

AcdEvents REST API - AcdEventStatus and AcdEventType Functions

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Retrieve all AcdEventTypes

This function retrieves all AcdEventTypes from the system.

URL

```
GET {baseUrl}/acd/events/types
```

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	AcdEventType []	An array of AcdEventTypes.
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

```
{
  "filter": "",
  "limitStart": 0,
  "limitPageSize": -1,
  "records": [
    {
      "ShortText": "AcdEventTypes.VoiceMail",
      "ID": 1
    },
    {
      "ShortText": "AcdEventTypes.Fax",
      "ID": 2
    },
    {
      "ShortText": "AcdEventTypes.Callback",
      "ID": 3
    },
    {
      "ShortText": "AcdEventTypes.SMS",
      "ID": 4
    },
    {
      "ShortText": "AcdEventTypes.Email",
      "ID": 5
    },
    {
      "ShortText": "AcdEventTypes.WorkFlowConnector",
      "ID": 6
    },
    {
      "ShortText": "AcdEventTypes.Chat",
      "ID": 7
    }
  ],
  "count": 7,
  "orderBy": "ID",
  "ascending": true,
  "status": 200
}
```

Retrieve all AcdEventStatus

This function retrieves all AcdEventStatus from the system.

URL

```
GET {baseUrl}/acd/events/status
```

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	AcidEventStatus []	An array of AcidEventStatus.
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

```
{
  "filter": "",
  "limitStart": 0,
  "limitPageSize": -1,
  "records": [
    {
      "ShortText": "AcidEventStatus.EnterSystem",
      "ID": 0
    },
    {
      "ShortText": "AcidEventStatus.Distribute",
      "ID": 1
    },
    {
```

```
    "ShortText": "AcEventStatus.TransportSMTP",
    "ID": 2
  },
  {
    "ShortText": "AcEventStatus.TransportToGroup",
    "ID": 4
  },
  {
    "ShortText": "AcEventStatus.TransportAgent",
    "ID": 10
  },
  {
    "ShortText": "AcEventStatus.New",
    "ID": 20
  },
  {
    "ShortText": "AcEventStatus.Seen",
    "ID": 30
  },
  {
    "ShortText": "AcEventStatus.Remind",
    "ID": 40
  },
  {
    "ShortText": "AcEventStatus.ChatClosed",
    "ID": 98
  },
  {
    "ShortText": "AcEventStatus.Done",
    "ID": 99
  },
  {
    "ShortText": "AcEventStatus.Error",
    "ID": 100
  }
],
"count": 11,
"orderBy": "ID",
"ascending": true,
"status": 200
}
```