

Introduction

SystemAPI allows third-party applications to manage important VoipNow services, including accounts, charging plans, call costs, reports, and PBX features. In order to be able to exchange data with the web service, applications must build data objects according to the VoipNow SystemAPI schema and encode them in SystemAPI messages. These messages must then be sent to the web service over HTTP.

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Features

Here are some of the major SystemAPI attributes:

Simple to use

This service provides developers with direct access to the system resources and straightforward methods which they can efficiently use in order to manage the desired components.

Comprehensive

With SystemAPI, the developer has a global, yet precise view on what happens with the VoipNow system resources. The service provides access to many functions and new methods are consistently added to improve the user experience, allowing the developer to control more resources via SOAP.

Flexible

Interaction with the web service can be performed by means of any programming language, from any software application using the Internet.

Secure

SystemAPI requests and answers can be encrypted and the authentication supports the 2-legged OAuth 2.0 method, which means that each application will use different access credentials to access the same account.

Reliable

The service runs on top of the proven VoipNow infrastructure inheriting its reliability parameters.

Fast

The SystemAPI low-level architecture guarantees delivery and fast response to requests.

Services and terminology

Considering that VoipNow offers flexible access to its resources via SOAP, developers can design the applications according to their needs. Here are some of the most important features that can be managed remotely:

[Accounts](#)

You can remotely manage the general account operations available for service providers, organizations, and extensions via third-party applications using SOAP.

[Service Providers](#)

If you want to interact with the service provider infrastructure, you can design appropriate third-party applications to perform the required tasks.

[Organizations](#)

If you want to interact with the organization infrastructure, you can design appropriate third-party applications to perform the required tasks.

[Users](#)

If you want to interact with the user infrastructure, you can design appropriate third-party applications to perform the required tasks.

[Extensions](#)

You can manage telephony, conference, IVR, queue, and all the other features offered by our application remotely, via SOAP.

[Charging Plans](#)

You can add and manage the global charging plans used by the VoipNow users by defining their type, the charging rules and the exceptions, the fees charged for both local and external calls, incoming and outgoing, or the charging credits (for prepaid plans) and the charging limits (for postpaid plans).

Channels

The channels transmit the information from and to the callers inside and outside the system. Your applications can manage the channels, the groups used for routing the outgoing calls, as well as the public phone numbers or the channel groups. VoipNow allows users to choose between IAX, SIP, ENUM, and PRI channels.

Unified Communications

Developers can design third-party applications that interact with PBX features such as time intervals, OpenIDs, system templates, special phone numbers used for screening the calls, Live Monitor statistics, and so much more.

Global Operation

You can design third-party applications to manage linked operations via SOAP.

Reports

System reports can be easily accessed remotely, offering a wide range of statistics that include the following:

- **Overview** - This report offers a general overview of the VoipNow system, including the number of accounts and channels currently available, the system usage for the ongoing month, and the available sound files in use;
- **Call reports** - VoipNow offers an easy way to keep track of all the registered calls within a certain month, including call duration, call costs, as well as the profit obtained for each conversation; furthermore, advanced search functions are available in order to help you find exactly the calls you are looking for;
- **Call flows** - You can develop applications that monitor in real time both the incoming and the outgoing call flows;
- **Call statistics** - This feature provides graphical and statistical representations for some of the most important events such as the call's average successful rate, distribution by destination and extension type, the top hangup causes and the top callers.

Additional Web Services references

- [Web Service Description Language \(WSDL\)](#)