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Web Services API Reference

Channels API

Channels API

This document describes the Channels API portion of the [Web Services API](#).

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Resources

The Channels API includes the following resource:

- [Channel resource](#)

Managing channels

A channel represents a particular type of media such as email or chat, but it can also represent specific online platforms such as Salesforce or Facebook. Channels are linked to [features](#) in a one-to-many relationship; a feature can have multiple channels, while each channel is only associated with one feature.

Related operations

- [Get all channels](#)
- [Get channel by ID](#)
- [Set channel to Ready](#)
- [Set channel to NotReady](#)
- [Set all channels to Ready](#)
- [Set all channels to NotReady](#)
- [Set all channels to DNDOn](#)
- [Set all channels to DNDOff](#)