Extensions Services

This section describes the UnifiedAPI requests used to manipulate Extensions.

Overview

The Extension Services are used to manage and list phone call events, fetch the registration status of an extension, and manipulate the status of queue agents.

The Service is available to Apps registered to the following account types:

- Administrator
- Organization
- User

Requests

Phone Call Events

This service allows you to add call events for an Extension. These events are executed every time an Extension receives, closes, or sends a call.

Name	REST URI	Description
Create	POST /extensions/userId/extensionNumber/phoneCallEvents/	Creates a new phone call event.
Update	PUT /extensions/userId/extensionNumber/phoneCallEvents/phoneCallEventId	Updates a phone call event.
List	GET /extensions/userId/extensionNumber/phoneCallEvents	Lists all the phone call events.
Delete	DELETE /extensions/userId/extensionNumber/phoneCallEvents/phoneCallEventId	Deletes an phone call event.

Presence

This service allows you to check the registration status of an Extension.

Name	REST URI	Description
List	GET /extensions/userId/extensionNumber/presence	List the status and the type of phone where the extension is registered.

Queue Agent

This service allows you to log in, log out, and pause queue agents.

Name	REST URI	Description
Update	PUT /extensions/userId/extensionNumber/queueAgent/agentId	Logs in or logs out a queue agent.
List	GET /extensions/userId/extensionNumber/queueAgent	List the all the statues of a queue agent.

Related Topics
Service Discovery

PhoneCalls Service

CDR Service

Faxes Service

Demo Apps