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# Web Services API Reference

API basics

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# API basics

The **Web Services API** is a REST API, but it's important to realize that it sometimes departs from the standard REST API requests and responses. Make sure to review all the topics below for details about unique points in the Web Services API, along with the basics about how the API works.

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| <ul style="list-style-type: none"><li>• What are operations?</li><li>• What are capabilities?</li><li>• Asynchronous events</li><li>• Error handling</li><li>• Recovering existing state</li><li>• Toast and case data</li></ul> | <ul style="list-style-type: none"><li>• Disposition codes</li><li>• Request parameters</li><li>• Return values</li><li>• Subresources</li><li>• Filtering</li></ul> | <ul style="list-style-type: none"><li>• Filtering and sorting users by fields and subresources</li><li>• Cross-Origin Resource Sharing</li><li>• Cross Site Request Forgery protection</li><li>• Features</li><li>• Services</li></ul> |
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