



Integrate using our V2 APIs

API Documentation

Request Header

```
Accept: application/json
Content-Type: application/json
Authorization: Bearer {AUTH_TOKEN}
```

Messages

Messages are created by agents and stored on your account. Each message consists of standard data fields but can also contain a number of custom fields.

List messages

GET /api/v2/messages

```
{baseUrl}/v2/messages
```

Returns a summary of all the messages.

Get all messages in a specific date range

GET

/api/v2/messages?from_date=<MM-DD-YYYY>&to_date=<MM-DD-YYYY>

```
{baseUrl}/v2/messages?from_date=<MM-DD-YYYY>&to_date=<MM-DD-YYYY>
```

Returns a summary of all the messages in the specified date range.

Get a single message

GET /api/v2/messages/<message_id>

```
{baseUrl}/v2/messages/<message_id>
```

Example Response Format:



200 OK

JavaScript

```
{
  "data": {
    "id": 939,
    "read": true,
    "pbx_name": "tascom",
    "phone_number": "",
    "extension": "",
    "caller_id": "9548326297",
    "first_name": "",
    "last_name": "",
    "company_name": "",
    "content": "This is a test message",
    "status": "delivered",
    "account_id": 4,
    "agent_id": 3,
    "user_id": null,
    "created_at": "2025-01-21T22:08:20.671Z",
    "updated_at": "2025-01-21T22:08:20.858Z",
    "ivr": "",
    "pickup_date": null,
    "pickup_user_id": null,
    "contact_id": 541,
    "delivered_at": "2025-01-21T22:08:20.855Z",
    "delivered_by": 3,
    "delivered_to": null,
    "phone": "",
    "email": "",
    "call_ref_id": "",
    "sale_id": null,
    "note": "",
    "did_id": 5,
    "address": "",
    "address2": "",
    "city": "",
    "state": "",
    "zip": "",
    "how_you_hear_about_us": "",
    "is_emergency": false,
    "alt_phone": "",
    "positive_data_dip": false,
  }
}
```



```
"answers": {
  "recent_changes": "",
  "additional_information": "",
  "other_parties": "",
  "meeting_preference": "Virtual",
  "urgent": "Yes",
  "content": "This is a test message",
  "zip": "",
  "city": "",
  "state": "",
  "user_id": ""
},
"escalation_level_id": 7,
"next_escalation_at": "2025-01-21T22:09:20.783Z",
"receiver_name": "John Doe",
"non_message_type": "",
"activities_count": 6,
"closing_action_group_id": 1,
"email_subject": "",
"escalation_counter": 0,
"origin": null,
"message_received_date": null,
"disposition": null,
"call_id": null,
"chat_session_id": null,
"to_do_task_id": null,
"from_to_do": false,
"send_at": null,
"uuid": "8895c21e-8c3a-48e2-80dd-03acf32705fd",
"class_names": ""
}
}
```

200 OK

404 Not Found

- Invalid API Token



```
{  
  "success": false,  
  "info": "Invalid token",  
  "data": {}  
}
```

Create a To Do

POST /api/v2/to_dos

Example Payload:

JavaScript

```
{  
  "account_number": "W0411",  
  "delivery_type": "sms",  
  "contact": "jose@kauneonga.com",  
  "from": "+17542838007",  
  "message_text": "Latest code: This should be an active todo",  
  "schedule": {  
    "frequency": "weekly",  
    "times": ["9:00 AM"],  
    "days": ["Tuesday", "Thursday", "Saturday"],  
    "interval": 2  
  }  
}
```

Example Response:

JavaScript

```
{  
  "data": {  
    "to_do": {
```



```
"id": 157,
"phone_id": 5,
"delivery_type": "sms",
"instructions": null,
"contact": "jose@kauneonga.com",
"created_at": "2024-11-28T17:28:12.723Z",
"updated_at": "2024-11-28T17:28:12.723Z",
"message_text": "Latest code: This should be an active todo",
"times": null,
"is_sending": false,
"run_at": null,
"from": "7542838007",
"subject": null,
"from_email": null,
"sendgrid_authenticated_domain_id": null,
"sender_name": null
},
"schedule": {
  "id": 76,
  "schedulable_id": 157,
  "schedulable_type": "ToDo",
  "rule": {
    "rule_type": "IceCube::WeeklyRule",
    "interval": 2,
    "validations": {
      "day": [2, 4, 6]
    }
  }
},
"times": ["9:00 AM"],
"previous_occurrence": null,
"next_occurrence": "2024-11-30T14:00:00.000Z",
"created_at": "2024-11-28T17:28:12.727Z",
"updated_at": "2024-11-28T17:28:12.743Z"
}
}
```

List of To Dos



GET /api/v2/to_dos

Example Payload:

JavaScript

```
{
  "account_number": "W0411",
  "delivery_type": "sms",
  "contact": "jose@kauneonga.com",
  "from": "+17542838007",
  "message_text": "Latest code: This should be an active todo",
  "schedule": {
    "frequency": "weekly",
    "times": ["9:00 AM"],
    "days": ["Tuesday", "Thursday", "Saturday"],
    "interval": 2
  }
}
```

Example Response:

JavaScript

```
{
  "data": {
    "to_do": {
      "id": 157,
      "phone_id": 5,
      "delivery_type": "sms",
      "instructions": null,
      "contact": "jose@kauneonga.com",
      "created_at": "2024-11-28T17:28:12.723Z",
      "updated_at": "2024-11-28T17:28:12.723Z",
      "message_text": "Latest code: This should be an active todo",
      "times": null,
      "is_sending": false,
      "run_at": null,
      "from": "7542838007",
    }
  }
}
```



```
{
  "subject": null,
  "from_email": null,
  "sendgrid_authenticated_domain_id": null,
  "sender_name": null
},
{
  "schedule": {
    "id": 76,
    "schedulable_id": 157,
    "schedulable_type": "ToDo",
    "rule": {
      "rule_type": "IceCube::WeeklyRule",
      "interval": 2,
      "validations": {
        "day": [2, 4, 6]
      }
    }
  },
  "times": ["9:00 AM"],
  "previous_occurrence": null,
  "next_occurrence": "2024-11-30T14:00:00.000Z",
  "created_at": "2024-11-28T17:28:12.727Z",
  "updated_at": "2024-11-28T17:28:12.743Z"
}
}
```

List Call Recordings

GET /api/v2/call-recordings

Example Payload:

```
JavaScript
{
  "data": [
    {
      "id": 36,
      "call_id": 266805,
```



```
"call_sid": "4f1c7b5e-744b-11ef-9bdd-02420a1f2070",
"account_number": "JoseDev",
"did_number": "5617819977",
"from": "529841275287",
"agent_username": "jose",
"started_at": "2024-09-16T16:47:21.169Z",
"recording": "https://yourdomain.com/recording.mp3",
"cdr": {
  "id": 247298,
  "unique_call_id": 1000266805,
  "start_time": "2024-09-16T16:47:07.002Z",
  "call_type": "InboundCall",
  "start_client": "JoseDev",
  "end_client": "JoseDev",
  "callerid": "529841275287",
  "number_dialed": "5617819977",
  "did": "5617819977",
  "agent_name": "jose",
  "agent_id": 11,
  "skill_name": "Spanish",
  "skill_id": "1",
  "connection_sec": 18,
  "ivr_sec": 0,
  "wait_sec": 11,
  "talk_sec": 6,
  "hold_sec": 0,
  "transfer_sec": 0,
  "wrap_sec": 0,
  "agent_answer_time": "2024-09-16T16:47:19.326Z",
  "end_time": "2024-09-16T16:47:25.171Z",
  "hang_up_time": "2024-09-16T16:47:25.068Z",
  "who_hung_up": "agent",
  "original_call_id": 266805,
  "call_created_at": "2024-09-16T16:47:07.478Z",
  "is_orphaned": false,
  "conference_sec": 0,
  "conference_talk_sec": 0
}
]
```