



## API Interfaces & Events Summary

This topic provides the CloudLine API interfaces list and events list.

Important: You MUST include a User-Agent header with every request that you submit to the CloudLine API, so that the PBX can identify your application and respond to the request. For example, User-Agent: OpenAPI.

### API Authentication

HTTP method	API endpoint	Description
POST	get_token	Get API access token.
POST	refresh_token	Refresh API access token.
GET	del_token	Revoke API access token.

### System

HTTP method	API endpoint	Description
GET	system/information	Query PBX information.
GET	system/capacity	Query PBX capacity, including the number of extensions and concurrent calls.
GET	system/get_menuoptions	Query the menu option information when creating and updating features. Note: The interface supports to query the option information (ID, name, or type) of specific features including extension, extension group, organization list, trunk, user role, phonebook, group voicemail, IVR, ring group, queue and agent, conference, and PIN list.

## Extension

HTTP method	API endpoint	Description
GET	extension/list	Query the extension list.
GET	extension/search	Search specific extensions.
GET	extension/get	Query the information of an extension.
GET	extension/query	Query the information of multiple extensions.
POST	extension/create	Add an extension.
POST	extension/send_welcome_email	Send CloudLine welcome emails to specified extensions.
POST	extension/update	Edit an extension.
GET	extension/delete	Delete an extension.

## Organization

HTTP method	API endpoint	Description
GET	organization/list	Query the organization list.
GET	organization/search	Search specific organizations.
GET	organization/get	Query the information of an organization.
GET	organization/query	Query the information of multiple organizations.
POST	organization/create	Add an organization.
POST	organization/update	Edit an organization.
GET	organization/delete	Delete an organization.

## Trunk

HTTP method	API endpoint	Description
GET	trunk/list	Query the trunk list.
GET	trunk/search	Search specific trunks.
GET	trunk/get	Query the information of a trunk.
GET	trunk/query	Query the information of multiple trunks.
GET	trunk/itsp_list	Query the ITSP list of SIP trunks.
POST	trunk/create	Add a SIP trunk.
POST	trunk/update	Edit a SIP trunk.
GET	trunk/delete	Delete a SIP trunk.

## Contacts

HTTP method	API endpoint	Description
GET	company_contact/list	Query the company contacts list.
GET	company_contact/search	Search specific company contacts.
GET	company_contact/get	Query the information of a company contact.
GET	company_contact/query	Query the information of multiple company contacts.
POST	company_contact/create	Add a company contact.
POST	company_contact/update	Edit a company contact.
GET	company_contact/delete	Delete a company contact.

## Phonebook

HTTP method	API endpoint	Description
GET	phonebook/list	Query the phonebook list.
GET	phonebook/search	Search specific phonebooks.
GET	phonebook/get	Query the information of a phonebook.
GET	phonebook/query	Query the information of multiple phonebooks.
POST	phonebook/create	Add a phonebook.
POST	phonebook/update	Edit a phonebook.
GET	phonebook/delete	Delete a phonebook.

## Auto Provisioning

HTTP method	API endpoint	Description
GET	phone/search	Search specific IP phones.
GET	phone/get	Query the information of an IP phone.
GET	auto_provisioning/compatibility	Query the information of configuration options required when adding IP phone(s) for auto provisioning.
POST	phone/batchcreate	Bulk add IP phones of the same vendor and model.
POST	phone/batchupdate	Bulk edit IP phones of the same model that use the same template.
POST	phone/batchreprovision	Bulk reprovision IP phones.
POST	phone/batchreboot	Bulk reboot IP phones.
POST	phone/batchdelete	Bulk delete IP phones.

## Inbound Route

HTTP method	API endpoint	Description
GET	inbound_route/list	Query the inbound route list.
GET	inbound_route/search	Search specific inbound routes.
GET	inbound_route/get	Query the information of an inbound route.
GET	inbound_route/query	Query the information of multiple inbound routes.
POST	inbound_route/create	Add an inbound route.
POST	inbound_route/update	Edit an inbound route.
GET	inbound_route/delete	Delete an inbound route.

## Outbound Route

HTTP method	API endpoint	Description
GET	outbound_route/list	Query the outbound route list.
GET	outbound_route/search	Search specific outbound routes.
GET	outbound_route/get	Query the information of an outbound route.
GET	outbound_route/query	Query the information of multiple outbound routes.
POST	outbound_route/create	Add an outbound route.
POST	outbound_route/update	Edit an outbound route.
GET	outbound_route/delete	Delete an outbound route.

## Voicemail

HTTP method	API endpoint	Description
GET	vm/query	Query the voicemail messages of multiple extensions or group voicemails.
GET	vm/get	Query the voicemail messages of a specific extension or a group voicemail.
GET	vm/download	Get the download URL to download a voicemail message.
POST	vm/create	Add a voicemail message to a specific extension.
POST	vm/update	Update the read status of a voicemail message.
GET	vm/delete	Delete a voicemail message.
GET	vm/delete_extension_vm	Delete all the voicemail messages of an extension.

## IVR

HTTP method	API endpoint	Description
GET	ivr/list	Query the IVR list.
GET	ivr/search	Search specific IVRs.
GET	ivr/get	Query the information of an IVR.
GET	ivr/query	Query the information of multiple IVRs.
POST	ivr/create	Add an IVR.
POST	ivr/update	Edit an IVR.
GET	ivr/delete	Delete an IVR.

## Queue

HTTP method	API endpoint	Description
GET	queue/list	Query the queue list.
GET	queue/search	Search specific queues.
GET	queue/get	Query the information of a queue.
GET	queue/query	Query the information of multiple queues.
POST	queue/create	Add a queue.
POST	queue/update	Edit a queue.
GET	queue/delete	Delete a queue.
GET	queue/call_status	Query call status of a queue.
GET	queue/agent_status	Query agent status of a queue.
GET	queue_pause_reason/list	Query queue pause reason list.
POST	queue_pause_reason/update	Edit queue pause reason list.
POST	queue/honor_wrapup_time	Enable or disable shared wrap-up time among queues.
GET	queue/agent_login	Queue management - Log in or log out agents.
GET	queue/agent_pause	Queue management - Pause or unpauses agents.
GET	agent/login	Agent management - Log in to or log out of queues.
GET	agent/pause	Agent management - Pause or unpauses queue service.

## PIN List

HTTP method	API endpoint	Description
GET	pin_list/list	Query the PIN list.
GET	pin_list/search	Search specific PIN lists.
GET	pin_list/get	Query the information of a PIN list.
GET	pin_list/query	Query the information of multiple PIN lists.
POST	pin_list/create	Add a PIN list.
POST	pin_list/update	Edit a PIN list.
GET	pin_list/delete	Delete a PIN list.

## Blocked/Allowed Numbers

HTTP method	API endpoint	Description
<b><u>Blocked Numbers</u></b>		
GET	block_numbers/list	Query the call blocklists.
GET	block_numbers/search	Search specific call blocklist rules.
GET	block_numbers/get	Query the information of a call blocklist rule.
GET	block_numbers/query	Query the information of multiple call blocklist rules.
POST	block_numbers/create	Add a call blocklist rule.
POST	block_numbers/update	Edit a call blocklist rule.
GET	block_numbers/delete	Delete a call blocklist rule.
<b><u>Allowed Numbers</u></b>		
GET	allow_numbers/list	Query the call allowlists.
GET	allow_numbers/search	Search specific call allowlist rules.
GET	allow_numbers/get	Query the information of a call allowlist rule.

HTTP method	API endpoint	Description
GET	allow_numbers/query	Query the information of multiple call allowlist rules.
POST	allow_numbers/create	Add a call allowlist rule.
POST	allow_numbers/update	Edit a call allowlist rule.
GET	allow_numbers/delete	Delete a call allowlist rule.

## System Log

HTTP method	API endpoint	Description
GET	system_log/list	Query the system log list.
GET	system_log/download	Get the download URL to download one or multiple system log file(s).

## Recording

HTTP method	API endpoint	Description
GET	recording/list	Query the recording list.
GET	recording/download	Get the download URL to download a recording file.

## CDR

HTTP method	API endpoint	Description
GET	cdr/list	Query the CDR list.
GET	cdr/search	Search specific CDR.
GET	cdr/download	Get the download URL to download a CDR file.

## Call report

HTTP method	API endpoint	Description
GET	call_report/list	Query the instant call report list.
GET	call_report/detail	Query call details in specific IVR/Queue/Agent report.
GET	call_report/download	Get the download URL to download an instant call report.
GET	call_schedule_report/list	Query the scheduled call report list.
GET	call_schedule_report/download	Get the download URL to download a scheduled call report.

## Hotel

HTTP method	API endpoint	Description
GET	wakeupcall/list	Query the alarm list.
GET	wakeupcall/get	Query an extension's alarm information.
GET	wakeupcall/query	Query multiple extensions' alarm information.
POST	wakeupcall/create	Add an alarm for a specific extension.
POST	wakeupcall/update	Edit an alarm.
GET	wakeupcall/delete	Delete alarm(s) for a specific extension.
POST	hotel/checkout	Perform checkout for hotel guests.

## Call Control

HTTP method	API endpoint	Description
GET	call/query	Query a specified call or query calls by call types.
POST	call/dial	Make a call.
POST	call/accept_inbound	Accept an inbound call.
POST	call/refuse_inbound	Refuse an inbound call.
POST	call/listen	Monitor a call.
POST	call/hold	Hold a call.
POST	call/unhold	Resume a held call.
POST	call/mute	Mute a call.
POST	call/unmute	Unmute a call.
POST	call/park	Park a call.
GET	call/park_status	Query status of parked calls.
POST	call/transfer	Transfer a call, including blind transfer and attended transfer.
POST	call/add_member	During a call, invite a member to join the call.
POST	call/play_prompt	Play custom prompt audio files.
POST	call/hangup	Hang up a call.
POST	call/record_start	Start call recording.
POST	call/record_pause	Pause call recording.
POST	call/record_unpause	Resume call recording.