

# HTTP API

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agent.xsd:

```

<?xml version="1.0" encoding="UTF-8"?>
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema" elementFormDefault="qualified" attributeFormDefault="
unqualified">

  <!-- agentStatusType -->
  <xs:simpleType name="AgentStatusType">
    <xs:restriction base="xs:string">
      <xs:enumeration value="logged_out"/>
      <xs:enumeration value="available"/>
      <xs:enumeration value="auxwork"/>
    </xs:restriction>
  </xs:simpleType>

  <!-- agentActivityType -->
  <xs:simpleType name="AgentActivityType">
    <xs:restriction base="xs:string">
      <xs:enumeration value="none"/>
      <xs:enumeration value="talking"/>
      <xs:enumeration value="acw"/>
    </xs:restriction>
  </xs:simpleType>

  <xs:simpleType name="ChannelAvailability">
    <xs:restriction base="xs:string">
      <xs:enumeration value="busy"/>
      <xs:enumeration value="free"/>
      <xs:enumeration value="blocked"/>
      <xs:enumeration value="occupied"/>
      <xs:enumeration value="not_exists"/>
    </xs:restriction>
  </xs:simpleType>

  <xs:complexType name="Channel">
    <xs:sequence>
      <xs:element name="additional_info">
        <xs:complexType>
          <xs:anyAttribute/>
        </xs:complexType>
      </xs:element>
    </xs:sequence>
    <xs:attribute name="type" type="xs:string"/>
    <xs:attribute name="status" type="ChannelAvailability"/>
  </xs:complexType>

  <xs:complexType name="Channels">
    <xs:sequence>
      <xs:element name="channel" type="Channel" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>

  <xs:complexType name="AgentInfo">
    <xs:sequence>
      <xs:element name="channels" type="Channels"/>
    </xs:sequence>
    <xs:attribute name="agent_id" type="xs:string" use="optional"/>
    <xs:attribute name="display_name" type="xs:string" use="optional"/>
    <xs:attribute name="status" type="AgentStatusType" use="optional"/>
    <xs:attribute name="blocked" type="xs:boolean" use="optional"/>
    <xs:attribute name="activity" type="AgentActivityType" use="optional"/>
    <xs:attribute name="groups" type="xs:string" use="optional"/>
    <xs:attribute name="force_logout" type="xs:boolean" use="optional"/>
    <xs:attribute name="is_supervisor" type="xs:boolean" use="optional"/>
  </xs:complexType>

</xs:schema>

```

call\_history\_common.xsd:

```

<?xml version="1.0" encoding="UTF-8"?>
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema" elementFormDefault="qualified" attributeFormDefault="
unqualified">

  <xs:simpleType name="SortType">
    <xs:restriction base="xs:string">
      <xs:enumeration value="asc"/>
      <xs:enumeration value="desc"/>
    </xs:restriction>
  </xs:simpleType>

  <xs:simpleType name="ActivatedBy">
    <xs:restriction base="xs:string">
      <xs:enumeration value="me"/>
      <xs:enumeration value="remote"/>
    </xs:restriction>
  </xs:simpleType>

  <xs:complexType name="UrlList">
    <xs:sequence>
      <xs:element name="url" type="xs:string" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>

  <xs:simpleType name="PhoneNumber">
    <xs:restriction base="xs:string">
      </xs:restriction>
    </xs:simpleType>

  <xs:complexType name="SSTransfer">
    <xs:attribute name="activated_by" type="ActivatedBy" use="required"/>
    <xs:attribute name="activator" type="PhoneNumber" use="required"/>
    <xs:attribute name="activator_display_name" type="xs:string" use="optional"/>
    <xs:attribute name="participant" type="PhoneNumber" use="required"/>
    <xs:attribute name="participant_display_name" type="xs:string" use="optional"/>
    <xs:attribute name="target" type="PhoneNumber" use="required"/>
    <xs:attribute name="target_display_name" type="xs:string" use="optional"/>
    <xs:attribute name="activate_time" type="xs:string" use="required"/> <!-- -->
    <xs:attribute name="call_record" type="xs:string" use="optional"/> <!-- url -->
    <xs:attribute name="is_master" type="xs:string" use="optional"/> <!-- -->
  </xs:complexType>

  <xs:complexType name="SSList">
    <xs:sequence>
      <xs:choice minOccurs="0" maxOccurs="unbounded">
        <xs:element name="transfer" type="SSTransfer" minOccurs="0" maxOccurs="unbounded"/>
      </xs:choice>
    </xs:sequence>
  </xs:complexType>
</xs:schema>

```

## conversation.xsd:

```

<?xml version="1.0" encoding="UTF-8"?>
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema" elementFormDefault="qualified" attributeFormDefault="
unqualified">

  <!--AutoCompleteTimeout-->
  <xs:simpleType name="AutoCompleteTimeout">
    <xs:restriction base="xs:nonNegativeInteger">
      <xs:minInclusive value="0"/>
      <xs:maxInclusive value="3600"/>
    </xs:restriction>
  </xs:simpleType>

```

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</xs:simpleType>

<xs:simpleType name="ConversationStatus">
  <xs:restriction base="xs:string">
    <xs:enumeration value="alerting"/>
    <xs:enumeration value="initiating"/>
    <xs:enumeration value="working"/>
    <xs:enumeration value="fax_receiving"/>
    <xs:enumeration value="fax_rejecting"/>
    <xs:enumeration value="hold"/>
    <xs:enumeration value="acw"/>
    <xs:enumeration value="released"/>
  </xs:restriction>
</xs:simpleType>

<xs:simpleType name="ConversationType">
  <xs:restriction base="xs:string">
    <xs:enumeration value="call"/>
    <xs:enumeration value="mail"/>
    <xs:enumeration value="chat"/>
  </xs:restriction>
</xs:simpleType>

<xs:simpleType name="Direction">
  <xs:restriction base="xs:string">
    <xs:enumeration value="in"/>
    <xs:enumeration value="out"/>
  </xs:restriction>
</xs:simpleType>

<xs:simpleType name="CCMode">
  <xs:restriction base="xs:string">
    <xs:enumeration value="normal"/>
    <xs:enumeration value="consult"/>
    <xs:enumeration value="consult_conference"/>
  </xs:restriction>
</xs:simpleType>

<xs:complexType name="Conversation">
  <xs:sequence>
    <xs:element name="additional_info" minOccurs="0" maxOccurs="1">
      <xs:complexType>
        <xs:sequence>
          <xs:any namespace="##any" processContents="lax" minOccurs="0" maxOccurs="unbounded" />
        </xs:sequence>
      </xs:complexType>
    </xs:element>
  </xs:sequence>
  <xs:attribute name="id" type="xs:string" use="required"/>
  <xs:attribute name="type" type="ConversationType" use="required"/>
  <xs:attribute name="status" type="ConversationStatus" use="required"/>
  <xs:attribute name="start_time" type="xs:string" use="required"/>
  <xs:attribute name="answer_time" type="xs:string" use="optional"/>
  <xs:attribute name="release_time" type="xs:string" use="optional"/>
  <xs:attribute name="fax_receiving_time" type="xs:string" use="optional"/>
  <xs:attribute name="acd" type="xs:boolean" use="required"/>
  <xs:attribute name="queue_id" type="xs:string" use="optional"/>
  <xs:attribute name="queue_description" type="xs:string" use="optional"/>
  <xs:attribute name="direction" type="Direction" use="required"/>
  <xs:attribute name="display_name_a" type="xs:string" use="required"/>
  <xs:attribute name="display_name_b" type="xs:string" use="required"/>
  <xs:attribute name="digits_a" type="xs:string" use="optional"/>
  <xs:attribute name="digits_b" type="xs:string" use="optional"/>
  <xs:attribute name="fax_receive" type="xs:boolean" use="optional"/>
  <xs:attribute name="ref" type="xs:string" use="required"/>
  <xs:attribute name="auto_complete_launched" type="xs:boolean" use="required"/>
  <xs:attribute name="auto_complete_timeout" type="AutoCompleteTimeout" use="optional"/>
  <xs:attribute name="description" type="xs:string" use="optional"/>
  <xs:attribute name="is_consult" type="xs:boolean" use="optional"/>
</xs:complexType>

```

```
</xs:schema>
```

## error.xsd:

```
<?xml version="1.0" encoding="UTF-8"?>
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema" id="error">
  <xs:annotation>
    <xs:documentation xml:lang="en">
      Error message for Contact-center Web API.
      Copyright 2014, Eltex. All rights reserved.
    </xs:documentation>
  </xs:annotation>

  <!-- <error> -->
  <xs:complexType name="errorType">
    <xs:attribute name="cmd" type="xs:token" use="required" />
    <xs:attribute name="reason" type="errorReasonType" use="required" />
    <xs:attribute name="body" type="xs:string" use="optional" />
    <!-- entity="[nonempty_string()]" -->
    <xs:attribute name="entity" type="xs:normalizedString" use="optional" />
  </xs:complexType>
  <!-- </error> -->

  <!-- Error reasons description -->
  <xs:simpleType name="errorReasonType">
    <xs:restriction base="xs:token">
      <!-- common -->
      <xs:enumeration value="timeout" />
      <!-- supervisor -->
      <xs:enumeration value="released" />
      <xs:enumeration value="wrong_state_for_supervise" />
      <xs:enumeration value="absent_leg" />
      <xs:enumeration value="absent_miid" />

      <xs:enumeration value="unknown_error" />
      <xs:enumeration value="bad_token_info" />
      <xs:enumeration value="set_error" />
      <xs:enumeration value="exception" />
      <xs:enumeration value="error" />
      <xs:enumeration value="invalid_input_xml" />
      <xs:enumeration value="nocommand" />
      <xs:enumeration value="invalid_xml" />
      <xs:enumeration value="bad_licence" />
      <xs:enumeration value="profile_in_use" />
      <xs:enumeration value="no_rights" />
      <xs:enumeration value="parse_error" />
      <xs:enumeration value="exit" />
      <xs:enumeration value="canceled_by_user" />
      <xs:enumeration value="not_exists" />
      <xs:enumeration value="already_declared" />
      <xs:enumeration value="badflags" />
      <xs:enumeration value="badargs" />
      <xs:enumeration value="badinput" />
      <xs:enumeration value="aborted" />
      <xs:enumeration value="no_enough_addresses" />
      <xs:enumeration value="no_enough_ifaces" />
      <xs:enumeration value="invalid_range" />
      <xs:enumeration value="const" />
      <xs:enumeration value="db_error" />
      <xs:enumeration value="invalid_value" />
      <xs:enumeration value="name_already_in_use" />
      <xs:enumeration value="no_such_gateway" />
      <xs:enumeration value="bad_gateway_type" />
      <xs:enumeration value="no_signaling_gateway" />
      <xs:enumeration value="no_trunk_gateway" />
      <xs:enumeration value="no_such_opc" />
    </xs:restriction>
  </xs:simpleType>
</xs:schema>
```

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        <xs:enumeration value="no_such_dpc"/>
        <xs:enumeration value="not_equal_dpc"/>
        <xs:enumeration value="bad_internal_iface_format"/>
        <xs:enumeration value="interface_already_exists"/>
        <xs:enumeration value="port_already_in_use"/>
        <xs:enumeration value="no_such_port"/>
        <xs:enumeration value="session_not_found"/>
        <xs:enumeration value="lock_not_found"/>
        <xs:enumeration value="already_blocked"/>
        <xs:enumeration value="absent_miid"/>
        <xs:enumeration value="already_supervise"/>
        <xs:enumeration value="unknown_event_subscription"/>
        <xs:enumeration value="cannot_perform_cmd"/>
        <xs:enumeration value="no_such_group" />
        <xs:enumeration value="busy" />
        <xs:enumeration value="not_permitted" />
        <xs:enumeration value="failed" />
        <!-- More reasons can be added here -->
    </xs:restriction>
</xs:simpleType>
<!-- End of error reasons description -->

</xs:schema>

```

## ss.xsd:

```

<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema">

    <xs:complexType name="SSTransfer">
        <xs:attribute name="activator" type="xs:string" use="required">
            <xs:annotation>
                <xs:documentation xml:lang="ru">
                    /
                </xs:documentation>
            </xs:annotation>
        </xs:attribute>
        <xs:attribute name="participant" type="xs:string" use="required">
            <xs:annotation>
                <xs:documentation xml:lang="ru">
                    activator,          target
                </xs:documentation>
            </xs:annotation>
        </xs:attribute>
        <xs:attribute name="target" type="xs:string" use="required">
            <xs:annotation>
                <xs:documentation xml:lang="ru">
                    /
                </xs:documentation>
            </xs:annotation>
        </xs:attribute>
        <xs:attribute name="activate_time" type="xs:string" use="required"/>
    </xs:complexType>

</xs:schema>

```