

Master Data REST API - AcdGroups Functions

- Retrieve all ACD Groups
- Retrieve a specific ACD Group by ID
- Retrieve ACD Group by Name

Retrieve all ACD Groups

This function retrieves all ACD groups from the client account.

URL

```
GET {baseURL}/acd/groups
```

Parameters

None

Responses

If the request is performed, 200 OK is returned. See [Return Codes](#) for further possible status codes.

Returned Data (200 OK)

A JSON Structure containing the following fields:

Field	Type	Data
filter	String	The applied filter. This is reserved for future use.
limitStart	Integer	The first record index. Currently 0, reserved for future use.
limitPageSize	Integer	The number of records. -1 indicates all records. Reserved for future use.
records	AcdGroups []	An array of ACD groups.
count	Integer	The number of records returned.
orderBy	String	The field used to sort the records.
ascending	Boolean	Whether the array of records is sorted ascending or descending.
status	Integer	The return code (also provided by the http status code).

Example

Note, the records array has been shortened for readability.

```
{  
    "filter": "",  
    "limitStart": 0,  
    "limitPageSize": -1,  
    "records": [  
        {  
            "QueueMusicID4Sec": -1,  
            "SupervisorAggregationSkill5ID": null,  
            "DistributionAlgorithmID": 1,  
            "ServiceLevelSeconds": 30,  
            ...  
            "bPositionAnnouncement3": false,  
            "TarifAnnouncementWavesID": null,  
            "bCallRedirectionAfterNumberAnnouncement": false  
        }  
    ],  
    "count": 40,  
    "orderBy": "Name",  
    "ascending": true,  
    "status": 200  
}
```

Retrieve a specific ACD Group by ID

This function retrieves a specific ACD group by ID.

URL

```
GET {baseURL}/acd/groups/group/{AcdGroupsID}
```

Parameters

Parameter	Where	Type	Data
AcdGroupsID	URL	Integer	The ID of the ACD Group.

Responses

If the request is performed, 200 OK is returned. See [Return Codes](#) for further possible status codes.

Returned Data (200 OK)

A JSON Structure containing the returned data.

Field	Type	Data
records	AcdGroups []	An array of ACD groups, containing one group.
count	Integer	1
status	Integer	The return code (also provided by the http status code).

Example

Note, the record array has been shortened for readability.

```
{  
    "records": [  
        {  
            "QueueMusicID4Sec": -1,  
            "SupervisorAggregationSkill15ID": null,  
            "DistributionAlgorithmID": 1,  
            ...  
            "bPositionAnnouncement3": false,  
            "TarifAnnouncementWavesID": null,  
            "bCallRedirectionAfterNumberAnnouncement": false  
        }  
    ],  
    "count": 1,  
    "status": 200  
}
```

Retrieve ACD Group by Name

This function retrieves one or more ACD groups, depending on the passed name. If more than one group is available which matches the name passed (partial match), then all corresponding groups will be returned.

URL

```
GET {baseURL}/acd/groups/group?name={AcdGroupsName}
```

Parameters

Parameter	Where	Type	Data
AcdGroupsName	Query	String	The name of the acd group(s) to retrieve.

Responses

If the request is performed, 200 OK is returned. See [Return Codes](#) for further possible status codes.

Returned Data (200 OK)

A JSON Structure containing the returned acd groups.

Field	Type	Data
records	AcdGroup []	An array of ACD groups.
count	Integer	The number of records returned.
status	Integer	The return code (also provided by the http status code).

Example

Note, the records array has been shortened for readability.

```
{  
    "records": [  
        {  
            "QueueMusicID4Sec": 10,  
            "SupervisorAggregationSkill5ID": null,  
            "DistributionAlgorithmID": 3,  
...  
            "QueueOffhookAnnouncementID": null,  
            "bPositionAnnouncement3": false,  
            "TarifAnnouncementWavesID": null,  
            "bCallRedirectionAfterNumberAnnouncement": false  
        }  
    ],  
    "count": 3,  
    "status": 200  
}
```