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Web Services API Reference

Features

12/14/2025

Features

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

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Overview

The features resource allows the client application to determine which functionality is available in the current contact center. This data can then be used to draw the UI as appropriate for the feature set that is supported for the current contact center.

A *feature* represents a set of functionality that may include channels, services, resources, sets of operations, settings groups, and so on. Anything that is needed for the feature to function successfully should be available when a feature is enabled for the contact center. When a feature is disabled, the API behaves as if this set of functionality does not exist. This returns results such as 404 errors when relevant resources are accessed, settings groups are not visible in lists, and operations return with `invalid operation` errors.

Operations

Two resources are available in the API to support this functionality:

- `api/v2/system/features` represents all features available in the system.
- `api/v2/features` represents the set of features for a given contact center.

The following operations are available for **/features**

Operation	Description	Permissions
GET	Returns a list of URIs for the features assigned to this contact center. The parameter <code>fields=*</code> causes full feature descriptions to be returned instead of URIs.	• Contact Center Admin • Agent

The following operations are available for **/system/features**

Operation	Description	Permissions
GET	Returns a list of URIs for all of the features available in the system. The parameter <code>fields=*</code> causes full feature descriptions to be returned instead of URIs.	• Contact Center Admin

Important

The full feature set is defined by Web Services and is not modifiable.

The following operations are available for **/features/{id}**

Operation	Description	Permissions
GET	Returns the full feature description.	- Contact Center Admin - Agent

Attributes

The following attributes are supported for each feature:

Attribute	Type	Description	Access
id	String	The name of the feature (this is also the unique identifier and should be in a URI-compatible format).	GET
displayName	String	Name that describes the feature.	GET
description	String	Description of the feature.	GET

Supported Features

The following features are currently supported. If a feature is marked Y under **Assigned by default**, all contact centers will have this feature assigned.

Important

Currently, default features cannot be unassigned.

Name	Description	Assigned by default
api-provisioning-read	General provisioning read	Y
api-provisioning-write	General provisioning write	Y
api-voice	API for the voice channel	Y

Name	Description	Assigned by default
api-voice-recording	API for voice recording	N
ui-supervisor-provisioning-routing	Supervisor UI to provision routing	Y
ui-supervisor-provisioning-skill	UI to provision skills	Y
ui-supervisor-reporting	Supervisor UI to display 'Reports' tab (contact center statistics)	Y
ui-supervisor-provisioning-user	Supervisor UI to display 'Agents' tab	Y
ui-supervisor-details-tab	Supervisor UI to display 'Details' tab	N
ui-supervisor-recording	UI to view call recordings	Y
api-multimedia-chat	API for chat channel	N
api-multimedia-email	API for email channel	N
api-multimedia-workitem	API for workitem channel	N
api-multimedia-facebook	API for facebook channel	N
api-multimedia-twitter	API for twitter channel	N
api-ucs-voice	API for voice integration with ucs	N
api-supervisor-recording	API For Call Recording Supervisor	Y
api-supervisor-monitoring	API For Supervisors to Monitor Agent Calls	N
api-supervisor-agent-control	API For Supervisors to Control Agent State	N
ui-supervisor-add-user	Supervisor UI to allow creation/deletion of users	N
ui-supervisor-edit-user	Supervisor UI to allow editing of users	Y
ui-supervisor-case-data	Supervisor UI - Enable configuration of Case Data in CC Settings	N
ui-supervisor-toast-data	Supervisor UI - Enable configuration of Toast Data in CC Settings	N
ui-supervisor-service-level-settings	Supervisor UI - Enable configuration of Queue & Skill Service Level settings in CC Settings	N
ui-supervisor-untimed-wrapup	Supervisor UI - Enable configuration of 'untimed' wrap up time option in CC Settings	N
api-screen-recording	API for Agent Screen Recording	Y
api-vcc-outbound-call-recording	Enables attached data with unique id for VCC call recording solution	N
api-user-account-management-email	API for account management via email	N

Features

Name	Description	Assigned by default
api-devices-webrtc	API support for WebRTC devices	N