Routing Applications REST API

Introduction

FROM RELEASE 3.29

The REST API for call routing applications supports the following functions:

- Informational
  - Retrieval of all routing applications from a client account
- Control
  - Run a routing application as a daemon process (background job) retrieving the result of the operation as a JSON structure.
  - Note, this functionality is usually used in combination with a chatbot or voicebot to perform interactions with backend systems such as CRM or ERP which are connected to the jtel system.

Documentation

- Routing Applications REST API - Data Structures
- Routing Applications REST API - Functions