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Web Services API Reference

[Update Record](#)

5/8/2025

Update Record

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

Overview

Updates 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	UpdateRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	No
phoneNumber	String	The phone number of record that is being updated.	No
timeZone	String	Time zone information.	No
phoneType	String	Possible values: - NoContactType - HomePhone - DirectBusinessPhone - BusinessWithExt - Mobile - VacationPhone - Pager	No

Update Record

Parameter	Type	Value	Required
		• Modem • VoiceMail • PinPager • EmailAddress • InstantMessaging	
from	Integer	The record is available from this time.	No
until	Integer	The record is available until this time.	No
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/6
{
  'devicePath': '/devices/68b39a39-dfb5-417d-9efe-93c03a1375af',
  'operationName': 'UpdateRecord',
  'applicationId': 134,
  'campaignName': 'Campaign1',
  'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
  {
    'data':
    {
      'record':
      {
        'campaignName': 'Campaign1',
        'devicePath': '/devices/
68b39a39-dfb5-417d-9efe-93c03a1375af',
        'callingList': 'CallingList1',
        'applicationId': 134,
        'recordHandle': 6
      },
      'notificationType': 'UpdateCallCompletionStatsAcknowledge',
      'messageType': 'OutboundRecordMessage',
      'referenceId': '123456789'
    },
    'channel': '/v2/me/outbound'
  },
  {
    'data':
    {
      'metrics':
      {
        'eventProcessing':
        {
          'serverGenerationTimestamp': 1433915511662,
          'nodeProcessingTimeNanos': 6964042,
          'serverProcessingTimeTotalMs': 8
        }
      },
      'userData':
      {
        'GSW_CALLING_LIST': 'CallingList1',
        'GSW_APPLICATION_ID': 134,
        'GSW_RECORD_HANDLE': 6,
        'GSW_USER_EVENT': 'UpdateCallCompletionStatsAcknowledge',
        'GSW_CALL_RESULT': '21',
        'GSW_CAMPAIGN_NAME': 'Campaign1'
      },
      'deviceId': '68b39a39-dfb5-417d-9efe-93c03a1375af',
      'messageType': 'DeviceUserEventMessage'
    },
    'channel': '/me/internal'
  },
  {
    'successful': True,
    'advice':
    {
      'interval': 0,
      'timeout': 30000,
      'reconnect': 'retry'
    },
    'id': '20',
    'channel': '/meta/connect'
  }
]
```