

AcdEvents REST API - Data Structures

- [AcdEventStatus Data Structure](#)
- [AcdEventType](#)
- [AcdEvent](#)

AcdEventStatus Data Structure

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

```
{
  "ShortText": "AcdEventStatus.EnterSystem",
  "ID": 0
}
```

AcdEventType

An AcdEventType is represented as a JSON Object as shown in the following example.

```
{
  "ShortText": "AcdEventTypes.VoiceMail",
  "ID": 1
}
```

AcdEvent

An AcdEvent is represented as a JSON Object as shown in the following example.

```
{
    "SkillsValue2": null,
    "SkillsValue1": null,
    "ChatConnectorsID": null,
    "UserData": "987654",
    "SkillsValue3": null,
    "dtReceived": null,
    "AcidGroupsID": 235,
    "AcidConfigurationGroupsID": 235,
    "dtRemind": null,
    "EventData": "<eventData><callbackNumber>49199123456789</callbackNumber><body html=\"true\"><content>This is an automatically generated callback
request via the REST API.\r\n\r\nCongratulations!\r\n\r\n</content></body></eventData>",
    "AcidWorkflowConnectorsID": null,
    "AcidInboxesID": null,
    "ID": 1631,
    "LastAgentTime": null,
    "CrmURL": "https://www.jtel.de",
    "WorkflowMonitorPointsID": null,
    "AcidReplyingTypesID": null,
    "AcidEventTypesID": 3,
    "dtModified": "2020-08-09T02:32:30.010",
    "bCloseByForeignSystem": false,
    "Receiver": "4919900112233",
    "Subject": "Callback request from 49199123456789 on 2020.08.09 at 09:00",
    "UsersID": 3,
    "Sender": "49199123456789",
    "ForeignSystemNumber": null,
    "dtCreated": "2020-08-09T02:32:26.843",
    "UserData2": null,
    "UserData3": null,
    "SkillsID3": null,
    "SkillsID1": null,
    "SkillsID2": null,
    "AcidEventStatusID": 20,
    "dtLastModified": "2020-08-09T02:32:30.163",
    "AcidEventsCreatorTypesID": 1
}
```