

# Dialler REST API

## Introduction

The REST API for the dialler supports the following functions:

- Dialler campaigns
  - Retrieval
  - Cloning
- Dialler campaign result codes
  - Retrieval
- Dialler Contacts
  - Retrieval
  - Importing
  - Locking and Unlocking
  - Deleting

## Workflow

The CRM / ERP or other backend system provides dialler contacts to the jtel System when a dialler campaign should be executed.

It is very important to plan workflow for the dialler correctly, so that contacts are only removed from the jtel system when the necessary statistics have been retrieved from the jtel system and the contact is in the required state for removal.

## Documentation

- [Dialler REST API - Data Structures](#)
- [Dialler REST API - Dialler Campaign Functions](#)
- [Dialler REST API - Dialler Contact Functions](#)