PATLive API v2

General

The base URI for all API calls is

```
https://api.patlive.com/v2/
```

Authentication/Authorization

Consumers must present a valid authToken value in the Authorization header of each request, like so:

```
Authorization: Bearer {authToken}
```

The only exception to this is the process of obtaining an initial authToken, where Basic authentication is used instead:

```
Authorization: Basic {username:password encoded as Base64}
```

It should be assumed that any API endpoint may return a 401 Unauthorized or 403 Forbidden when called.

Return Values

Generally, the API returns the following HTTP status codes:

- 200 OK

  Successful; the response body will contain JSON specific to the API function called.

- 204 No Content

  Successful, but no response has been returned (such as a delete or a search with a filter that returned no rows).

- 400 Bad Request

  Something was wrong with the request, such as missing parameters or invalid values, or an invalid HTTP verb.

- 401 Unauthorized

  The consumer did not pass in a valid authToken with the request.

- 403 Forbidden

The credentials used are correct, but are not allowed to access the API for some reason.

- 404 Not Found

    The ID passed into the API doesn't exist.

- 410 Gone

    The resource ID requested is valid, but the resource itself no longer exists (e.g., a voicemail message that has been deleted).

In the case of all 4xx errors, the body of the response may contain a JSON object with additional information about the error.

Example Usage

Log in

```
POST https://api.patlive.com/v2/tokens/
    Authentication: Basic {username:password}
```

Get a list of mailboxes for the current user

```
GET https://api.patlive.com/v2/instances/
    Authentication: Bearer {authToken}
```

Show all calls for mailbox

```
GET https://api.patlive.com/v2/calls/?instanceId={instanceId}
    Authentication: Bearer {authToken}
```

Show only voicemail calls for mailbox

```
GET https://api.patlive.com/v2/calls/?instanceId={instanceId}&hasVoicemail=true
    Authentication: Bearer {authToken}
```

Get details for a call

```
GET https://api.patlive.com/v2/calls/{callId}/
    Authentication: Bearer {authToken}
```

Get voicemail audio

```
GET https://api.patlive.com/v2/voicemails/{voicemailId}/audio/
    Authentication: Bearer {authToken}
```

Mark call as reviewed

```
PATCH https://api.patlive.com/v2/calls/{callId}/?callStatus=Reviewed
    Authentication: Bearer {authToken}
```

Mark multiple calls as reviewed

```
PATCH https://api.patlive.com/v2/calls/batch/
    Authentication: Bearer {authToken}
    Body: [{"id": "{callId}", "callStatus": "Reviewed"}]
```

Get current user's status

```
GET https://api.patlive.com/v2/users/
    Authentication: Bearer {authToken}
```

Change current user's status (all instances)

```
PATCH https://api.patlive.com/v2/users/?userStatusId=1
    Authentication: Bearer {authToken}
```

Log out/Revoke current token

```
DELETE https://api.patlive.com/v2/tokens/
    Authentication: Bearer {authToken}
```

API Reference

Authentication

Tokens are used to verify access to the API. Once a token is created, it does not expire. All API calls except for the initial POST require an HTTP Authorization header containing the token to be considered valid.

Obtain a token to interact with the API

API Path

```
POST /v2/tokens/
```

To obtain a token, consumers should POST to this URL with the Authorization header filled in using a username and password. Format is as follows:

```
Authorization: Basic {username}:{password}
```

Note that the {username}:{password} value must be Base64 encoded.

Success

Returns 201 Created with JSON describing the authToken and instances on the account.

```
{
    "authToken": "xxxxxxxx",
    "user": {
        "username": "username",
        "userStatus": {
            "userStatusId": 1,
            "label": "Available",
            "type": "Free"
        }
    },
    "instances": [{
        "instanceId": 1234,
        "name": "Sales",
        "counts": {
            "New": 5,
            "Reviewed": 161
        }
    }]
}
```

Verify current token

API Path

```
GET /v2/tokens/
```

Success

Returns `200 OK` along with the same body as noted in the "Obtain a token" section above.

Log out/Revoke token

API Path

```
DELETE /v2/tokens/
```

Success

Returns `204 No Content`.

Users

Record Format

```
{
    "username": "username",
    "userStatus": {
        "userStatusId": 1,
        "label": "Available",
        "type": "Free"
    }
}
```

Note that the `userStatus` property may be `null` in cases where the PATLive customer has not enabled user status tracking for their account.

Get information on the current user

API Path

```
GET /v2/users/
```

Success

Returns `200 OK` with the User record.

Update the current user

API Path

```
PATCH /v2/users/?[properties…]
```

Properties

The following properties can be changed:

- userStatusId

    Valid values are determined by a call to the /v2/userStatuses/ endpoint.

Success

Returns 200 OK with the updated User record.

Initiate a password reset

API Path

```
POST /v2/users/passwordreset/?username={username}
```

Success

Returns 200 OK.

Notes

An authentication header is not needed to access this endpoint.

User Statuses

User statuses describe the availability of the current user.

Record Format

```
{
    "userStatusId": 1,
    "label": "Available",
    "type": "Free"
}
```

Get a list of user statuses

API Path

```
GET /v2/userstatuses/
```

Success

Returns `200 OK` with an array of user status records.

Notes

The type property can be one of the following: `Free`, `Busy`, `OutOfOffice`.

Instances

Instances are collections of phone numbers that all contribute to the same voice mailbox and form submissions. A single customer account may have more than one instance, which in turn may have multiple phone numbers.

Record Format

```
{
    "instanceId": 1234,
    "name": "Sales",
    "counts": {
        "New": 5,
        "Reviewed": 161
    }
}
```

Get a list of instances for the current login

API Path

```
GET /v2/instances/
```

Success

Returns `200 OK` with an array of instance records, or `204 No Content`.

Calls

Represents all the calls that have come into a specific instance. The list of calls can be filtered based on what happened during the call and can be paged for better performance.

When requesting a group of calls, you'll receive a "call aggregates" record, followed by an an array of call records.

- The call aggregates record contains status information about the calls returned in the result set; this applies only to the list of calls returned by the filters specified when requesting the call list. It represents the entire result set, not just the page of calls received.

- The calls array contains the information on individual calls.

Record Formats

Full Result

```
{
    "aggregates": {...}, // a Call Aggregates record
    "calls": [...] // an array of Call records
}
```

Call Aggregates

```
{
    "byStatus": {
        "New": 5,
        "Reviewed": 11
    }
}
```

Call

```
{
    "callId": "9348c124-10a0-4933-a3e5-4e85d36c8897",
    "instanceId": 1234,
    "ani": "+18504222527", // e164 format
    "dnis": "+18504222527", // e164 format
    "city": "Tallahassee",
    "state": "FL",
    "callStart": "2021-01-01T13:00:00", // ISO 8601 format, no timezone
    "callStop": "2021-01-01T13:00:00", // ISO 8601 format, no timezone
    "duration": "00:00:00", // hours:minutes:seconds
    "callStatus": "New", // New, Reviewed
    "hasFormSubmission": true,
    "hasTransfer": true,
    "hasVoicemail": true,
    "voicemail": {
        "voicemailId": "9348c124-10a0-4933-a3e5-4e85d36c8897",
```

```
        "created": "2021-01-01T13:00:00",
        "duration": 63, // seconds
        "uri": "/v2/voicemails/9348c124-10a0-4933-a3e5-4e85d36c8897/audio/",
        "deleted": false
    },
    "formSubmissions": [{
        "formSubmissionId": "9348c124-10a0-4933-a3e5-4e85d36c8897",
        "data": [
            { "label": "First Name", "value": "John" },
            { "label": "Last Name", "value": "Doe" },
            { "label": "Address 1", "value": "123 Smith Rd." },
            { "label": "Address 2", "value": "" },
            { "label": "City", "value": "Tallahassee" },
            { "label": "State", "value": "FL" },
            { "label": "ZIP", "value": "32301" },
            { "label": "Phone Number", "value": "(850) 422-2527" },
            { "label": "Fax Number", "value": "" },
            { "label": "Email", "value": "john.doe@gmail.com" },
            { "label": "Reason for call", "value": "Scheduling Appt." }
        ]
    }],
    "timeline": [{
        "type": "ani",
        "timestamp": "2021-01-01T13:00:00",
        "phoneNumber": "+18504222527",
        "location": "Tallahassee, FL"
    }, {
        "type": "dnis",
        "timestamp": "2021-01-01T13:00:00",
        "phoneNumber": "+18504222527",
        "phoneNumberName": "Main Sales Line",
        "location": "Tallahassee, FL"
    }, {
        "type": "userstatus",
        "timestamp": "2021-01-01T13:00:00",
        "userStatus": {
            "userStatusId": 1,
            "label": "Available",
            "type": "Free"
        }
    }, {
        "type": "agent",
        "timestamp": "2021-01-01T13:00:00",
        "agentName": "Megan"
    }, {
        "type": "formsubmission",
        "timestamp": 2021-01-01T13:00:00,
        "formSubmissionId": "9348c124-10a0-4933-a3e5-4e85d36c8897",
        "formName": "General"
    }, {
        "type": "voicemail",
```

```
        "timestamp": "2021-01-01T13:00:00",
        "messageLeft": true,
        "duration": 123 // seconds
    }, {
        "type": "transfer",
        "timestamp": "2021-01-01T13:00:00",
        "phoneNumber": "+18504222527",
        "phoneNumberName": "",
        "callerConnected": false
    }],
    "isSpam": false,
    "isHangup": false,
    "agentTime": "00:00:00", // hours:minutes:seconds
    "voicemailTime": "00:00:00", // hours:minutes:seconds
    "transferTime": "00:00:00", // hours:minutes:seconds
}
```

Note that not all of these items may appear in a single call record; they are shown here for documentation purposes.

Get a list of calls

API Path

```
GET /v2/calls/?instanceId=1234&[filters...]&[sorting/paging...]
```

Filters

- `instanceId`

  Required. Must be a valid instance for the current user.

- `callStatus`

  Optional. Defaults to blank. Valid values are `New` or `Reviewed`.

- `hasVoicemail`

  Optional. Defaults to `true` if `hasFormSubmission` and `hasTransfer` are not specified; otherwise, it defaults to `false`. Valid values are `true` and `false`. This field is "or'd" with `hasFormSubmission` and `hasTransfer`.

- `hasFormSubmission`

  Optional. Defaults to `true` if `hasVoicemail` and `hasTransfer` are not specified; otherwise, it defaults to `false`. Valid values are `true` and `false`. This field is "or'd" with `hasVoicemail` and `hasTransfer`.

- `hasTransfer`

Optional. Defaults to `true` if `hasVoicemail` and `hasFormSubmission` are not specified; otherwise, it defaults to `false`. Valid values are `true` and `false`. This field is "or'd" with `hasVoicemail` and `hasFormSubmission`.

- `callStart_min`

  Optional. Defaults to the beginning of time. Format is ISO 8601 with no time portion.

- `callStart_max`

  Optional. Defaults to the end of time. Format is ISO 8601 with no time portion.

- `includeJunk`

  Optional. Defaults to `true`. Specifying `false` will exclude any calls that have been marked as hang-ups or spam by PATLive agents.

Sort Fields

A comma-delimited list of the following:

- `callStart`

  Defaults to descending.

- `ani`

  Defaults to ascending.

Sort fields can be prefixed with `+` or `-` to change the sort direction (ascending and descending, respectively).

Paging Fields

- `page`

  Optional. Defaults to `1`. Must be non-zero. If this value is larger than the actual number of pages, the last page is returned.

- `itemsPerPage`

  Optional. Defaults to `20`. Max is `100`.

Success

Returns `200 OK` with a list of calls, or 204 No Content.

Get information for a specific call

API Path

```
GET /v2/calls/{callId}/
```

Success

Returns `200 OK` with a call record.

Update a specific call

API Path

```
PATCH /v2/calls/{callId}/?[properties...]
```

Properties

The following properties can be changed:

- `callStatus`

  Valid values are `New` and `Reviewed`.

Success

Returns `200 OK` along with the updated call record.

Update multiple calls

API Path

```
PATCH /v2/calls/batch/
```

Success

Returns `200 OK` along with the updated call records.

Notes

The body of the request should include an array of records indicating the calls to be updated, and the changes to be made to each one:

```
[{ "id": "9348c124-10a0-4933-a3e5-4e85d36c8897", "callStatus": "Reviewed" }]
```

Get a count of calls

API Path

```
   GET /v2/calls/count/?instanceId=1234
```

Success

Returns 200 OK along with a record in the following format:

```
   { "New": 52, "Reviewed": 19 }
```

Voicemail

The voicemail audio for a specific call can be downloaded in MP3 format using the voicemailId in the call record. The uri property contains a complete path to get the audio, minus the domain name.

Get a voicemail recording

API Path

```
   GET /v2/voicemails/{voicemailId}/audio/
```

Success

Returns 200 OK with a Content-Type and body representing the voicemail audio as an MP3 file.