

Endpoint migration (v1/v2/v3 → v4)

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Global changes

Area	Old API	V4 API
Authentication	Mix of: contact center API key in path (/api/v1/{api_key }/...), contact center API key as query param (? key=...), contact center Bearer token,	Unified: static API key as Bearer token for all endpoints

	user API key as query param (?key=...), user Bearer token	
Pagination	page / per_page or page / limit	offset / limit
Response wrapping	Varies (root array, records , templates , etc.)	Consistent root key (e.g. { "users": [...], "metadata": {...} })
User identification	Agent email or extension	user_id
Naming convention	Mixed (camelCase in some, snake_case in others)	Consistent snake_case

1. Send WhatsApp Messages

Type: Restructured

	Old	New
Endpoint	POST /api/v3/messages/ whatsapp	POST /api/v4/messaging /conversations
Auth	Contact center API key as query param key	Static API key as Bearer token
Scope	—	messaging.conversations.manage

Summary: Multiple recipients per request no longer supported (one conversation per request). Field structure reorganized, agent identified by user_id instead of extension.

Request field mapping

Old field	New field	Comment
<code>from</code>	<code>channel_profile_id</code>	Phone number → channel profile ID
<code>recipients[].to</code>	<code>contact_channel_identifier</code>	One conversation per request now
<code>template_uuid</code>	<code>message.content_data.whatsapp_template_id</code>	Nested under <code>message</code> object
<code>recipients[].template_data.body[].placeholders</code>	<code>message.content_data.placeholders</code>	Flat object <code>{"1": "val"}</code> instead of nested arrays
<code>agent</code>	<code>user_id</code>	Extension → user ID. Optional in both.

Response field mapping

Old field	New field	Comment
<code>status[].to</code>	—	No per-recipient status; one conversation per request
<code>status[].uuid</code>	<code>conversation.id</code>	Conversation UUID
<code>status[].success</code>	—	Use HTTP status codes
<code>status[].errors</code>	—	Errors returned via standard error response

2. List WhatsApp Templates

Type: Renamed

	Old	New
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Endpoint	GET /api/v3/messages/ whatsapp/template s	GET /api/v4/messaging /whatsapp_templat es
Auth	Contact center API key as query param <code>key</code>	Static API key as Bearer token
Scope	—	<code>messaging.whatsap p_templates.read</code>

Summary: Path renamed. Response schema extended with `status`, `status_reason`, `channel_profiles`, and pagination.

Response field mapping

Old field	New field	Comment
<code>templates[].uuid</code>	<code>whatsapp_templates[].id</code>	Same type (UUID)
<code>templates[].name</code>	<code>whatsapp_templates[].name</code>	—
<code>templates[].category</code>	<code>whatsapp_templates[].category</code>	—
<code>templates[].language</code>	<code>whatsapp_templates[].language</code>	—
<code>templates[].body</code>	<code>whatsapp_templates[].body</code>	—
<code>templates[].number</code>	<code>whatsapp_templates[].channel_profiles</code>	Phone → array of channel profile objects
—	<code>whatsapp_templates[].status</code>	New: <code>pending</code> , <code>rejected</code> , <code>approved</code>
—	<code>whatsapp_templates[].status_reason</code>	New

	n	
—	whatsapp_templates[].created_at	New
—	whatsapp_templates[].updated_at	New
—	metadata.total	New: pagination metadata

3. List SMS Templates

Type: Renamed

	Old	New
Endpoint	GET /api/v3/messages/sms/templates	GET /api/v4/messaging/canned_messages
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	messaging.canned_messages.read
Pagination	page / limit	offset / limit

Summary: SMS templates are now part of the unified canned messages resource, which covers all messaging channels.

Response field mapping

Old field	New field	Comment
templates[].id	canned_messages[].id	—
templates[].name	canned_messages[].name	—

<code>templates[].body</code>	<code>canned_messages[]</code> <code>.body</code>	—
<code>templates[].assigned_teams</code>	<code>canned_messages[]</code> <code>.teams</code>	Same structure: <code>{id, name}</code>
—	<code>canned_messages[]</code> <code>.channels</code>	New: array of channel types
—	<code>canned_messages[]</code> <code>.created_at</code>	New
—	<code>canned_messages[]</code> <code>.updated_at</code>	New
<code>metadata.total</code>	<code>metadata.total</code>	—
<code>metadata.page</code>	—	Replaced by <code>offset</code> param
<code>metadata.page_size</code>	—	Replaced by <code>limit</code> param

4. Send SMS

Type: Restructured

	Old	New
Endpoint	POST <code>/api/v1/{api_key}/sendsms</code>	POST <code>/api/v4/messaging/sms</code>
Auth	Contact center API key in path	Static API key as Bearer token
Scope	—	<code>messaging.sms.send</code>

Summary: Agent identification removed from request. Template sending now uses `canned_message_id`. CRM fields consolidated into `source` object.

Request field mapping

Old field	New field	Comment
number	phone_number	—
sender_id	sender_id	—
body	message.content_data.body	Nested; set message.content_type: "text"
template.id	message.content_data.canned_message_id	Nested; set message.content_type: "canned_message"
template.params	message.content_data.params	—
agent	—	Removed
account_id	source.account_id	—
crm	source.system	Renamed

Response field mapping

Old field	New field	Comment
sms_id	sms.id	Wrapped in sms object
segments	—	Removed from response

5. List Conversation Messages

Type: Renamed

	Old	New
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Endpoint	GET /api/conversation /v1/conversations /{uuid}/messages	GET /api/v4/messaging /conversations/{c onversation_id}/m essages
Auth	User Bearer token	Static API key as Bearer token
Scope	—	messaging.convers ations.read
Pagination	offset / limit (default 25, max 500)	offset / limit (default 100, max 100)

Summary: Path parameter renamed from `uuid` to `conversation_id`. Message schema restructured.

Response field mapping

Old field	New field	Comment
messages[].id	messages[].id	UUID
messages[].conversation_id	messages[].conversation_id	Nested in conversation object
messages[].activity	—	Removed. Messages and events separated.
messages[].activity_type	messages[].direction	inbound / outbound / whisper only
messages[].content_type	messages[].content_type	Added <code>contact</code> , <code>location</code> , <code>voice</code>
messages[].participant_id	messages[].user_id	—
messages[].participant_type	—	Removed; use <code>direction</code>

<code>messages[].status</code>	<code>messages[].status</code>	Same enum values
<code>messages[].error_message</code>	<code>messages[].status_reason</code>	Renamed
<code>messages[].created_at</code>	<code>messages[].created_at</code>	—
<code>messages[].updated_at</code>	<code>messages[].updated_at</code>	—
<code>metadata.total</code>	<code>metadata.total</code>	—
<code>metadata.limit</code>	—	Use query param
<code>metadata.offset</code>	—	Use query param

6. Create Conversation Message

Type: Renamed

	Old	New
Endpoint	POST <code>/api/conversation/v1/conversations/{uuid}/messages</code>	POST <code>/api/v4/messaging/conversations/{conversation_id}/messages</code>
Auth	User Bearer token	Static API key as Bearer token
Scope	—	<code>messaging.conversations.manage</code>

Summary: Path parameter renamed. Added `whatsapp_template` content type. Response structure aligned with the list endpoint.

Request field mapping

Old field	New field	Comment
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<code>content_type</code>	<code>content_type</code>	Added <code>whatsapp_template</code>
<code>content_data.text</code>	<code>content_data.body</code>	Renamed for text messages

Response field mapping

Old field	New field	Comment
<code>id</code>	<code>message.id</code>	Wrapped in <code>message</code> object
<code>conversation_id</code>	<code>message.conversation_id</code>	Nested
<code>activity_type</code>	<code>message.direction</code>	<code>outbound</code> → <code>outbound</code>
<code>participant</code>	<code>message.user</code>	<code>{id, type}</code> → <code>{id, name, email}</code>
<code>error_message</code>	<code>message.status_reason</code>	Renamed

7. List Users

Type: Restructured

	Old	New
Endpoint	<code>GET /api/user_management/v1/users</code>	<code>GET /api/v4/users</code>
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	<code>users.read</code>

Pagination	None (returns all)	<code>offset / limit</code>
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Summary: Filters changed from comma-separated values to single values or arrays. Response significantly expanded with nested objects instead of flat strings.

Query parameter mapping

Old param	New param	Comment
<code>id</code> (comma-separated)	—	Removed; use single <code>user_id</code> path param
<code>name</code> (comma-separated)	<code>name</code>	Single value or array
<code>email</code> (comma-separated)	<code>email</code>	Single value or array
<code>sip_account</code> (comma-separated)	<code>sip_account</code>	Single value or array
<code>sag</code> (comma-separated names)	<code>security_access_group_id</code>	Name → ID; single value or array
<code>extension</code> (comma-separated)	<code>extension</code>	Single value or array
<code>caller_id</code> (comma-separated names)	<code>caller_id</code>	Single value or array
<code>timezone</code> (comma-separated)	<code>timezone</code>	Single value or array

Response field mapping

Old field	New field	Comment
<code>[] .id</code>	<code>users[] .id</code>	Response wrapped in <code>users</code> array
<code>[] .sag</code>	<code>users[] .security_access_group</code>	String name → object <code>{id, name}</code>

<code>[].assigned_teams</code>	<code>users[].teams</code>	Comma-separated IDs → array of <code>{id, name}</code>
<code>[].supervisor_in_teams</code>	<code>users[].supervised_teams</code>	Comma-separated IDs → array of <code>{id, name}</code>
<code>[].assigned_queues</code>	<code>users[].queues</code>	Comma-separated names → array of <code>{id, name}</code>
<code>[].assigned_skills</code>	<code>users[].skills</code>	<code>{name, value}</code> → <code>{skill: {id, name}, value}</code>
<code>[].assigned_channels</code>	<code>users[].channels</code> + <code>users[].channel_profiles</code>	Split: channel types as string array + profiles as objects
—	<code>users[].status</code>	New: <code>offline</code> , <code>unavailable</code> , <code>available</code> , <code>inbound</code> , <code>outbound</code> , <code>dialer</code> , <code>postcall</code>
—	<code>users[].supervised_queues</code>	New
—	<code>users[].channel_group_capacity</code>	New
—	<code>users[].speech_language</code>	New
—	<code>users[].created_at</code>	New
—	<code>users[].updated_at</code>	New

—	metadata.total	New
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8. List Agents (CDR reference)

Type: Merged

	Old	New
Endpoint	GET /api/v2/cdr/agents	GET /api/v4/users
Auth	User API key as query param key	Static API key as Bearer token
Scope	—	users.read

Summary: Moved from CDR reference to the general users endpoint. Returns full user objects instead of {id, name} pairs.

Response field mapping

Old field	New field	Comment
[].id	users[].id	—
[].name	users[].name	—

9. List Deleted Agents

Type: Renamed

	Old	New
Endpoint	GET /api/v2/cdr/deleted_agents	GET /api/v4/users/deleted
Auth	User API key as query param key	Static API key as Bearer token

Scope	—	users.read
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Summary: Moved from CDR reference to a dedicated users sub-resource. Returns full user objects instead of {id, name} pairs.

Response field mapping

Old field	New field	Comment
[].id	users[].id	—
[].name	users[].name	—

10. List Teams

Type: Renamed

	Old	New
Endpoint	GET /api/v2/cdr/teams	GET /api/v4/users/teams
Auth	User API key as query param key	Static API key as Bearer token
Scope	—	users.teams.read

Summary: Moved from CDR reference to a dedicated users sub-resource. Returns full team objects instead of {id, name} pairs.

Response field mapping

Old field	New field	Comment
[].id	teams[].id	—
[].name	teams[].name	—

11. Agent Status

Type: Merged

	Old	New
Endpoint	GET <code>/api/v1/{api_key}/agents_status</code>	GET <code>/api/v4/users/{user_id}</code> or GET <code>/api/v4/users</code>
Auth	Contact center API key in path	Static API key as Bearer token
Scope	—	<code>users.read</code>

Summary: Agent status is no longer a separate endpoint. The `status` field is now part of the User resource returned by GET `/api/v4/users/{user_id}` (single user) or GET `/api/v4/users` (list).

Response field mapping

Old field	New field	Comment
<code>[].email</code>	<code>user.email</code>	—
<code>[].ext</code>	<code>user.extension</code>	Renamed
<code>[].status</code>	<code>user.status</code>	Same enum values: <code>offline</code> , <code>unavailable</code> , <code>available</code> , <code>inbound</code> , <code>outbound</code> , <code>dialer</code> , <code>postcall</code>

12. List Campaigns

Type: Renamed

	Old	New
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Endpoint	GET /api/dialer/v1/campaigns	GET /api/v4/campaigns
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	campaigns.read
Pagination	offset / limit (default 25, max 500)	offset / limit (default 100, max 100)

Summary: Response returns full campaign objects. Query filters now accept single value or array.

Query parameter mapping

Old param	New param	Comment
name	name	—
strategy (single value)	strategy	Single value or array
status (single value)	status	Single value or array
method (single value)	method	Single value or array. Values changed (e.g. csv → file_import)
live	live	—
limit	limit	Default changed: 25 → 100. Max changed: 500 → 100.

Response field mapping

Old field	New field	Comment
campaigns[].strategy	campaigns[].strategy	simple, predictive_ai

		(removed advanced)
campaigns[].method	campaigns[].calling_list.method	Nested. Values changed (e.g. csv → file_import)
campaigns[].live	campaigns[].live.enabled	Boolean → nested object

13. Create Campaign

Type: Restructured

	Old	New
Endpoint	POST /api/dialer/v1/campaigns	POST /api/v4/campaigns
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	campaigns.manage

Summary: Many fields renamed. Redial rules restructured. Agent assignment removed from campaign creation. Live campaign settings consolidated into `live` object.

Request field mapping

Old field	New field	Comment
strategy	strategy	simple, predictive_ai (removed advanced)
dialing_order	live.dialing_order	oldest_first → fifo, newest_first → lifo, disabled → omit or set live: null

dial_level_override.override_value	dial_level_override.value	Renamed
voice_message	voice_message_id	Name string → ID
answering_machine_detection	amd_enabled	Renamed
live	live.enabled	Boolean → nested object
survey_enabled	post_call_rating.enabled	Renamed and nested
local_time_settings.call_from	contact_local_time.start_time	Renamed
local_time_settings.call_to	contact_local_time.end_time	Renamed
local_time_settings.week_days	contact_local_time.days_of_week	"Mon"... "Sun" → integers 1..7
caller_id_sets[].numbers	caller_id_sets[].phone_numbers	Renamed
local_caller_id	use_local_caller_id	Renamed
redial_rules.<disposition>[]	follow_up_rules.<disposition>[]	Renamed; see sub-table below
assigned_agents	—	Removed from campaign creation
—	asr_optimization_enabled	New (default true)

Redial rule field mapping

Old field	New field	Comment
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<code>units</code>	<code>wait_time_unit</code>	<code>"s" → "seconds",</code> <code>"m" → "minutes",</code> <code>"h" → "hours"</code>
<code>wait</code>	<code>wait_time</code>	Renamed
<code>change_callerid</code>	<code>switch_caller_id_</code> <code>set</code>	Renamed

14. Get Campaign

Type: Renamed

	Old	New
Endpoint	<code>GET</code> <code>/api/dialer/v1/campaigns/{campaign_id}</code>	<code>GET</code> <code>/api/v4/campaigns/{campaign_id}</code>
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	<code>campaigns.read</code>

Summary: Path shortened. Response returns a full campaign object with the same field changes as described in [Create Campaign](#).

15. Update Campaign

Type: Restructured

	Old	New
Endpoint	<code>PUT</code> <code>/api/dialer/v1/campaigns/{campaign_id}</code>	<code>PATCH</code> <code>/api/v4/campaigns/{campaign_id}</code>

Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	campaigns.manage

Summary: Changed from full replacement (PUT) to partial update (PATCH). Only provided fields are updated. Field mappings are the same as described in [Create Campaign](#).

16. Add Campaign Contacts

Type: Restructured

	Old	New
Endpoint	POST /api/v1/{api_key}/campaigns/{campaign_id}/contacts	POST /api/v4/campaigns/{campaign_id}/leads
Auth	Contact center API key in path	Static API key as Bearer token
Scope	—	campaigns.manage

Summary: Resource renamed from "contacts" to "leads". Fields changed from camelCase to snake_case. Source fields consolidated into `source` object.

Request field mapping

Old field	New field	Comment
contacts[]	Root array	V4 request body is a JSON array directly
contacts[].phoneNumber	{}.phone_number	camelCase → snake_case
contacts[].contactName	{}.name	Simplified
contacts[].contactSource	{}.source.system	Nested in <code>source</code> object

<code>contacts[].contactURL</code>	<code>[].source.url</code>	Nested in <code>source</code> object
<code>contacts[].priority</code>	<code>[].priority</code>	Range changed: <code>0-1000</code> → <code>1-1000</code>
<code>contacts[].isActive</code>	<code>[].active</code>	Renamed
<code>contacts[].contextHeaders</code>	<code>[].context_headers</code>	camelCase → snake_case

Response field mapping

Old field	New field	Comment
<code>contacts</code>	<code>leads_import.created</code>	Successfully added numbers
<code>duplicate_numbers</code>	<code>leads_import.duplicates</code>	Renamed
<code>invalid_numbers</code>	<code>leads_import.rejected</code>	Renamed

17. Update Campaign Contacts

Type: Restructured

	Old	New
Endpoint	<code>PUT</code> <code>/api/v1/{api_key}/campaigns/{campaign_id}/contacts</code>	<code>PATCH</code> <code>/api/v4/campaigns/{campaign_id}/leads</code>
Auth	Contact center API key in path	Static API key as Bearer token
Scope	—	<code>campaigns.manage</code>

Summary: Resource renamed from "contacts" to "leads". Method changed from PUT to PATCH . Request field mapping is the same as [Add Campaign Contacts](#).

Response field mapping

Old field	New field	Comment
contacts	leads_update.updated	Successfully updated numbers
numbers_not_found	leads_update.not_found	Renamed
invalid_numbers	leads_update.rejected	Renamed

18. Change Campaign Status

Type: Split

	Old	New
Endpoint	POST /api/dialer/v1/campaigns/{campaign_id}/operation	POST /api/v4/campaigns/{campaign_id}/start
		POST /api/v4/campaigns/{campaign_id}/stop
		POST /api/v4/campaigns/{campaign_id}/pause
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	campaigns.manage

Summary: Single endpoint with `operation` field in the request body is now split into three dedicated endpoints. No request body needed in V4. Response returns the full campaign object instead of an operation status.

Request field mapping

Old field	New field	Comment
<code>operation: "start"</code>	<code>POST .../start</code>	—
<code>operation: "pause"</code>	<code>POST .../pause</code>	—
<code>operation: "stop"</code>	<code>POST .../stop</code>	—

Response field mapping

Old field	New field	Comment
<code>id</code>	<code>campaign.id</code>	—
<code>operation</code>	—	Implicit from the endpoint called
<code>success</code>	—	Use HTTP status codes
<code>message</code>	—	Errors returned via standard error response

19. List CDRs

Type: Restructured

	Old	New
Endpoint	<code>GET /api/v2/cdr</code>	<code>GET /api/v4/reporting/cdrs</code>

Auth	User API key as query param <code>key</code>	Static API key as Bearer token
Scope	—	<code>reporting.cdrs.read</code>
Pagination	<code>page / per_page</code> (default 1000)	<code>offset / limit</code> (default 100, max 100)

Summary: Major restructuring. Filters renamed and expanded with range filter support. Response records are now discriminated by `type` with a nested `data` object. Durations changed from `HH:MM:SS` strings to float seconds.

Query parameter mapping

Old param	New param	Comment
<code>page</code>	<code>offset</code>	Calculate: <code>offset = (page - 1) * per_page</code>
<code>per_page</code>	<code>limit</code>	Max changed: 1000 → 100
<code>search_token</code>	—	Removed; use <code>offset</code>
<code>uuid</code>	—	Use <code>GET /api/v4/reporting/cdrs/{cdr_id}</code>
<code>agent_ids</code>	<code>user_id</code>	Comma-separated → single or array
<code>deleted_agent_ids</code>	<code>user_id</code>	Deleted users included in <code>user_id</code> filter
<code>team_ids</code>	<code>team_id</code>	Comma-separated → single or array
<code>queue_ids</code>	<code>queue_id</code>	Comma-separated → single or array

campaign_ids	campaign_id	Comma-separated → single or array
cli	from_phone_number	Renamed
number	to_phone_number	Renamed
wildcard_cli	from_phone_number_like	Renamed; wildcard: *
wildcard_number	to_phone_number_like	Renamed; wildcard: *
related_call_uid	related_call_id	Renamed
start_date / start_datetime	started_at	Supports range filter: {gte, lte, ...}
end_date / end_datetime	ended_at	Supports range filter
type	type + subtype	Split; see type mapping table
disposition	disposition	Some values renamed
event	tag	Renamed; some values renamed
wrapup_codes	wrapup_code	Renamed
conversation_score	conversation_score	Supports range filter
duration_from / duration_to	duration_overall	Supports range filter; seconds (float)
dialing_time_from / dialing_time_to	duration_dialing	Supports range filter
talk_time_from / talk_time_to	duration_talk	Supports range filter

hold_time_from / hold_time_to	duration_hold	Supports range filter
queue_time_from / queue_time_to	duration_queue	Supports range filter
ivr_time_from / ivr_time_to	duration_ivr	Supports range filter
ring_time_from / ring_time_to	duration_dialing	Merged into dialing duration
first_seen	—	Removed
lead_source	—	Removed

Type mapping (old type → V4 type + subtype)

Old type	V4 type	V4 subtype
inbound	call	inbound
outbound	call	outbound
callback	call	click_to_call
queue-callback	call	queue_callback
scheduled- callback	call	scheduled_callbac k
campaign	call	dialer
outbound_sms	sms	outbound_sms
hlr_lookup	hlr_lookup	hlr_lookup
chat	conversation	chat
facebook	conversation	facebook
instagram	conversation	instagram
telegram	conversation	telegram
viber	conversation	viber

whatsapp	conversation	whatsapp
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Response field mapping — Call records

Old field	New field	Comment
records	cdrs	Root key renamed
page / total	metadata.total	—
uuid	cdrs[].id	—
type	cdrs[].type + cdrs[].subtype	See type mapping
timestamp	cdrs[].started_at	—
agent	cdrs[].user.name	String → nested object
agent_id	cdrs[].user.id	Nested in <code>user</code> object
from	cdrs[].from.phone_number	String → nested object
to	cdrs[].to.phone_number	String → nested object
disposition	cdrs[].disposition	Some values renamed
duration	cdrs[].data.durations.overall	HH:MM:SS string → float seconds
queue_name	cdrs[].data.queue.name	Nested object
wrapup_code	cdrs[].data.wrapup_code.code_snapshot	Nested object
cpc	cdrs[].cost	Number → string
destination_countery	cdrs[].data.destination_country	Nested

—	<code>cdrs[].data.durations.dialing</code>	New
—	<code>cdrs[].data.durations.ivr</code>	New
—	<code>cdrs[].data.durations.queue</code>	New
—	<code>cdrs[].data.durations.talk</code>	New
—	<code>cdrs[].data.durations.hold</code>	New
—	<code>cdrs[].data.end_reason</code>	New
—	<code>cdrs[].data.summary</code>	New
—	<code>cdrs[].data.conversation_score</code>	New
—	<code>cdrs[].tags</code>	New

Response field mapping — SMS records

Old field	New field	Comment
<code>sid</code>	<code>cdrs[].from.phone_number</code>	—
<code>to</code>	<code>cdrs[].to.phone_number</code>	—
<code>text</code>	<code>cdrs[].data.message</code>	Renamed
<code>template</code>	<code>cdrs[].data.canned_message</code>	String name → object
<code>related_call</code>	<code>cdrs[].data.related_call</code>	String UUID → object {id}

—	<code>cdrs[].data.segments_count</code>	New
—	<code>cdrs[].data.sent</code>	New

Response field mapping — Digital interaction records

Old field	New field	Comment
<code>from</code>	<code>cdrs[].from</code>	String → <code>CdrPartyChannelProfile</code> or <code>CdrPartyChannelAccount</code>
<code>to</code>	<code>cdrs[].to</code>	String → <code>CdrPartyChannelProfile</code> or <code>CdrPartyChannelAccount</code>
<code>queue</code>	<code>cdrs[].data.queue</code>	String → object {id, name}
<code>sla.time_to_first_response</code>	<code>cdrs[].data.service_level_agreements.first_response</code>	HH:MM:SS → object {value, status}
<code>sla.time_to_resolution</code>	<code>cdrs[].data.service_level_agreements.resolution</code>	HH:MM:SS → object {value, status}
<code>sla.time_to_reply</code>	<code>cdrs[].data.service_level_agreements.avg_reply</code>	HH:MM:SS → object {value, status}

20. List Queues

Type: Restructured

	Old	New
Endpoint	GET <code>/api/v2/cdr/queues</code>	GET <code>/api/v4/routing/queues</code>
Auth	User API key as query param <code>key</code>	Static API key as Bearer token
Scope	—	<code>routing.queues.read</code>

Summary: Moved from CDR reference to a full routing resource. Returns complete queue objects with configuration details.

Response field mapping

Old field	New field	Comment
<code>[].id</code>	<code>queues[].id</code>	—
<code>[].name</code>	<code>queues[].name</code>	—

21. List Campaigns (CDR reference)

Type: Merged

	Old	New
Endpoint	GET <code>/api/v2/cdr/campaigns</code>	GET <code>/api/v4/campaigns</code>
Auth	User API key as query param <code>key</code>	Static API key as Bearer token
Scope	—	<code>campaigns.read</code>

Summary: The CDR campaign reference endpoint is removed. Use the general campaigns endpoint instead.

Response field mapping

Old field	New field	Comment
<code>[].id</code>	<code>campaigns[].id</code>	—
<code>[].name</code>	<code>campaigns[].name</code>	—

22. List Wrapup Codes

Type: Restructured

	Old	New
Endpoint	GET <code>/api/v2/cdr/wrapup_codes</code>	GET <code>/api/v4/contact_center/wrapup_codes</code>
Auth	User API key as query param <code>key</code>	Static API key as Bearer token
Scope	—	<code>contact_center.wrapup_codes.read</code>

Summary: Moved from CDR reference to a dedicated contact center resource. The combined `description` field is split into separate `name` and `code` fields.

Response field mapping

Old field	New field	Comment
<code>[].code</code>	<code>wrapup_codes[].code</code>	—
<code>[].description</code>	<code>wrapup_codes[].name</code>	Was "code - name" combined string; now just the name
—	<code>wrapup_codes[].id</code>	New

—	<code>wrapup_codes[].wrapup_code_groups</code>	New: associated groups
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23. Start Call (Click-to-Call)

Type: Restructured

	Old	New
Endpoint	POST <code>/api/v1/{api_key}/click2call</code>	POST <code>/api/v4/voice/calls</code>
Auth	Contact center API key in path	Static API key as Bearer token
Scope	—	<code>voice.call.manage</code>

Summary: Agent identification changed from extension/email to `user_id`. Caller ID changed from group name to phone number. Call ID is always returned.

Request field mapping

Old field	New field	Comment
<code>agent</code>	<code>user_id</code>	Extension or email → user ID
<code>number</code>	<code>phone_number</code>	Renamed
<code>caller_id</code>	<code>caller_id</code>	Group name → phone number string
<code>account_id</code>	<code>source.account_id</code>	Nested in <code>source</code> object
<code>crm</code>	<code>source.system</code>	Renamed and nested
<code>get_call_id</code>	—	Removed; call ID always returned

Response field mapping

Old field	New field	Comment
<code>status</code>	—	Use HTTP status code (201)
<code>call_id</code>	<code>call.id</code>	Always returned; wrapped in <code>call</code> object

24. Stop Call (Click-to-Call Hangup)

Type: Restructured

	Old	New
Endpoint	POST <code>/api/v1/{api_key}/click2call_hangup</code>	POST <code>/api/v4/voice/calls/{call_id}/hangup</code>
Auth	Contact center API key in path	Static API key as Bearer token
Scope	—	<code>voice.call.manage</code>

Summary: Call ID is now a path parameter. Agent identification changed from extension to `user_id`.

Request field mapping

Old field	New field	Comment
<code>agent</code>	<code>user_id</code>	Extension → user ID
—	<code>{call_id}</code>	New: path parameter (UUID)

Response field mapping

Old field	New field	Comment
— (204 No Content)	<code>call.id</code>	V4 returns 200 with call object

25. List Numbers

Type: Restructured

	Old	New
Endpoint	GET <code>/api/numbers/v1/numbers</code>	GET <code>/api/v4/numbers</code>
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	<code>numbers.read</code>
Pagination	<code>page</code> (default 1)	<code>offset / limit</code>

Summary: Pagination changed. Pricing fields consolidated into a `pricing` object. Script reference removed; flow reference preserved.

Response field mapping

Old field	New field	Comment
<code>numbers[].number</code>	<code>numbers[].phone_number</code>	Renamed
<code>numbers[].activation_fee</code>	<code>numbers[].pricing.activation_fee</code>	Nested in <code>pricing</code> object
<code>numbers[].monthly_fee</code>	<code>numbers[].pricing.monthly_fee</code>	Nested in <code>pricing</code> object
<code>numbers[].script</code>	—	Removed
<code>numbers[].cid_groups</code>	<code>numbers[].caller_id_groups</code>	Renamed

26. Create Scheduled Callback

Type: Restructured

	Old	New
Endpoint	POST <code>/api/task/v1/scheduled_callbacks</code>	POST <code>/api/v4/tasks/scheduled_callbacks</code>
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	<code>tasks.scheduled_callbacks.manage</code>

Summary: Agent identification changed from email to `user_id`. Destination is now a polymorphic object with `type` discriminator. Caller ID group changed from name to ID.

Request field mapping

Old field	New field	Comment
<code>agent</code>	<code>user_id</code>	Email → user ID
<code>contact_number</code>	<code>destination.phone_number</code>	Set <code>destination.type: "phone_number"</code>
<code>scheduled_time</code>	<code>scheduled_at</code>	Renamed
<code>time_zone</code>	<code>timezone</code>	Renamed (no underscore)
<code>context_notes</code>	<code>note</code>	Renamed
<code>cid_group</code>	<code>caller_id_group_id</code>	Group name → ID
<code>related_call_id</code>	<code>destination.call_id</code>	Set <code>destination.type: "related_call"</code>

<code>external_contact_id + external_system_id</code>	<code>destination.account_id + destination.system</code>	Set <code>destination.type: "external_system"</code>
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Response field mapping

Old field	New field	Comment
<code>id</code>	<code>scheduled_callback.k.id</code>	Wrapped; now returns full object
—	<code>scheduled_callback.k.phone_number</code>	New
—	<code>scheduled_callback.k.user</code>	New: <code>{id, name, email}</code>
—	<code>scheduled_callback.k.status</code>	New: <code>pending, in_progress, completed, failed, in_failover</code>
—	<code>scheduled_callback.k.created_at</code>	New
—	<code>scheduled_callback.k.updated_at</code>	New

27. Get Balance

Type: Restructured

	Old	New
Endpoint	<code>GET /api/v1/{api_key}/balance</code>	<code>GET /api/v4/billing/balance</code>

Auth	Contact center API key in path	Static API key as Bearer token
Scope	—	billing.balance.read

Summary: Response wrapped in `balance` object. Value changed from float number to string.

Response field mapping

Old field	New field	Comment
balance	balance.amount	Float → string (e.g. "100.12")

28. List Webhook Failures

Type: Renamed

	Old	New
Endpoint	GET /api/webhooks/v1/failures	GET /api/v4/tasks/webhook_failures
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	tasks.webhooks.read
Pagination	page / limit	offset / limit

Summary: Moved to the tasks namespace. Date filtering changed from `start_date / end_date` to `created_at` range filter.

Query parameter mapping

Old param	New param	Comment
page	offset	Calculate: <code>offset = (page - 1) *</code>

		limit
limit	limit	—
start_date + end_date	created_at	Range filter: { "gte": "...", "lte": "..."} }

Response field mapping

Old field	New field	Comment
failures[].id	webhook_failures[].id	—
failures[].webhook_id	webhook_failures[].webhook	UUID → object {id, name}
failures[].event	webhook_failures[].event	—
failures[].url	webhook_failures[].failed_target.url	Nested
failures[].last_retry_attempt	webhook_failures[].updated_at	Renamed
metadata.total	metadata.total	—
metadata.page	—	Replaced by offset param
metadata.page_size	—	Replaced by limit param

29. Retrigger Webhook Failure

Type: Renamed

	Old	New
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Endpoint	POST <code>/api/webhooks/v1/failures/{id}/retrigger</code>	POST <code>/api/v4/tasks/webhook_failures/{webhook_failure_id}/retrigger</code>
Auth	Contact center Bearer token	Static API key as Bearer token
Scope	—	<code>tasks.webhooks.manage</code>

Summary: Moved to the tasks namespace. Path parameter renamed. Response now returns the full webhook failure object.

Response field mapping

Old field	New field	Comment
<code>id</code>	<code>webhook_failure.id</code>	Wrapped in <code>webhook_failure</code> object
<code>webhook_id</code>	<code>webhook_failure.webhook</code>	UUID → object <code>{id, name}</code>
—	<code>webhook_failure.event</code>	New
—	<code>webhook_failure.failed_target</code>	New
—	<code>webhook_failure.created_at</code>	New
—	<code>webhook_failure.updated_at</code>	New