Web Services API Reference

Contact resource

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Contact resource

This resource is part of the Contacts API section of the Web Services API.

Overview

Contact resources include properties that show information about the three types of contacts: Custom, Queue, and User. Contacts are returned from GET requests to **/api/v2/contacts**.

Sample data

```
{
    "statusCode":0,
    "totalCount":5,
    "contacts":[
        {
            "id":"538370e8c509495bb8e0868a1178c86e",
            "name":"JohnS",
            "type":"User",
            "userName":"JohnS",
            "firstName":"John",
            "lastName":"Smith",
            "employeeId":"U4Nw6MUJSVu44IaKEXjIbg==.acme",
            "emailAddress":"",
            "businessUnits":[

            ],
            "roles":[
                "ROLE_ADMIN"
            ],
            "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
538370e8c509495bb8e0868a1178c86e",
            "path":"/contacts/538370e8c509495bb8e0868a1178c86e"
        },
        {
            "id":"754e11130cde4c51b8de389e3a615920",
            "name":"JoshW",
            "type":"User",
            "phoneNumbers":[
                {
                    "phoneNumber":"15002",
                    "description":"",
                    "switchName": "SIP_Switch"
                }
            ],
            "userName":"JoshW",
            "firstName":"Josh",
            "lastName":"Williams",
            "employeeId":"dU4REwzeTFG43jieOmFZIA==.acme",
            "emailAddress":"",
            "businessUnits":[
```

```
            ],
            "roles":[
                "ROLE_AGENT"
            ],
            "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
754e11130cde4c51b8de389e3a615920",
            "path":"/contacts/754e11130cde4c51b8de389e3a615920"
        },
        {
            "id":"844b7a0e30ce46a5b364797a39f8a81f",
            "name":"WillardC",
            "type":"User",
            "phoneNumbers":[
                {
                    "phoneNumber":"15000",
                    "description":"",
                    "switchName": "SIP_Switch"
                }
            ],
            "userName":"WillardC",
            "firstName":"Willard",
            "lastName":"Clinton",
            "employeeId":"hEt6DjDORqWzZHl6OfioHw==.acme",
            "emailAddress":"",
            "availability":{
                "channels":[
                    {
                        "channel":"voice",
                        "available":true,
                        "phoneNumber":"15000",
                        "userActivity":"Idle",
                        "userState":{
                            "id":"9430250E-0A1B-421F-B372-F29E69366DED",
                            "displayName":"Ready",
                            "state":"Ready"
                        }
                    }
                ]
            },
            "businessUnits":[

            ],
            "roles":[
                "ROLE_AGENT"
            ],
            "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
844b7a0e30ce46a5b364797a39f8a81f",
            "path":"/contacts/844b7a0e30ce46a5b364797a39f8a81f"
        },
        {
            "id":"2c2ba86206504bb99fef7fc60eb848f8",
            "name":"HannahJ",
            "type":"User",
            "phoneNumbers":[
                {
                    "phoneNumber":"15005",
                    "description":"",
                    "switchName": "SIP_Switch"
                }
            ],
            "userName":"HannahJ",
            "firstName":"Hannah",
```

```
        "lastName":"Jones",
        "employeeId":"LCuoYgZQS7mf73/GDrhI+A==.acme",
        "emailAddress":"",
        "businessUnits":[

        ],
        "roles":[
            "ROLE_AGENT",
            "ROLE_SUPERVISOR"
        ],
        "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
2c2ba86206504bb99fef7fc60eb848f8",
        "path":"/contacts/2c2ba86206504bb99fef7fc60eb848f8"
    },
    {
        "id":"916912be76d44c92ad95d402dacfed80",
        "name":"EmilyJ",
        "type":"User",
        "phoneNumbers":[
            {
                "phoneNumber":"15001",
                "description":"",
                "switchName": "SIP_Switch"
            }
        ],
        "userName":"EmilyJ",
        "firstName":"Emily",
        "lastName":"Johnson",
        "employeeId":"kWkSvnbUTJKtldQC2s/tgA==.acme",
        "emailAddress":"",
        "availability":{
            "channels":[
                {
                    "channel":"voice",
                    "available":true,
                    "phoneNumber":"15001",
                    "userActivity":"Idle",
                    "userState":{
                        "id":"9430250E-0A1B-421F-B372-F29E69366DED",
                        "displayName":"Ready",
                        "state":"Ready"
                    }
                }
            ]
        },
        "businessUnits":[

        ],
        "roles":[
            "ROLE_AGENT"
        ],
        "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
916912be76d44c92ad95d402dacfed80",
        "path":"/contacts/916912be76d44c92ad95d402dacfed80"
    }
  ]
}
```

Resource details

> **Important**
>
> Not all resource fields are available for all types of contacts — review the **Contact Type** column in the table below.

Field	Description	Contact Type
id	The unique ID of the contact record	• User • Queue • Custom
name	The name of this contact. For example, it could be the name of a queue or the first name/last name of a user.	• User • Queue • Custom
type	The type of contact. Possible values are Custom, Queue, and User.	• User • Queue • Custom
phoneNumber	The phone number at which this contact get be reached.	• User • Queue • Custom
switchName	The name of the switch owning the phone number.	• User • Queue
userName	The contact's user name.	• User
firstName	The contact's first name.	• User
lastName	The contact's last name.	• User

Field	Description	Contact Type
employeeId	The contact's employee ID.	• User
emailAddress	The contact's email address.	• User
availability	The contact's availability by channel resource. Web Services only returns the availability subresource if you have configured contact availability, the contact has a device assigned and the contact is logged in.	• User
businessUnits	The contact's business units.	• User
roles	The user's role. There are currently four available user roles: • ROLE_ADMIN — Provides administrator access. • ROLE_AGENT — Provides agent access. • ROLE_SUPERVISOR — Provides supervisor access. • ROLE_APIUSER — Provides the same level of access as an administrator. Use this permission to designate an "API user" system account that is to be used by other server applications and does not represent an actual person.	• User