



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

Dial

5/4/2025

Dial

This operation is part of the [Voice API](#) section of the [Web Services API](#).

Overview

Initiates a new outbound call to the specified destination.

Request URL	/api/v2/me/devices/{id}/calls
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Dial
destination	A JSON object that includes the number to be dialed.
location	An optional parameter that is used by Web Services to set the location attribute for the corresponding T-Server requests.
userData	An optional JSON object that includes key/value data to be included with the call.
outboundCallerId	An optional parameter that is used by Web Services to set the outbound caller Id attribute for the corresponding T-Server requests.

Sample 1

Request

POST api/v2/me/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1/calls

```
{
  "operationName": "Dial",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response

```
{
  "statusCode": 0
}
```

CometD notification

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"012PUFMMS0ASNAK4807GK2LAES000004",
      "state":"Dialing",
      "callUuid":"012PUFMMS0ASNAK4807GK2LAES000004",
      "connId":"007102719260b004",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"15002",
          "phoneNumber":"15002",
          "digits":"15002"
        }
      ],
      "dnis":"15002",
      "callType":"Internal",
      "capabilities":[
        "SendDtmf",
        "DeleteUserData",
        "AttachUserData",
        "DeleteUserDataPair",
        "Hangup",
        "UpdateUserData"
      ],
      "duration":"0",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "monitoring":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES000004",
      "path":"/calls/012PUFMMS0ASNAK4807GK2LAES000004"
    },
    "phoneNumber":"15000",
    "extensions":{
      "BusinessCall":0
    },
    "messageType":"CallStateChangeMessage"
  },
  "channel":"/v2/me/calls"
}
```

Sample 2

This sample includes a key/value pair with the Dial request:

Request

```
POST api/v2/me/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1/calls
{
  "operationName": "Dial",
  "destination": {
    "phoneNumber": "15002"
  },
  "userData": {
    "CustomerSegment": "Gold"
  }
}
```

HTTP response

```
{
  "statusCode": 0
}
```

CometD notification

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "012PUFMMS0ASNAK4807GK2LAES0000004",
      "state": "Dialing",
      "callUuid": "012PUFMMS0ASNAK4807GK2LAES0000004",
      "connId": "007102719260b004",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "15002",
          "phoneNumber": "15002",
          "digits": "15002"
        }
      ],
      "dnis": "15002",
      "callType": "Internal",
      "capabilities": [
        "SendDtmf",
        "DeleteUserData",
        "AttachUserData",
        "DeleteUserDataPair",
        "Hangup",
        "UpdateUserData"
      ],
      "userData": {
        "CustomerSegment": "Gold"
      },
      "duration": "0",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "monitoring": false,
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES0000004",
      "path": "/calls/012PUFMMS0ASNAK4807GK2LAES0000004"
    }
  }
}
```

```
    },
    "phoneNumber": "15000",
    "extensions": {
      "BusinessCall": 0
    },
    "messageType": "CallStateChangeMessage"
  },
  "channel": "/v2/me/calls"
}
```