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Web Services API Reference

Reschedule Record

12/16/2025

Reschedule Record

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

Overview

Reschedules the specified outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	RescheduleRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callbackType	String	The callback type, which can be Personal or Campaign.	Yes
timestamp	Long	The timestamp.	Yes
devicePath	String	The relative path to the device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records/9
{
  'devicePath': '/devices/d8a19a8d-aa8f-4cea-93e3-dfb062db7294',
  'campaignName': 'Campaign1',
  'timestamp': 1433917552,
  'operationName': 'RescheduleRecord',
  'applicationId': 134,
  'callbackType': 'Personal',
  'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
  {
    'data':
    {
      'record':
      {
        'devicePath': '/devices/d8a19a8d-aa8f-4cea-93e3-dfb062db7294',
        'callingList': 'CallingList1',
        'applicationId': 134,
        'recordHandle': 9,
        'campaignName': 'Campaign1'
      },
      'notificationType': 'ScheduledRecordRescheduleAcknowledge',
      'messageType': 'OutboundRecordMessage',
      'referenceId': '123456789'
    },
    'channel': '/v2/me/outbound'
  },
  {
    'data':
    {
      'metrics':
      {
        'eventProcessing':
        {
          'serverGenerationTimestamp': 1433915552745,
          'nodeProcessingTimeNanos': 6190799,
          'serverProcessingTimeTotalMs': 6
        }
      },
      'userData':
      {
        'GSW_APPLICATION_ID': 134,

```

```
        'GSW_RECORD_HANDLE': 9,
        'GSW_USER_EVENT': 'ScheduledRecordRescheduleAcknowledge',
        'GSW_CALLING_LIST': 'CallingList1',
        'GSW_DATE_TIME': '06/10/2015 06:25',
        'GSW_CALLBACK_TYPE': 'Personal',
        'GSW_CAMPAIGN_NAME': 'Campaign1'
    },
    'deviceId': 'd8a19a8d-aa8f-4cea-93e3-dfb062db7294',
    'messageType': 'DeviceUserEventMessage'
},
'channel': '/me/internal'
},
{
    'successful': True,
    'advice':
    {
        'interval': 0,
        'timeout': 30000,
        'reconnect': 'retry'
    },
    'id': '17',
    'channel': '/meta/connect'
}
]
```