

Master Data REST API - Data Structures

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AcdGroups Data Structure

An ACD Group is represented as a JSON Object as shown in the following example:

```
{
  "QueueMusicID4Sec": 10,
  "SupervisorAggregationSkill5ID": null,
  "DistributionAlgorithmID": 3,
  "ServiceLevelSeconds": 20,
  "AgentRedialTimeOnBusy": 0,
  "dtAgentAutoLogoutSchedule": null,
  "PlayAnnouncementToTime": 0,
  "TransferOptionInternal": "AcdGroup.TransferOption.3",
  "CallPrioTransferInternal": 0,
  "StairFunctionValue": 10,
  "CrmUrl": "http://www.google.de?ServiceNumbersName=${ServiceNumbersName}&ServiceNumbersName2=${ServiceNumbersName2}",
  "StartQueueStep": "10",
  "bCallTransferPlayStatusAnnouncements": false,
  "CallRecordingDTMFsOptIn": "1",
  "FaxHeadline": null,
  "bProvideSIPHistoryToCallTransferInternal": false,
  "JTS_ForeignSystemID": null,
  "SIPDisplay": null,
  "bMaximumPositionAnnouncement": false,
  "dtLastCallWarningSent": null,
  "AgentWarningOnNoAvailableWavesIDExternal": null,
  "AutoresponseText": null,
  "MinLoggedInAgentCountSupervisor": 0,
  "AgentWarningOnNoAvailableWavesIDInternal": null,
  "ConversationRecordType": "AcdGroups.RecordFunction.3",
  "WaitingPositionAnnouncementID2": null,
  "dtLastWarningServiceLevelSent": null,
  "SIPDisplayTransferInternal": "alterschalter",
  "LongCallsMinutes": 30,
  "bMinAgentLoggedInWarningCountActive": true,
  "dtLastCall": null,
  "AdditionalPostCallInterval": 0,
  "MinServiceLevel": 0,
  "AgentAutoDailyLogoutScheduleTime": "00:00",
  "SkillTimeFactor": 0,
  "StairFunctionTime": 10,
```

```
"PostVoiceMailInterval": 0,
"HangUp1Time": 0,
"bSecondarySkillSortFirst": false,
"AgentRedialTimeOnRejected": 0,
"bBackToAgentAfterNumberAnnouncement": false,
"bCostFreeQueueingBeforeConnect": false,
"bQueueCanOpenWithNoAgents": true,
"PlayAnnouncementTo": 0,
"bAutoLogoutSupEmail": false,
"AddInfo": "%CALLER_DISPLAY%",
"bMandatoryTransactionCode": true,
"GuidedTransferWhisperWavesIDExternal": null,
"bReplaceCLIPerGroup": false,
"CurrentServiceLevel": null,
"MaxMissedCallsNoAnswer": -1,
"JTS_CreatedByForeignSystem": null,
"MaxQueueSize": -1,
"CallMarkersDisplayOption": "AcGroup.CallMarkersDisplayOption.1",
"QueueAnnouncementID4": 141,
"QueueAnnouncementID3": 140,
"SupervisorAggregationSkill3ID": null,
"bOverflowSupEmail": false,
"Name": "Gruppe 1",
"QueueAnnouncementID5": 138,
"bProvideSIPHistoryToCallTransferExternal": true,
"WorkBreakSlotIndicator": 50,
"bInternalGroup": null,
"GroupNameWavesID": 1690,
"bLocalMusicOnRemoteHold": false,
"LongWaitingTimeAnnouncementID": null,
"MaxPostCallIntervalTel": 0,
"MinNotBusyInterval": 0,
"QueueMusicID3Sec": 10,
"ServiceNumberID": 99,
"GroupNumber": null,
"bMandatoryTransactionCodeAcEventsType7": true,
"bMandatoryTransactionCodeAcEventsType5": true,
"bMandatoryTransactionCodeAcEventsType6": true,
"bMandatoryTransactionCodeAcEventsType3": true,
"AcJunkGroupLockTimesID": 15,
"bMandatoryTransactionCodeAcEventsType4": true,
"OpeningTimesID": null,
"bMandatoryTransactionCodeAcEventsType1": true,
"bMandatoryTransactionCodeAcEventsType2": true,
"QueueAnnouncementID2": 139,
"QueueAnnouncementID1": 142,
"JTS_FoundInUpdateCycle": null,
"dtLastModified": "2020-07-03T01:37:21.552",
"QueueMusicID2Sec": 10,
"SupervisorAggregationSkill4ID": null,
"bIncomingCallsContactOverrideFromDialler": false,
```

```
"bAgentAutoDailyLogoutActive": false,
"bAgentWarningOnNoAvailableExternal": false,
"bContinueCallOnCallerHangupInternal": false,
"bAgentAnnounceGroupsNumber": false,
"MaxQueueCoefficient": -1,
"FaxID": null,
"MinPostEventInterval": 0,
"VoiceMailResendInterval": 0,
"PrimaryAcdGroupAgentID": null,
"bExtendedGroupSearch": true,
"bMaximumTimeAnnouncement": false,
"TransferOptionExternal": "AcdGroup.TransferOption.3",
"dtLastCallInterval": 0,
"bMaximumOneTransactionCodePerCall": true,
"bAlwaysRecordAgent": false,
"bSupervisorMonitoring": true,
"QueueMusicID": 112,
"bAgentAnnounceCallingParty": false,
"PlayAnnouncementFromTime": 0,
"ClientsID": 1,
"WaitingPositionAnnouncementID": null,
"bActivateFTPUUpload": false,
"bTimePositionAnnouncement": true,
"WaitMusicOnTransferID": 112,
"bAutomaticCallbackForLostQueuedCalls": false,
"SupervisorAggregationSkill1ID": null,
"dtAgentAutoLogoutLast": null,
"bCallerCanDeactivateCallRecordingType4": false,
"bAutoresponseEnabled": null,
"bCallerCanDeactivateCallRecordingType1": false,
"bTimeAnnouncement4": true,
"Announcement1ID": 138,
"bTimeAnnouncement5": true,
"bTimeAnnouncement2": true,
"ID": 235,
"bCallMonitoring": true,
"bTimeAnnouncement3": true,
"bTimeAnnouncement0": true,
"bTimeAnnouncement1": true,
"bOverwriteCRM": true,
"bReplaceCLIDestination": false,
"bProvideSIPHistoryToAgentCall": true,
"WaitingTimeAnnouncementID2": null,
"bIncomingCallsContactDiallerResultNoTAC": false,
"bHideFromCallProcessing": false,
"bTicketResendAfterAgentLogout": false,
"PlayAnnouncementFrom": 0,
"MaxMissedCallsRejected": -1,
"PostCallIntervalOutbound": 0,
"bAgentAnnounceGroupsName": true,
"MinAgents": 0,
```

```
"bRoundTimeAnnouncement": true,
"AdditionalPostCallIntervalTel": 0,
"bEmailResendAfterAgentLogout": false,
"SupervisorAggregationSkill2ID": null,
"CrmUrlWithParameter": null,
"bAgentWarningOnNoAvailableInternal": false,
"Announcement2ID": null,
"HangUp3Time": 0,
"QueueAcceptCallAfterSeconds": -1,
"bReverseSkillSort": false,
"WaitingTimeAnnouncementID": null,
"AcdJunkGroupsID": 2,
"bContinueCallOnCallerHangupExternal": false,
"QueueMusicID1Sec": 10,
"MaxMissedCallsBusy": -1,
"MaxTransferRingTimeInternal": 10,
"bVoiceMailResendAfterAgentLogout": false,
"LastAgentCallTime": 1440,
"PostCallAcdEventsInterval": 0,
"bMergeAnnounce": false,
"RoutingApplicationsID": null,
"HolidayListID": null,
"bDefaultGroup": null,
"bCallBackResendAfterAgentLogout": false,
"AcdGroupsType": 0,
"MinLoggedInAgentCountAcdGroupAggregationID": null,
"PostCallInterval": 0,
"dtAgentAutoDailyLogoutLast": null,
"bStairFunction": false,
"bSMSResendAfterAgentLogout": false,
"MaxAgentRingTime": 20,
"LongWaitingTimeRelations": -1,
"bNumberPositionAnnouncement": false,
"bPositionAnnouncement0": false,
"AgentRedialTimeOnNoAnswer": 0,
"bPositionAnnouncement1": true,
"SecondaryDistributionAlgorithmID": 1,
"SIPDisplayTransferExternal": "$agent_tel",
"MaxMissedCalls": -1,
"bFaxResendAfterAgentLogout": false,
"ConfluenceTextBlocksTagsEmail": "autoresponder,vertrag",
"DirectServiceNumbersID": 99,
"MaxQueueTime": -1,
"MaxPostCallInterval": 0,
"MinAgentLoggedInWarningCount": 2,
"MaxTransferRingTimeExternal": 20,
"QueueMusicID5Sec": 120,
"bLongCallsEmail": false,
"GuidedTransferWhisperWavesIDInternal": null,
"bPositionAnnouncement4": true,
"bPositionAnnouncement5": true,
```

```
"bPositionAnnouncement2": true,
"MandatoryTransactionCodeAutomaticEndID": null,
"OpenCallbackOption": "AcdGroup.OpenCallbackOption.3",
"QueueOffhookAnnouncementID": null,
"bPositionAnnouncement3": true,
"TarifAnnouncementWavesID": null,
"bCallRedirectionAfterNumberAnnouncement": false
}
```

Languages Structure

A Language is represented as a JSON Object as shown in the following example:

```
{
  "ISOCODE": "de-DE",
  "bASRTTS": true,
  "bPortalFrontEnd": true,
  "bCreateAllMissingTexts": true,
  "bStaticWavesAvailable": true,
  "ShortText": "Languages.de-DE",
  "ID": 2,
  "ShortISOCODE": "de",
  "TTSLanguagesName": "German (Germany)",
  "bDefaultShortISOCODELanguage": true
}
```

ServiceNumbers Structure

A ServiceNumber is represented as a JSON Object as shown in the following example:

```
{
  "ContractNumber": null,
  "dtTo": null,
  "EndNumber": "",
  "dtReset": "2022-06-17T15:19:12.484+02:00",
  "ResellerTrafficManagementPoliciesID": null,
  "RootNumber": "49199500",
  "Name": "49199500",
  "Description2": null,
  "Description3": null,
  "Description1": null,
  "CustomerNumber": null,
  "TimingNumber3": null,
  "RoutingApplicationsID": 1,
  "TimingNumber4": null,
}
```

```
"bCockpitTrafficFlag": false,
"ParentCustomerNumber": null,
"StartNumber": "",
"ID": 346,
"Description4": null,
"Name2": "49199500",
"bAllowPayPhone": null,
"bAllowInternational": null,
"AreaCodesID": 8251,
"MaxCallSecondsWavesID": null,
"ServiceNumberStatusID": null,
"dtPortalLastChange": {
  "dayOfYear": 77,
  "nano": 261779000,
  "year": 2021,
  "monthValue": 3,
  "dayOfMonth": 18,
  "hour": 14,
  "minute": 14,
  "second": 21,
  "month": "MARCH",
  "dayOfWeek": "THURSDAY",
  "chronology": {
    "id": "ISO",
    "calendarType": "iso8601"
  }
},
"BillingPositionNumber": null,
"bInternal": false,
"OutdialAccountCode": null,
"UnitPrice4": null,
"UnitPrice3": null,
"UnitPrice2": null,
"bActive": true,
"UnitPrice1": null,
"UnitLength3": null,
"BillingContractNumber": null,
"UnitLength2": null,
"UnitLength4": null,
"ServiceNumberParams": "<?xml version=\\"1.0\\" ... XML Data for Service Number Parameters ... ",
"bCockpitRepeaterFlag": false,
"BillingNumber": null,
"bAllowMobile": null,
"UnitLength1": null,
"bOptionalChecksActive": false,
"DynamicPriorityGroupsID": null,
"BillingCustomerNumber": null,
"BlackListsID": null,
"bTarifWavesDisable": false,
"ClientTrafficManagementPoliciesID": null,
"bCockpitEvnFlag": false,
```

```
    "dtBillingLastChange": null,  
    "RoutingTypesID": 0,  
    "SystemTrafficManagementPoliciesID": null,  
    "BillingBillingText": null,  
    "TimingNumber1": null,  
    "TimingNumber2": null,  
    "RoutingPlansID": null,  
    "bPeakService": null,  
    "bCockpitOriginFlag": false,  
    "BillingPK": null,  
    "dtFrom": null,  
    "TrunkGroupsID": null,  
    "nCallsReset": null,  
    "ApplySeconds2": null,  
    "ApplySeconds1": null,  
    "WhiteListsID": null,  
    "ApplySeconds4": null,  
    "bCockpitConferenceFlag": false,  
    "ClientsID": 1,  
    "ApplySeconds3": null,  
    "ResellersID": 1  
}
```

Users Data Structure

A User is represented as a JSON Object as shown in the following example.

```
{  
    "bTelCallsForwarding": false,  
    "bUseWebMail": true,  
    "dtPBXTelephoneStatus": "2020-07-07T06:20:14.558",  
    "bUseWebEmail": true,  
    "bNotifyWebMail": null,  
    "BaseNumber": null,  
    "OnHoldPendingTransfer": null,  
    "AcidGroupsCallMarkersDisplayOption": null,  
    "JTS_PBXConnectorUDPAddress": "test8s2",  
    "dtAcidLoggedIn": "2020-08-09T12:11:47.308",  
    "WallboardNumberColumns": 1,  
    "AcidMissedCallCounterNoAnswer": 0,  
    "ClonedPbxTelStatusID": 0,  
    "ID": 3,  
    "AgentPIN": "0003",  
    "PasswordResetURL": null,  
    "TeamsActivity": "Away",  
    "ClientAttributesID": 3,  
    "JTS_ForeignSystemID": null,  
    "DefaultOutboundGroupsID": 235,  
}
```

```
"bAutoLogoffDisabled": false,
"AcidAdditionalPostCallIntervall": 0,
"dtTeamsActivity": null,
"UID": "admin",
"bAutomaticCallAnswer": false,
"MaxMissedCallsRejected": -1,
"DiallerContactsHistoryID": null,
"bUseWebFax": true,
"dtLastCall": "2020-08-09T01:51:26.958",
"PbxCallID2": null,
"StartZoomLevelSupervisor": 100,
"PbxTelStatusID": 0,
"TransactionCodeMandatoryMaximumOne": null,
"bUseWebTicket": true,
"bInnovaphonePBXIntegrationActiveMiniClient": false,
"AcidLoginCallSeconds": 0,
"PbxCallID": null,
"dtLastCONNRES": "2020-07-20T01:55:28.719",
"FirstName": "Skill 10",
"AcidLoginTotalCalls": 0,
"CallRecordingEveryXCalls": 0,
"PauseDuration": null,
"dtLastAcidStatus": "2020-08-09T12:11:47.308",
"TransactionCodeMandatoryStatisticsPartAID": null,
"JTS_PBXConnectorUDPPort": 40406,
"MaxMissedCallsBusy": -1,
"dtLastCallEnd": "2020-07-20T01:55:25.981",
"bShowCurrentCallsWallboard": true,
"LDAPAuthenticationUser": null,
"dtCreated": "2018-01-16T12:08:47.876",
"IPAddressMask": null,
"StartGraphIntervalSupervisorMinutes": 15,
"bDiallerContactsHistoryForceable": true,
"NextDisconnectIsTransfer": null,
"SecurityGroupsID": 5,
"AcidTotalCallRecordingsDay": 14318,
"PWDHash": "**8C065AF3EE1FE73A37E41D1BE4FCA9F5651BDC8B",
"Email": "robert.graham@jtel.de",
"MaxMissedCallsNoAnswer": -1,
"TeamsAvailability": "Away",
"JTS_CreatedByForeignSystem": null,
"bProCallStatusSynchronisation": false,
"MaximumCallRecordingsDay": null,
"AgentNameWavesID": 1682,
"StartShortHangupsSupervisorSeconds": 5,
"LocationsID": null,
"nInnovaphonePBXIntegrationPositionMiniClient": 3,
"Name": "Admin",
"bUseWebSMS": true,
"AcidMissedCallCounterRejected": 0,
"TelTemp": "49199123456789",
```

```
"UsersProfilesID": null,
"dtExecutionTime": "17:30",
"bUseAcidFreeSeatingWhitelist": false,
"TransactionCodeMandatoryAcidGroupsID": null,
"LastCONNRES": null,
"varCallDataID": null,
"MaxChatsPerAgent": 1,
"bUseWebCallback": true,
"JTS_ForeignSystemGUID": null,
"bSalesForceTestOpenCTIUser": true,
"dtEarliestRedial": "2020-08-09T12:11:47.309",
"DefaultEMailLanguagesID": 1,
"StartServiceQuotaSupervisorPercent": 80,
"nInnovaphonePBXIntegrationPositionFullClient": 0,
"dtLastMediaEvent": "2020-08-09T01:51:26.958",
"NickName": "AD",
"bChangeAgentStatusAfterWebLogout": false,
"Tel2": "",
"LimitPageSize": 30,
"StartTimeSupervisorMinute": 0,
"bNotifyAutoLogout": false,
"bSOAPSuperuser": true,
"dtTeamsAvailability": null,
"AcidMissedCallCounterBusy": 0,
"bInnovaphonePBXIntegrationActiveFullClient": false,
"AgentStatusAfterWebLogoutID": 1,
"Tel6": "4917623976938",
"JTS_FoundInUpdateCycle": null,
"Tel5": "",
"Tel4": "",
"dtLastModified": "2020-08-09T02:33:34.038",
"bActive": true,
"Tel3": "",
"DDI": null,
"bExtendedMailClient": true,
"TransactionCodeMandatoryUserData": null,
"StartTimeSupervisorHour": 0,
"dtTelephoneStatus": "2020-07-20T01:55:28.721",
"MaxMissedCalls": -1,
"LastCallStatisticsPartBID": null,
"LastTelActive": "49199123456789",
"AgentStatusAfterLogoutNoAnswerID": null,
"AcidMaxPostCallIntervall": 0,
"TelActive": "49199123456789",
"AgentNumber": null,
"dtPauseStart": null,
"ActiveDiallerCampaignsID": null,
"StartServiceLevelSupervisorSeconds": 20,
"DefaultLanguagesID": 1,
"bCallAlways": false,
"bMultiChannelAgent": false,
```

```
"TelCallsForwarding": null,  
"AcMissedCallCounter": 0,  
"MaxParallelCalls": null,  
"AgentStatusAfterLogoutBusyID": null,  
"StatisticsPartBID": 235857,  
"bSalesForceAutomaticScreenPop": true,  
"AgentStatusAfterLogoutID": 1,  
"AgentStatusAfterLogoutAllID": null,  
"DepartmentsID": 1,  
"AcAgentStatusID": 2,  
"dtPasswordResetURLExpire": null,  
"ClientsID": 1,  
"bDailyAutologoutActive": false,  
"bTelFlexible": false,  
"bPbxTelStatusSetByTelActive": false,  
"Tel": "49199123456789",  
"ResellersID": 1,  
"TelStatusID": 0,  
"AgentStatusAfterLogoutRejectedID": null  
}
```