

REST API VPBX (CRM)

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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. The CRM and VPBX integration solves several business tasks:

Interaction model

The integration should be two-way. Therefore, some CRM requests are sent to the VPBX side to the specified entry points, and some requests, vice versa, 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, accepting requests on the CRM side using the HTTPS protocol is also recommended.

Authorization is carried out by the CRM or VPBX address, 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 your own CRM's or database's side.

2. Requests from VPBX to a CRM or database

When making requests from VPBX to CRM, VPBX sends all requests to the address specified when creating the integration in your VPBX account. 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, VPBX will send the key (token) you specified in your VPBX account.

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

2.1 history command (POST)

After a successful call, a request is sent to the 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 a CRM installed in your account	string			yes
type	Call type	string	in out		yes
user	VPBX User ID (required for CRM side matching)	string			yes
phone	Customer phone number	string			yes
diversion	VPBX phone number through which the call went	string			yes
start	Call start time in YYYYmmddTHHMMSSZ format, where: YYYY means year, mm means month, dd means day, HH means hours, MM means minutes, SS means seconds, T is a 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	VPBX user extension number	string			no
group	Department ID if the incoming call went through the department	string			no
groupRealName	Department name if the incoming call went through the department	string			no
telnum	VPBX user direct phone number	string			no
link	Link to call recording (if enabled in VPBX)	string			no
telnum_name	The name of the phone number	string			no
rating	Service quality assessment	number			no

wait	Response waiting time	number			yes
missedStatus	Missed call status	string	1 2 3 4		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)

Missed call status

- 1 - Customer called back
- 2 - Called back
- 3 - Didn't call back
- 4 - Unsuccessfully called back

Request example

```
{
  "cmd": "history",
  "type": "out",
  "status": "Success",
  "phone": "48221234567",
  "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 the 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 a 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	VPBX User ID (required for CRM side matching)	string			yes
direction	Call type (incoming/outgoing)	string	in out		yes
diversion	VPBX phone number through which the call went	string			no
groupRealName	Department name if the incoming call went through the department	string			no
ext	VPBX user extension number	string			no
telnum	VPBX user direct phone number	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": "48571234567",
  "diversion": "48220001111",
  "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 feature is activated manually in your VPBX account.

When this feature is enabled, you must select 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 a CRM installed in your account	string			yes
phone	Customer phone number	string			yes
callid	Unique call id	string			yes
diversion	VPBX phone number through which the call went	string			no

Request example


```
{
  "cmd": "contact",
  "phone": "48571234567",
  "diversion": "48220001111",
  "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 VPBX user's direct phone number.

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 a 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	VPBX User ID (required for CRM side matching)	string			yes
ext	VPBX user extension number	string			no

Request example

```
{
  "cmd": "rating",
  "phone": "48571234567",
  "rating": 4,
  "user": "user",
  "ext": "701",
  "crm_token": "d47f9e88-cbe3-4961-8deb-ce55c169f40c",
  "callid": "33274237"
}
```

3. Requests from a 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 bar	string			no
start	Position to start sampling	number			no
limit	Number of data returned	number			no

Info parameter

Name	Description	Data type
search	Search bar	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 the call history.

4.1 Exporting 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 the period for exporting data YYYYmmddTHHMMSSZ	string			no
end	End of the period for loading data in format YYYYmmddTHHMMSSZ	string			no
period	The period for which data must be exported	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 the VPBX number	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
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,48221234567,sales@domain,48570001111,2022-01-20T08:59:22Z,13,0,
1755936870,success,48221234567,admin@domain,48570001111,2022-01-20T08:58:42Z,5,23,

4.2 Exporting 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
uid	Unique call ID	string			no
start	Start of the period for exporting data YYYYmmddTHHMMSSZ	string			no
end	End of the period for loading data in format YYYYmmddTHHMMSSZ	string			no
period	The period for which data must be exported	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 the VPBX number	string			no
client	Filter by customer number	string			no
groups	Filter by department	string[]			no
first_answered	Show the first employee who answered	boolean			no
processMissed	Show missed calls statuses	boolean			no
missedStatus	Filter by missed calls statuses	string[]	1 2 3 4		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
diversion	Phone number through which the call came	string
telnum_name	Name of the 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
note	Note	string
missedStatus	Missed call status	number

Incoming call recipients

- user – The employee accepted the call.
- group – The call was missed by the department.
- telnum – An external telephone number.
- ivr – IVR.
- on duty – An attendant during off-hours.
- offtime – A notification about off-hours.
- hello – The call ended on a greeting.
- vm – Voicemail, the customer left a message.
- am – A voicemail message.

Missed call status

- 1 - Customer called back
- 2 - Called back
- 3 - Didn't call back
- 4 - Unsuccessfully called back

Response example

```
[
  {
    "uid": "3934307521",
    "type": "in",
    "status": "missed",
    "client": "48579887766",
    "destination": "group",
    "user": "",
    "user_name": "",
    "group_name": "Sales department",
    "diversion": "48225554433",
    "start": "2022-01-20T08:59:22Z",
    "wait": 13,
    "duration": 0,
    "record": ""
  },
  {
```

```
"uid": "1755936870",
"type": "in",
"status": "success",
"client": "48579887766",
"user": "admin",
"user_name": "Administrator",
"group_name": "",
"diversion": "48225554433",
"start": "2022-01-20T08:58:42Z",
"wait": 5,
"duration": 23,
"record": ""
}
]
```

4.3 Exporting 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 the csv format from VPBX.

Request parameters

Name	Description	Data type	Available	Default	Required
start	Start of the period for exporting data YYYYmmddTHHMMSSZ	string			no
end	End of the period for loading data in format YYYYmmddTHHMMSSZ	string			no
period	The period for which data must be exported	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 Exporting internal history (json)

GET /crmap/v1/history/inner/json

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

Request parameters

Name	Description	Data type	Available	Default	Required
uid	Unique call ID	string			no
start	Start of the period for exporting data YYYYmmddTHHMMSSZ	string			no
end	End of the period for loading data in format YYYYmmddTHHMMSSZ	string			no
period	The period for which data must be exported	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": "Jakub Nowak",
    "start": "2022-01-20T08:59:22Z",
    "wait": 13,
    "duration": 0,
    "record": ""
  },
  {
    "uid": "1755936870",
    "status": "success",
    "from": "admin",
    "to": "manager",
    "from_name": "admin",
    "to_name": "Jakub Nowak",
    "start": "2022-01-20T08:58:42Z",
    "wait": 5,
    "duration": 23,
    "record": ""
  }
]
```

4.5 Rules for exporting history for a certain period

- If the "period" value is set in the request, the data for the specified period is exported, 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 exported for the current date.

5. Outgoing call

The command is required to initiate a call from the manager to the customer. If the command is executed successfully, 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 a 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	Employee's username or extension number	string			no
group	A department ID or an extension number	string			no
clid	Outgoing number to call	string			no
show_phone	Show number to manager	boolean			no

Request example

```
{
  "phone": "48220001111",
  "user": "admin",
  "clid": "48571234567"
}
```

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": "48571234567"
}
```

6. Employees

This section describes the available methods for working with employees. Both the employee's username and their extension 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	Extension number	string
telnum	Employee direct phone number	string
role	System rights	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": "48571234567",
  "mobile_redirect": {
    "enabled": true,
    "forward": false,
    "delay": 15
  },
  "status": "offline"
}
],
"info": {
  "search": "",
  "start": 0,
  "limit": 3,
  "total": 3
}
}

```

6.2 Getting an employee

GET /crmap/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	Extension number	string
telnum	Employee direct phone number	string
role	System rights	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": "48579887766",
  "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 + 'Extension number'	no
name	Name	string			yes
password	Password	string		Generated value	no
position	Job title	string		Manager	no
email	Email address	string			no
ext	Extension number	string		Selected from available	no
role	System rights	string	admin group_head user restricted_user <Additional role ID>	user	no
mobile	Cell phone number	string			no
mobile_redirect	Redirect to cell phone. When configuring, you must specify mobile	object			no

The head of department role may not be available in your VPBX.

Request example

```
{
  "name": "User",
  "mobile": "48571112233",
}
```

```

"mobile_redirect": {
  "enabled": true,
  "delay": 15
}
}

```

Response example

```

{
  "login": "u704",
  "name": "User",
  "position": "Manager",
  "email": "",
  "ext": "704",
  "mobile": "48571112233",
  "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	Extension number	string			no
role	System rights	string	admin group_head user restricted_user <Additional role ID>		no
mobile	Cell phone number	string			no
mobile_redirect	Redirect to cell phone. When configuring, you must specify mobile	object			no

The head of department role may not be available in your VPBX.

Request example

```

{
  "name": "Jakub Nowak",
  "role": "admin",

```

```
"ext": "708"
}
```

Response example

```
{
  "login": "u704",
  "name": "User",
  "position": "Manager",
  "email": "",
  "ext": "708",
  "mobile": "48571112233",
  "role": "admin",
  "mobile_redirect": {
    "enabled": true,
    "forward": false,
    "delay": 15
  }
}
```

Restrictions

Access rights: Employees -> Editing.

6.5 Deleting an employee

DELETE /crmap/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 /crmap/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	Extension 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 Receiving calls in a 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 for a department

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

The method allows you to enable receiving calls for 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 receiving calls for a department

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

The method allows you to disable receiving calls for 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
```

6.8 Receiving calls in all departments

Enabling receiving calls for all departments

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

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

Response example

HTTP/1.1 204 No Content

Disabling receiving calls for all departments

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

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

Response example

HTTP/1.1 204 No Content

6.9 Receiving calls (Do Not Disturb mode)

Call receiving status

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

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

Response example

HTTP/1.1 204 No Content

Disable receiving calls

DELETE /crmap/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 ... 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	Extension 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 customers	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": "jakub",
          "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": "manager",
      "calls_enable": true,
      "group_head": false,
      "is_absence_active": false,
      "is_forwarding_disabled": false
    },
    {
      "login": "jakub",
      "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	Extension 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 customers	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": "manager",
      "calls_enable": true,
      "group_head": false,
      "is_absence_active": false,
      "is_forwarding_disabled": false
    },
    {
      "login": "jakub",
      "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	Extension number	string		Selected from available	no
call_order	Call distribution	string	ALL EVENLY	ALL	no

			BYORDER WATERFALL		
call_duration	Dialing interval (when ALL is 0)	number	1 ... 30	15	no
timeout	If no one answers	object			no
advanced	For impatient customers	string	off msg_busy callback	off	no
users	List of department employees	object[]			no
queue_position	Report the number in the call queue when waiting	boolean			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": "jakub",
      "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": "jakub",
      "calls_enable": false,
      "group_head": false
    }
  ],
  "timeout": {
    "time": 30,
    "target": "user",

```

```

    "user": "admin"
  },
  "advanced": "callback",
  "queue_position": false
}

```

Restrictions

Access rights: Departments -> Creating.

8.4 Department editing

PUT /crmap/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	Extension number	string		Selected from available	no
call_order	Call distribution	string	ALL EVENLY BYORDER WATERFALL	ALL	no
call_duration	Dialing interval (when ALL is 0)	number	1 ... 30	15	no
timeout	If no one answers	object			no
advanced	For impatient customers	string	off msg_busy callback	off	no
users	List of department employees	object[]			no
queue_position	Report the number in the call queue when waiting	boolean			no

Request example

```

{
  "name": "Sales department",
  "call_order": "BYORDER",
  "call_duration": 10,
  "users": [
    {
      "login": "admin",
      "calls_enable": true
    },
    {
      "login": "manager",
      "calls_enable": true
    },
    {
      "login": "jakub",
      "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": "manager",
      "calls_enable": true,
      "group_head": false
    },
    {
      "login": "jakub",
      "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 /crmap/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 /crmap/v1/groups/{groupId}/users

The method allows you to add/remove employees in bulk. First, adding is performed with enabling calls (add),

then disabling incoming calls reception (calls_disable) and removing (remove). Receiving calls is enabled for employees in the add list, if an employee who doesn't receive calls is added, 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": [
    "manager",
    "u707",
    "u708",
    "u709",
    "u710"
  ],
  "position": 2,
  "calls_disable": [
    "jakub",
    "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	1 ... 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 forward the call if the employees haven't answered it. If the "target" field contains values "user," "group," or "telnum," provide a specific destination in the additional field.

Getting department employees

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

The head of department 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	Is receiving calls 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 for 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	IVR	object
work	Route for business hours	object
other	Off-hours route	object
custom_routes	Additional intervals	object
schedule	Number schedule	object
route_group_id	ID of the group where the number is located	string
route_group_name	Name of the group where the number is located	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": "48570001111",
      "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": "48575554433",
    "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 for 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	IVR	object
work	Route for business hours	object
other	Off-hours route	object
custom_routes	Additional intervals	object
schedule	Number schedule	object
route_group_id	ID of the group where the number is located	string
route_group_name	Name of the group where the number is located	string

Response example

```
{
  "type": "group",
  "group": "sales",
  "group_name": "Sales department",
  "greeting": false,
  "is_main_phone": true,
  "location": "",
  "disabled": false,
  "telnum": "48574567656",
  "name": "",
  "crm": "",
  "calltracking": "",
  "route_group_id": "",
  "route_group_name": ""
}
```

Restrictions

Access rights: Numbers -> View.

9.3 Editing 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	IVR	object			no
work	Route for business hours	object			no
other	Off-hours route	object			no
custom_routes	Additional intervals	object			no
schedule	Number schedule	object			no
greeting_file	File ID from the catalog	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": "48574567656",
  "name": "",
  "crm": "",
  "calltracking": "",
  "route_group_id": "",
  "route_group_name": ""
}
```

Restrictions

Access rights: Numbers -> Editing.

9.4 Disable receiving calls

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

The method allows you to disable receiving calls for a number.

Response example

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

Restrictions

Access rights: Numbers -> Editing.

9.5 Enable receiving calls

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

The method allows you to enable receiving calls for a number.

Response example

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

Restrictions

Access rights: Numbers -> Editing.

9.6 Route types

Types of routes during working hours:

Types of routes during off-hours:

Types of round-the-clock routes:

Employee

Name	Description	Data type
user	Employee username	string
greeting	Greeting	boolean

Department

Name	Description	Data type
group	Department ID	string
greeting	Greeting	boolean

IVR

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

IVR buttons

Name	Description	Data type
button	Button number or "timeout"	string
type	Route type	string
user	Employee username	string
group	Department ID	string
ivr	IVR	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 Additional intervals

Adding an additional 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 additional interval

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

The method allows you to delete an additional interval.

Request example

https://{domain}/crmapi/v1/telnums/48570001111/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 operational 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 an operational calendar, start and end are not required.

Dates are transferred in the 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 operational 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 an operational calendar, start and end are not required.

Dates are transferred in the 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/48570001111/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_schedu	Special days	array

le		
----	--	--

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	Operational calendar	boolean

Dates are transferred in the ISO 8601 format.

10. Blacklist

This section describes the available methods for working with the blacklist.

10.1 Getting a list of numbers

GET /crmapi/v1/blacklist/telnums

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

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": "48221234567",
    "comment": "123",
    "week": 0,
    "year": 0
  },
  {
    "telnum": "48229887766",
    "comment": "qwe",
    "week": 0,
    "year": 0
  },
  {
    "telnum": "48571112233",
    "comment": "Spam",
    "week": 0,
    "year": 0
  },
  {
    "telnum": "482212345*",
    "comment": "Spam",
    "week": 0,
    "year": 11
  }
]
```

Restrictions

Access rights: Blacklist -> View.

10.2 Adding numbers

POST /crmapi/v1/blacklist/telnums

The method allows you to add numbers or ranges of numbers to the blacklist. 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": "48571112233",
    "comment": "text"
  },
  {
    "telnum": "482212345*",
    "comment": ""
  }
]
```

Response example

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

Restrictions

Access rights: Blacklist -> Creating.

10.3 Deleting numbers

DELETE /crmapi/v1/blacklist/telnums

The method allows you to delete numbers or ranges of numbers from the blacklist.

Request parameters

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

Request example

```
https://{domain}/crmapi/v1/blacklist/telnums?telnum=48571234567&telnum=482212345*&telnum=48229887766
```

Response example

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

Restrictions

Access rights: Blacklist -> 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 calls from anonymous numbers is enabled	boolean

Response example

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

Restrictions

Access rights: Blacklist -> 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: Blacklist -> 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: Blacklist -> 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	Time zone	object
limits	Limits	object
services	Services	object

Time zone 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": {
    "record": true,
    "local_gw": true,
    "branch": true
  }
}
```

```

    "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 /crmap/v1/music

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

Response options

Name	Description	Data type
ringback	Ringback tone	object
holdmusic	Music on hold	object

Ringback tone 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 a ringback tone

POST /crmap/v1/music/{type}

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

Request parameters

Name	Description	Data type	Available	Default	Required
file	File name or ID from the catalog	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 catalog

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.

Deleting employees from the exclusion list

DELETE /crmapi/v1/record/users-exception

The method allows you to delete 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 Additional roles

Additional roles

GET /crmapi/v1/access-rights/custom-roles

The method allows you to get the list of additional roles.

Response options

Name	Description	Data type
id	Role ID	string
name	Role name	string
rights	List of available access rights	string[]

Response example

```
[
  {
    "id": "custom_542ec326-860e-429a-9457-ff2fff9e15e4",
    "name": "Accounting",
    "rights": [
      "users.get",
      "groups.get",
      "more.edit"
    ]
  }
]
```

11.7 Busy Lamp Field (BLF)

Employee list (BLF)

GET /crmapi/v1/blf/users

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

11.8 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.

Adding 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.

Adding 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 /crmap/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": "48570001111",
  "users": [
    {
      "login": "admin",
      "name": "Administrator",
      "telnum": "48570001111"
    }
  ],
  "groups": [
    {
      "id": "sales",
      "name": "Sales department",
      "telnum": "48575554433"
    }
  ],
  "regions": [
    {
      "id": "2",
      "name": "Altai Republic",
      "telnum": "48574567656",
      "mode": "all"
    }
  ]
}
```

Restrictions

Access rights: Outgoing numbers -> View.

12.2 Number list

GET /crmap/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 calls available	boolean
---------	--------------------------	---------

Response example

```
[
  {
    "telnum": "48570001111",
    "enabled": true
  },
  {
    "telnum": "48575554433",
    "enabled": false
  }
]
```

12.3 Primary company number

POST /crmapi/v1/caller-ids/main

The method allows you to set up the primary 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 an employee

POST /crmapi/v1/caller-ids/users

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

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

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

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Outgoing numbers -> Deleting.

Setting a personal outgoing number for a department

POST /crmapi/v1/caller-ids/groups

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

Request parameters

Name	Description	Data type	Available	Default	Required
telnum	Number	string			yes
id	Region ID	string			yes
mode	Use for calls (to all/mobile/landline)	string	all mobile fixed	all	no

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}?mode={mode}

The method allows you to delete a regional outgoing number.

Request parameters

Name	Description	Data type	Available	Default	Required
id	Region ID	string			yes
mode	Use for calls (to all/mobile/landline)	string	all mobile fixed	all	no

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, specific 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	Employee username	string
name	Employee name	string
allowed	Direction list	array

Department rules

Name	Description	Data type
id	Department ID	string
name	Department 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 an allowed direction for everyone

POST /crmap/v1/calls-restrictions/main

The method allows you to add an allowed direction for all employees.

Response example

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

Response example

HTTP/1.1 204 No Content

Restrictions

Access rights: Call restrictions -> Editing.

Delete an allowed direction for everyone

DELETE /crmap/v1/calls-restrictions/main

The method allows you to delete an allowed 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.

Delete an allowed direction for the employee

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

The method allows you to delete allowed 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 a department

POST /crmap/v1/calls-restrictions/groups

The method allows you to add allowed 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.

Delete an allowed direction for a department

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

The method allows you to delete allowed directions for a 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 /crmap/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": "48570001111",
      "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 /crmap/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": "48570001111",
  "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 /crmapi/v1/sip-registrations

The method allows you to add a 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": "48570001111",
  "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 a SIP registration

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

The method allows you to edit a 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": "48570001111",
  "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 a SIP registration

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

The method allows you to delete a 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 set 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 available methods for working with number forwarding to a SIP address

15.1 SIP call forwarding list

GET /crmap/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": "48570001111",
      "active": true,
      "uri": "pbx-A7Um8NKUhJ0T@domain"
    }
  ],
  "info": {
    "search": "",
    "total": 1,
    "start": 0,
    "limit": 1
  }
}
```

Restrictions

Access rights: Numbers of other operators -> View.

15.2 SIP call forwarding parameters

GET /crmap/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": "48570001111",
  "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": "48570001111",
  "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": "48221234567",
  "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	Extension 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	Extension 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 a 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 Synchronizing a connection

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

The method allows synchronizing a 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 an 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	A key (token) from a CRM installed in your account	string			no
id	ID	string			no
data	Event data	object			no