

# API's

Last Modified on 03/01/2021 4:05 pm EST

## API Documentation

API Name	API URL	API Description
Make Call API		Start a call through the Platform by sending a source number and a destination number.
Reporting API		Get CDRs and Ring Group CDRs for a certain time period in JSON, CSV, or XML.
Agent Statuses API	<a href="http://customername.synkato.io:57080/v1/callflow/agent_statuses/[RING_GROUP]">http://customername.synkato.io:57080/v1/callflow/agent_statuses/[RING_GROUP]</a>	Get Agent Statuses for a certain Ring Group in JSON, CSV, or XML.

## Make Call API

Parameter Name	Field	Type	Default	Example	Required
API Key	key	varchar(40)	N/A	b0f4ad5193ad04858dae03a1b3dbe9071ff12e52	Yes
Source	src	varchar(40)	N/A	3000	Yes
Destination	dst	varchar(40)	N/A	3002	Yes

### API Error Example:

```
{
  "error":
  "You must send an api key ('key')."
}
```

### Call Success Return:

```
{
  "response":
  "Success"
}
```

### Call Failure Return:

```
{
  "response":
  "Failure"
}
```

## Reporting API

Parameter Name	Field	Type	Default	Example	Required
API Key	key	varchar(40)	N/A	b0f4ad5193ad04858dae03a1b3dbe9071ff12e52	Yes
Report Type	type	varchar(11)	N/A	"cdr" or "ring_groups"	Yes
Start Date	start_date	datetime	N/A	2014-09-11 12:40:44	Yes
End Date	end_date	datetime	N/A	2014-09-11 12:40:44	Yes
Export Type	export_type	varchar(4)	json	"json" "csv" or "xml"	No

### API Error Example:

```
{
  "error":
  "You must send an api key ('key')."
}
```

### API Success Return (cdr):

Returns all CDRs within date range.

```

{
  "cdr_0":
  {
    "date_time": "2014-09-09 11:10:33",
    "hostname": "test.axiatp.net",
    "server_name": "test.axiatp.net",
    "server_ip": "141.101.124.203",
    "unique_id": "1410275433.3986",
    "call_type": "Internal",
    "to": "2002",
    "source_num": "2002",
    "source_name": "John Smith",
    "dest_num": "3000",
    "dest_name": "Jane Doe",
    "trunk_name": "Internal",
    "duration": "8"
  }
}

```

## API Success Return (ring\_groups):

Returns all Ring Group CDRs within date range (with additional Ring Group information).

```

{
  "cdr_0":
  {
    "date_time": "2014-09-09 11:14:48",
    "hostname": "test.axiatp.net",
    "server_name": "test.axiatp.net",
    "server_ip": "141.101.124.203",
    "unique_id": "1410275688.4013",
    "call_type": "Ring Groups",
    "to": "+19999999999",
    "source_num": "2002",
    "source_name": "John Smith",
    "dest_num": "4000",
    "dest_name": "Ring Group",
    "trunk_name": "Internal",
    "duration": "6",
    "ring_group_num": "4000",
    "ring_group_name": "Test",
    "ans_agent_num": "3000",
    "ans_agent_name": "Jane Doe",
    "hold_time": "4",
    "release_reason": "caller"
  }
}

```

## AGENT STATUSES API

[http://customername.synkato.io:57080/v1/callflow/agent\\_statuses/\[RING\\_GROUP\]](http://customername.synkato.io:57080/v1/callflow/agent_statuses/[RING_GROUP])

Parameter Name	Field	Type	Default	Example	Required
API Key	key	varchar(40)	N/A	b0f4ad5193ad04858dae03a1b3dbe9071ff12e52	Yes

## API Error Example:

```
{
  "error":
  "No Results Found."
}
```

## API Success Return (GET):

Returns all Agent Statuses for the Ring Group

```
{
  "1133":
  {
    "extension": "1133",
    "status": "Available",
    "available": false,
    "busy": true,
    "username": "test@test.com"
  },
  "3924":
  {
    "extension": "3924",
    "status": "Ring Group - Available",
    "available": true,
    "busy": false,
    "username": "test2@test.com"
  },
  "4433":
  {
    "extension": "4433",
    "status": "Ring Group - Paused",
    "available": false,
    "busy": true,
    "username": "test3@test.com"
  }
}
```

## Post API

Post API allows the ability to configure a URL into the system to send Synkato data to.

URL	Call Start	Call End	Transfer	Park	Manage
<a href="http://webhook.site/2bcd6ce2-e716-4152-9c5e-a2b692f9397d">http://webhook.site/2bcd6ce2-e716-4152-9c5e-a2b692f9397d</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Submit Changes</a> <a href="#">Delete URL</a>
<a href="https://hooks.zapier.com/hooks/catch/1814468/ompeowh/">https://hooks.zapier.com/hooks/catch/1814468/ompeowh/</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Submit Changes</a> <a href="#">Delete URL</a>
<a href="https://hooks.zapier.com/hooks/catch/2187610/o3b3cib/">https://hooks.zapier.com/hooks/catch/2187610/o3b3cib/</a>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Submit Changes</a> <a href="#">Delete URL</a>
<a href="https://outbound-webhook-prod.kerauno-dev.com/webhook/a94406da-3d26-4482-8658-7e695002f6a4/1bd27b67-b5ad-48d3-8f8e-def4f7609789">https://outbound-webhook-prod.kerauno-dev.com/webhook/a94406da-3d26-4482-8658-7e695002f6a4/1bd27b67-b5ad-48d3-8f8e-def4f7609789</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Submit Changes</a> <a href="#">Delete URL</a>

Parameter Name	Field	Type	Example
Timestamp	timestamp	datetime	2014-11-04 16:10:41

Event	event	varchar(12)	"CALL_STARTED", "CALL_ENDED", "TRANSFER", or "PARKED"
Source	source	varchar(40)	3000
Destination	destination	varchar(40)	3002
Unique ID	uniqueid	varchar(40)	1415135441.3799
Channel	channel	varchar(40)	SIP/3000-000000e5
Description	description	varchar(100)	3000 is calling 3002
Duration	duration	int	8