resource

GET /api/v2/tickets/{parentId}/community_topic_links CRUDD Get collection of resources

POST /api/v2/tickets/{parentId}/community_topic_links CRUDD Create a new resource

GET /api/v2/tickets/{parentId}/community_topic_links/counts CRUDD Count list

DELETE /api/v2/tickets/{parentId}/community_topic_links/{id} CRUDD Delete a resource

GET /api/v2/tickets/{parentId}/community_topic_links/{id} CRUDD Get a resource

GET /api/v2/tickets/{parentId}/follow-ups CRUDD Get collection of resources

POST /api/v2/tickets/{parentId}/follow-ups CRUDD Create a new resource

GET /api/v2/tickets/{parentId}/follow-ups/counts CRUDD Count list

DELETE /api/v2/tickets/{parentId}/follow-ups/{id} CRUDD Delete a resource

GET /api/v2/tickets/{parentId}/follow-ups/{id} CRUDD Get a resource

PUT /api/v2/tickets/{parentId}/follow-ups/{id} CRUDD Update an existing resource

GET /api/v2/tickets/{parentId}/logs CRUDD Get collection of resources

POST /api/v2/tickets/{parentId}/logs CRUDD Create a new resource

GET /api/v2/tickets/{parentId}/logs/counts CRUDD Count list

GET /api/v2/tickets/{parentId}/logs/{id} CRUDD Get a resource

GET /api/v2/tickets/{parentId}/messages CRUDD Get collection of resources

POST /api/v2/tickets/{parentId}/messages CRUDD Create a new resource

GET /api/v2/tickets/{parentId}/messages/counts CRUDD Count list

DELETE /api/v2/tickets/{parentId}/messages/{id} CRUDD Delete a resource

GET /api/v2/tickets/{parentId}/messages/{id} CRUDD Get a resource

PUT /api/v2/tickets/{parentId}/messages/{id} CRUDD Update an existing resource

GET /api/v2/tickets/{parentId}/messages/{id}/attachments Get collection of resources

GET /api/v2/tickets/{parentId}/messages/{id}/download-attachments CRUDD Download message attachments as zip file

GET /api/v2/tickets/{parentId}/messages/{id}/download-email CRUDDownload message email file

GET /api/v2/tickets/{parentId}/messages/{id}/download-sendmail/{sendmailId} CRUDDownload outgoing message email file

GET /api/v2/tickets/{parentId}/ticket_slas CRUDGet collection of resources

POST /api/v2/tickets/{parentId}/ticket_slasCreate Ticket SLA.

POST /api/v2/tickets/{parentId}/ticket_slas CRUDCreate a new resource

PUT /api/v2/tickets/{parentId}/ticket_slasUpdate Ticket SLA.

DELETE /api/v2/tickets/{parentId}/ticket_slas/by_sla/{slaid}Delete single Ticket SLA.

GET /api/v2/tickets/{parentId}/ticket_slas/by_sla/{slaid}Retrieve single SLA for ticket by parent SLA's ID.

GET /api/v2/tickets/{parentId}/ticket_slas/counts CRUDCount list

DELETE /api/v2/tickets/{parentId}/ticket_slas/{id} CRUDDDelete a resource

GET /api/v2/tickets/{parentId}/ticket_slas/{id} CRUDGet a resource

PUT /api/v2/tickets/{parentId}/ticket_slas/{id} CRUDUpdate an existing resource

PUT /api/v2/tickets/{ticket}/actions/lockLock a ticket.

PUT /api/v2/tickets/{ticket}/actions/unlockUnlock a ticket.

DELETE /api/v2/tickets/{ticket}/linksdelete relation between two tickets

GET /api/v2/tickets/{ticket}/linksget tickets linked with ticket under provided id

POST /api/v2/tickets/{ticket}/linkslink two tickets

Show/hide List Operations Expand Operations

Timezones

GET /api/v2/timezonesget timezones

Show/hide List Operations Expand Operations

Topic

POST /api/v2/topics/{topic}/iconset Icon

POST /api/v2/topics/{topic}/splash_image_uploadCreate Splash Image For Topic

Show/hide List Operations Expand Operations

Topics

POST /api/v2/community_topic_comments/{comment}/raterate topic comment

POST /api/v2/topics/{topic}/splash_imageset Splash Image

Show/hide List Operations Expand Operations

Usergroups

GET /api/v2/user_groups CRUDGet collection of resources

GET /api/v2/user_groups/counts CRUDCount list

GET /api/v2/user_groups/{id} CRUDGet a resource

Show/hide List Operations Expand Operations

Usersource settings

GET /api/v2/settings/user_sourceGet usersource settings

Show/hide List Operations Expand Operations

Usersources

GET /api/v2/user_sources/{context} CRUDGet collection of resources

POST /api/v2/user_sources/{context} CRUDCreate a new resource

GET /api/v2/user_sources/{context}/counts CRUDCount list

DELETE /api/v2/user_sources/{context}/{id} CRUDDDelete a resource
GET /api/v2/user_sources/{context}/{id} CRUDGet a resource
PUT /api/v2/user_sources/{context}/{id} CRUDUpdate an existing resource
Show/hide List Operations Expand Operations
Voice Channel
POST /api/v2/plivo_callbacks/async_callbackUser joins conference callback
POST /api/v2/plivo_callbacks/user_joins_conference_callbackUser joins conference callback
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/agent_extension_callbackTriggers when user entered an agent extension number.
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/answer_agent_callbackTriggers when agent starts calling (outgoing call or accepting an incoming call).
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/answer_forwarding_callbackTriggers when agent accept or decline a forwarding call.
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/answer_user_callbackTriggers when user starts calling (incoming call).
POST
/api/v2/plivo_callbacks/{account}/{accountAuth}/auto_attendant_callback/{autoAttendant}Trigger s when user presses a dial code in IVR mode.
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/hangup_agent_callbackTriggers when agent ends call.
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/hangup_user_callbackTriggers when user ends call.
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/outbound_callbackUser accepted an incoming call.
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/put_user_on_hold_callbackPut user on hold
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/voicemailVoicemail callback
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/voicemail_endVoicemail end callback
POST
/api/v2/plivo_callbacks/{account}/{accountAuth}/voicemail_recording_status_callbackRecording status callback for voicemail
POST /api/v2/plivo_callbacks/{account}/{accountAuth}/{phoneCall}/call_routingRecursively triggers to match incoming phone call to a worker
POST
/api/v2/plivo_callbacks/{account}/{accountAuth}/{phoneCall}/conference_status_callbackConfere nce status callback, triggers when a participant joins or leaves call, accepts call recording.
POST /api/v2/twilio_callbacks/{account}/{accountAuth}/agent_extension_callbackAgent extension callback
POST
/api/v2/twilio_callbacks/{account}/{accountAuth}/auto_attendant_callback/{autoAttendant}Auto attendant callback
GET /api/v2/twilio_callbacks/{account}/{accountAuth}/hold_musicCustom hold music
POST /api/v2/twilio_callbacks/{account}/{accountAuth}/hold_musicCustom hold music
POST /api/v2/twilio_callbacks/{account}/{accountAuth}/hold_silent_callbackPut user on hold

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/outbound_callback/{phoneCall}Outgoing
callback

GET /api/v2/twilio_callbacks/{account}/{accountAuth}/phone_number_callbackHandle incoming
phone call

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/phone_number_status_callbackHandle
incoming phone call changed status

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/transcribe_callbackTranscribe action,
accepts phone call transcription

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/transcribe_voicemailTranscribe
voicemail

POST
/api/v2/twilio_callbacks/{account}/{accountAuth}/transfer_to_external_number_callbackCold
transfer to external number callback

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/voicemailVoicemail callback

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/voicemail_disabledVoicemail disabled
callback

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/voicemail_endVoicemail end callback

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/voicemail_recordVoicemail record
callback

POST
/api/v2/twilio_callbacks/{account}/{accountAuth}/voicemail_recording_status_callbackRecording
status callback

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/call_routingPlays ringing
musing

POST
/api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/conference_status_callbackConfer
ence status callback

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/hold_music_callbackPut
user on hold

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/join_conferenceForce join
conference

POST
/api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/new_incoming_call/{targetType}/{ta
rgetId}Creates a task for task router

POST
/api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/on_dial_hangup_callbackTransfor
m direct call into a conference

POST /api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/put_on_hold_callbackPut
user on hold if it's a direct call

POST
/api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/recording_status_callbackRecordin
g status callback

POST

/api/v2/twilio_callbacks/{account}/{accountAuth}/{phoneCall}/unhold_direct_call_callbackUnhold user if it's a direct call

GET /api/v2/voice_accounts CRUDGet collection of resources

GET /api/v2/voice_accounts/counts CRUDCount list

GET /api/v2/voice_accounts/plivo CRUDGet collection of resources

POST /api/v2/voice_accounts/plivo CRUDCreate a new resource

GET /api/v2/voice_accounts/plivo/counts CRUDCount list

POST /api/v2/voice_accounts/plivo/test_credentialsCheck if account credentials are correct

GET /api/v2/voice_accounts/plivo/{account}/available_numbersReturns a list of available numbers to buy

POST /api/v2/voice_accounts/plivo/{account}/buy_numberBuy number

GET /api/v2/voice_accounts/plivo/{account}/existing_numbersReturns a list of existing (bought) numbers

POST /api/v2/voice_accounts/plivo/{account}/refresh_endpointRegenerate a plivo endpoint for agent

DELETE /api/v2/voice_accounts/plivo/{id} CRUDDDelete a resource

GET /api/v2/voice_accounts/plivo/{id} CRUDGet a resource

PUT /api/v2/voice_accounts/plivo/{id} CRUDUpdate an existing resource

GET /api/v2/voice_accounts/twilio CRUDGet collection of resources

POST /api/v2/voice_accounts/twilio CRUDCreate a new resource

GET /api/v2/voice_accounts/twilio/counts CRUDCount list

POST /api/v2/voice_accounts/twilio/test_credentialsCheck if account credentials are correct

GET /api/v2/voice_accounts/twilio/{account}/addressesGet a list of existing voice addresses

POST /api/v2/voice_accounts/twilio/{account}/addressesCreate an address

DELETE /api/v2/voice_accounts/twilio/{account}/addresses/{addressSid}Delete an address

GET /api/v2/voice_accounts/twilio/{account}/addresses/{addressSid}Get a voice address

PUT /api/v2/voice_accounts/twilio/{account}/addresses/{addressSid}Update an address

GET /api/v2/voice_accounts/twilio/{account}/available_countriesReturns a list of available countries with voice service

GET /api/v2/voice_accounts/twilio/{account}/available_number_types/{countryCode}Returns a list of available number types for specific country

GET /api/v2/voice_accounts/twilio/{account}/available_numbersReturns a list of available numbers to buy

POST /api/v2/voice_accounts/twilio/{account}/buy_numberBuy number

GET /api/v2/voice_accounts/twilio/{account}/existing_numbersReturns a list of existing (bought) numbers

GET /api/v2/voice_accounts/twilio/{account}/refresh_tokenReturns client voice auth tokens

DELETE /api/v2/voice_accounts/twilio/{id} CRUDDDelete a resource

GET /api/v2/voice_accounts/twilio/{id} CRUDGet a resource

PUT /api/v2/voice_accounts/twilio/{id} CRUDUpdate an existing resource

DELETE /api/v2/voice_accounts/{id} CRUDDDelete a resource

GET /api/v2/voice_accounts/{id} CRUDGet a resource

GET /api/v2/voice_assets CRUDGet collection of resources

POST /api/v2/voice_assets CRUDCreate a new resource
GET /api/v2/voice_assets/counts CRUDCount list
DELETE /api/v2/voice_assets/{id} CRUDDDelete a resource
GET /api/v2/voice_assets/{id} CRUDGet a resource
PUT /api/v2/voice_assets/{id} CRUDUpdate an existing resource
GET /api/v2/voice_auto_attendants CRUDGet collection of resources
POST /api/v2/voice_auto_attendants CRUDCreate a new resource
GET /api/v2/voice_auto_attendants/counts CRUDCount list
DELETE /api/v2/voice_auto_attendants/{id} CRUDDDelete a resource
GET /api/v2/voice_auto_attendants/{id} CRUDGet a resource
PUT /api/v2/voice_auto_attendants/{id} CRUDUpdate an existing resource
PUT /api/v2/voice_client/phone_call/{phoneCall}/accept_callAgent accepts a call
PUT /api/v2/voice_client/phone_call/{phoneCall}/assign_agentAssign agent to the ticket
PUT /api/v2/voice_client/phone_call/{phoneCall}/cancel_invite/{agent}Cancel phone call notification
PUT /api/v2/voice_client/phone_call/{phoneCall}/cold_transfer/agent/{agent}Cold transfer call to an another agent
PUT /api/v2/voice_client/phone_call/{phoneCall}/cold_transfer/auto_attendant/{autoAttendant}Cold transfer call to a voice auto attendant
PUT /api/v2/voice_client/phone_call/{phoneCall}/cold_transfer/numberCold transfer call to an external number
PUT /api/v2/voice_client/phone_call/{phoneCall}/cold_transfer/queue/{queue}Cold transfer call to a voice queue
PUT /api/v2/voice_client/phone_call/{phoneCall}/end_callEnd phone call
PUT /api/v2/voice_client/phone_call/{phoneCall}/hold_callToggle the hold status for the end user caller
PUT /api/v2/voice_client/phone_call/{phoneCall}/ignore_invite/{agent}Ignore phone call notification
GET /api/v2/voice_client/phone_call/{phoneCall}/is_activeVerify if user is still connected
PUT /api/v2/voice_client/phone_call/{phoneCall}/mute_callToggle agent mute
PUT /api/v2/voice_client/phone_call/{phoneCall}/reject_callAgent rejects a call
GET /api/v2/voice_client/phone_call/{phoneCall}/statusGet conference status
GET /api/v2/voice_client/phone_call/{phoneCall}/ticketReturns related phone call ticket
PUT /api/v2/voice_client/phone_call/{phoneCall}/warm_add/{agent}Sends client notification to join the phone call
PUT /api/v2/voice_client/phone_call/{phoneCall}/warm_transfer/numberWarm transfer call to an external number
PUT /api/v2/voice_client/phone_call/{phoneCall}/warm_transfer/number/cancelWarm transfer call to an external number
PUT /api/v2/voice_client/phone_call/{phoneCall}/warm_transfer/{agent}Warm transfer call to an another agent
POST /api/v2/voice_client/prepare_outbound_callPrepares outbound phone call
GET /api/v2/voice_missed_agent_calls CRUDGet collection of resources

GET /api/v2/voice_missed_agent_calls/counts CRUDCount list
DELETE /api/v2/voice_missed_agent_calls/{id} CRUDDDelete a resource
GET /api/v2/voice_missed_agent_calls/{id} CRUDGet a resource
POST /api/v2/voice_missed_agent_calls/{missedAgentCall}/create_ticketCreate voicemail ticket
PUT /api/v2/voice_missed_agent_calls/{record}/mark_listenedMark voicemail record as listened to

GET /api/v2/voice_numbers CRUDGet collection of resources
POST /api/v2/voice_numbers CRUDCreate a new resource
GET /api/v2/voice_numbers/counts CRUDCount list
DELETE /api/v2/voice_numbers/{id} CRUDDDelete a resource
GET /api/v2/voice_numbers/{id} CRUDGet a resource
PUT /api/v2/voice_numbers/{id} CRUDUpdate an existing resource

GET /api/v2/voice_phone_calls CRUDGet collection of resources
GET /api/v2/voice_phone_calls/counts CRUDCount list
GET /api/v2/voice_phone_calls/{id} CRUDGet a resource
DELETE /api/v2/voice_phone_calls/{phoneCall}/recordDelete phone call record

GET /api/v2/voice_queues CRUDGet collection of resources
POST /api/v2/voice_queues CRUDCreate a new resource
GET /api/v2/voice_queues/average_waiting_timeGet average waiting time for each voice queue
GET /api/v2/voice_queues/counts CRUDCount list
DELETE /api/v2/voice_queues/{id} CRUDDDelete a resource
GET /api/v2/voice_queues/{id} CRUDGet a resource
PUT /api/v2/voice_queues/{id} CRUDUpdate an existing resource
PUT /api/v2/voice_queues/{queue}/toggle_agentToggle agent in voice queue list

GET /api/v2/voice_settingsGlobal voice settings
PUT /api/v2/voice_settingsGlobal voice settings

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Webhooks

GET /api/v2/webhooks/tickets CRUDGet collection of resources
POST /api/v2/webhooks/tickets CRUDCreate a new resource
DELETE /api/v2/webhooks/tickets/{id} CRUDDDelete a resource
GET /api/v2/webhooks/tickets/{id} CRUDGet a resource
PUT /api/v2/webhooks/tickets/{id} CRUDUpdate an existing resource

GET /api/v2/webhooks/triggers CRUDGet collection of resources
POST /api/v2/webhooks/triggers CRUDCreate a new resource
DELETE /api/v2/webhooks/triggers/{id} CRUDDDelete a resource
GET /api/v2/webhooks/triggers/{id} CRUDGet a resource
PUT /api/v2/webhooks/triggers/{id} CRUDUpdate an existing resource

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Widget sample online agents

POST /api/v2/settings/brands/{brand}/widget/send-instructionsget widget sample online agent
GET /api/v2/widget/live_demo/sample_stateget widget sample online agent

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Widget setup

GET /api/v2/settings/brands/{brand}/widget/codeGet the HTML code for the widget
GET /api/v2/settings/brands/{brand}/widget/live_demo_codeGet the HTML code for the widget
DELETE /api/v2/settings/brands/{brand}/widget/setupreset widget settings
GET /api/v2/settings/brands/{brand}/widget/setupget widget setup
POST /api/v2/settings/brands/{brand}/widget/setupcreate widget