

ACD - REST API - AcdEvents - AcdEvent Functions

- [Retrieve all AcdEvents](#)
- [Retrieve an AcdEvent by ID](#)
- [Create an AcdEvent](#)

Retrieve all AcdEvents

This function retrieves all AcdEvents from the client account.

URL

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

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	AcdEvent []	An array of AcdEvents.
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": [
    {
      "SkillsValue2": null,
      "SkillsValue1": null,
      "ChatConnectorsID": 1,
      "UserData": "123456",
      ...
      "AcidEventStatusID": 20,
      "dtLastModified": "2020-08-09T02:33:50.347"
    }
  ],
  "count": 374,
  "orderBy": "dtCreated",
  "ascending": true,
  "status": 200
}
```

Retrieve an AcidEvent by ID

This function retrieves one AcidEvent by ID from the client account.

URL

```
GET {baseUrl}/acd/events/event/{AcidEventsID}
```

Parameters

Parameter	Where	Type	Data
AcidEventsID	URL	Integer	The ID of the AcidEvent.

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
records	AcdEvent []	An array of AcdEvents containing one AcdEvent.
count	Integer	1
status	Integer	The return code (also provided by the http status code).

Example

```
{
  "records": [
    {
      "SkillsValue2": null,
      "SkillsValue1": null,
      "ChatConnectorsID": 1,
      "UserData": "123456",
      ...
      "AcdEventStatusID": 20,
      "dtLastModified": "2020-08-09T02:33:50.347"
    }
  ],
  "count": 1,
  "status": 200
}
```

Create an AcdEvent

This function creates an AcdEvent.

URL

```
POST {baseUrl}/acd/events/create
```

Parameters

None.

Post Data

A JSON structure containing the following parameters:

Parameter	Required	Supported in AcdEventTypes	Type	Data
-----------	----------	----------------------------	------	------

AcidEventTypesID	Yes		Integer	The ID of the AcidEventType to create.
AcidGroupsID	EITHER THIS	All	Integer	The ID of the AcidGroup to which this event should be distributed. Either specify this, or the parameters AcidConfigurationGroupsID and AcidAgentGroupsID.
AcidConfigurationGroupsID	OR BOTH OF THESE	All	Integer	The ID of the Configuration Group to which this event should be distributed. Either specify this with AcidAgentGroupsID, or specify AcidGroupsID.
AcidAgentGroupsID	OR BOTH OF THESE	All	Integer	The ID of the Agent Group to which this event should be distributed. Either specify this with AcidAgentGroupsID, or specify AcidGroupsID.
UsersID	No	All	Integer	The ID of the User to which this event should be distributed. If not provided, the event is distributed via the group queue.
Sender	Yes	All	String	A string identifying the sender. For telephone related events this should be a telephone number in E.164 format (Voice Mail and Callback Requests). For other events the data may be context specific - for example an email address.
Receiver	No	All	String	A string identifying the receiver. For telephone related events this should be a telephone number which is available in the system as a configured service number in E.164 format (Voice Mail and Callback Requests). For other events, the data may be context specific - for example an email address.
Subject	Yes	All	String	A string subject to associate with the event. Can be any text.
Body	No	Callback	String	A body which will be added to the event body data.
CrmURL	No	All	String	An URL which will be associated with the event. This should correspond to a well formed URL.
UserData	No	All	String	An optional user data field which will be associated with the event. For Ticket (Workflow) events, this will correspond to the foreign system ticket number.
nPriority	No	All	Integer	The priority of the event. If not specified, 50 is used.
FROM RELEASE 3.35				
dtAppointmentDate	No	All	String	The date part of the required appointment in the format yyyy-mm-dd or yyyymmdd The fields dtAppointmentDate and dtAppointmentTime are set as follows: <ul style="list-style-type: none"> ■ If both are empty or not provided, no appointment is set. The event will be distributed as soon as possible. ■ If only a date is provided, the time is set to 00:00. The event will be distributed at the earliest on the date specified, distribution will be tried immediately if this is in the past. ■ If only a time is provided, the date will be set to the next possible instance of that time. Example: <ul style="list-style-type: none"> ■ If it is currently 15:30, and the time is set to 10:00, the date will be set to the next day. ■ If it is currently 15:30 and the time is set to 18:00, the date will be set to the same day. ■ If both a date and time are provided, the appointment is set exactly to this. The event will be distributed at the earliest on the date specified, distribution will be tried immediately if the date is in the past. Note: actual distribution depends on the agents logged in and the distribution requirements (skill, priority etc.).
dtAppointmentTime	No	All	String	The time part of the required appointment in the format hh:mm or hhmm See dtAppointmentDate above for important details on how to use this parameter.
FROM RELEASE 3.35				

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
records	AcidEvent []	An array of AcidEvents containing the created AcidEvent.
count	Integer	1
status	Integer	The return code (also provided by the http status code).

Example Post Data

Create a callback event:

```
{
  "AcidEventTypesID": 3,
  "AcidGroupsID": 235,
  "UsersID": null,
  "Sender" : "49199123456789",
  "Receiver" : "4919900112233",
  "Subject": "Callback request from 49199123456789 on 2020.08.09 at 09:00",
  "Body": "This is an automatically generated callback request via the REST API.\r\nCongratulations!\r\n",
  "CrmURL": "https://www.jtel.de",
  "UserData": "987654"
}
```

Create a callback event for a specific user:

```
{
  "AcidEventTypesID": 3,
  "AcidGroupsID": 235,
  "UsersID": 3,
  "Sender" : "49199123456789",
  "Receiver" : "4919900112233",
  "Subject": "Callback request from 49199123456789 on 2020.08.09 at 09:00",
  "Body": "This is an automatically generated callback request via the REST API.\r\nCongratulations!\r\n",
  "CrmURL": "https://www.jtel.de",
  "UserData": "987654"
}
```

Create a ticket event:

```
{
  "AcidEventTypesID": 6,
  "AcidGroupsID": 235,
  "UsersID": null,
  "Sender" : "info@example.com",
  "Receiver" : "support@jtel.de",
  "Subject": "A new ticket 123456 has been created via the REST API. Congratulations!",
  "CrmURL": "https://www.jtel.de",
  "UserData": "123456"
}
```

Example response:

```

{
  "records": [
    {
      "SkillsValue2": null,
      "SkillsValue1": null,
      "ChatConnectorsID": null,
      "UserData": "123456",
      "SkillsValue3": null,
      "dtReceived": null,
      "AcdGroupsID": 235,
      "dtRemind": null,
      "EventData": "<eventData><urls><url><urlPath>https://www.jtel.de</urlPath><displayName>123456</displayName></url></urls><body html=\"true\"></body></eventData>",
      "AcdWorkflowConnectorsID": null,
      "AcdInboxesID": null,
      "ID": 2039,
      "LastAgentTime": 0,
      "CrmURL": "https://www.jtel.de",
      "WorkflowMonitorPointsID": null,
      "AcdReplyingTypesID": null,
      "AcdEventTypesID": 6,
      "dtModified": "2020-09-15T02:59:32.794",
      "bCloseByForeignSystem": false,
      "Receiver": "support@jtel.de",
      "Subject": "A new ticket 123456 has been created via the REST API. Congratulations!",
      "UsersID": null,
      "Sender": "info@example.com",
      "ForeignSystemNumber": "123456",
      "dtCreated": "2020-09-15T02:59:32.794",
      "UserData2": null,
      "UserData3": null,
      "SkillsID3": null,
      "SkillsID1": null,
      "SkillsID2": null,
      "AcdEventStatusID": 1,
      "dtLastModified": "2020-09-15T02:59:32.929"
    }
  ],
  "count": 1,
  "status": 200
}

```

Result_



NOTE: If the Result_ parameter is received in the returned event and this contains the value **"UPDATED"**, then this means the ACD group configuration stipulates that no duplicate ACD events should be created. In this case, the existing event is returned and updated with a comment.