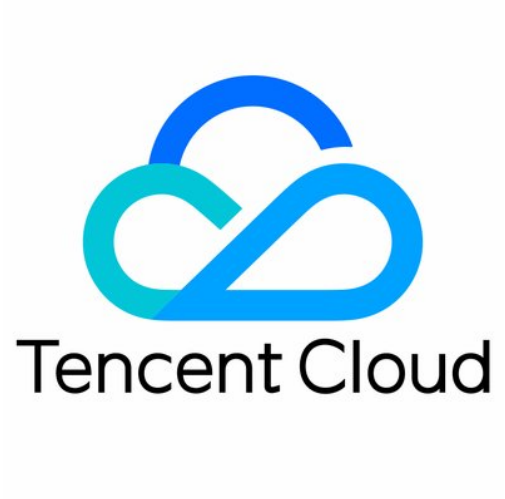
Cloud Contact Center

API Documentation

Product Documentation



Contents

API Documentation History

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Release 1

Release time: 2024-03-27 16:12:58

Release updates:

Improvement to existing documentation.

New APIs:

- AbortPredictiveDialingCampaign
- BindNumberCallOutSkillGroup
- BindStaffSkillGroupList
- CreateAdminURL
- CreateAutoCalloutTask
- CreateCCCSkillGroup
- CreateCallOutSession
- CreateExtension
- CreatePredictiveDialingCampaign
- CreateSDKLoginToken
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- DeleteStaff
- DescribeAutoCalloutTask
- DescribeAutoCalloutTasks
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- DescribeCallInMetrics
- DescribeExtension
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- DescribePredictiveDialingCampaign
- DescribePredictiveDialingCampaigns

- DescribePredictiveDialingSessions
- DescribeProtectedTelCdr
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New data structures:

- AutoCalloutTaskCalleeInfo
- AutoCalloutTaskInfo
- CallInMetrics
- CallInNumberMetrics
- CallInSkillGroupMetrics
- CalleeAttribute
- DescribePredictiveDialingCampaignsElement
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- NumberInfo
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- PSTNSessionInfo
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- PhoneNumBuyInfo

- SdkAppIdBuyInfo
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- StaffStatusMetrics
- TelCdrInfo
- Variable

Introduction

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Tencent Cloud Contact Center (CCC) is an integrated communication platform that deeply integrates various communication capabilities such as telephony, instant messaging, audio, and video, supporting access through channels such as telephone, WeChat official accounts, and mini-programs. You can use the integrated communication workstation to uniformly receive user calls, easily set up all-channel service processes, and effortlessly meet requirements under various scenarios.

API Category

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Agent APIs

API Name	Feature	Frequency Limit (maximum requests per second)
CreateSDKLoginToken	Creates SDK log-in token	20
CreateStaff	Creates customer service account	20
DeleteStaff	Deletes agent information	20
ModifyStaff	Modifies customer service account	20
DescribeStaffInfoList	Accesses agent information list	20
DescribeStaffStatusMetrics	Accesses agent real-time status statistics metrics	20

Skill Group APIs

API Name	Feature	Frequency Limit (maximum requests per second)
CreateCCCSkillGroup	Creates a new skill group	20
UpdateCCCSkillGroup	Updates skill group	20
DescribeSkillGroupInfoList	Accesses skill group information list	20
BindStaffSkillGroupList	Binds the skill group to which the agent belongs	20
UnbindStaffSkillGroupList	Unbinds agent's skill group	20

Number APIs

API Name	Feature	Frequency Limit (maximum requests per second)
BindNumberCallOutSkillGroup	Binds outbound skill group of number	20
UnbindNumberCallOutSkillGroup	Unbinds the number from the outbound call skill group	20
DescribeNumbers	Queries the number list	20
DisableCCCPhoneNumber	Disables number	20

Dual Call APIs

API Name	Feature	Frequency Limit (maximum requests per second)
CreateCallOutSession	Creates outbound call session (currently only dual call is supported)	20

Automatic Outbound Call APIs

API Name	Feature	Frequency Limit (maximum requests per second)
CreateAutoCalloutTask	Creates auto-dial task	20
DescribeAutoCalloutTasks	Queries auto-task outgoing calls in batch	20
StopAutoCalloutTask	Stops automatic outbound call task	20
DescribeAutoCalloutTask	Queries automatic outbound call task details	20
AbortPredictiveDialingCampaign	Stops predictive dialing task	20
CreatePredictiveDialingCampaign	Creates predictive outbound call task	20
DeletePredictiveDialingCampaign	Deletes predictive dialing task	20

DescribePredictiveDialingCampaign	Queries predictive outbound call task	20
DescribePredictiveDialingCampaigns	Queries predictive outbound call task list	20
DescribePredictiveDialingSessions	Queries predictive outbound call list	20
PausePredictiveDialingCampaign	Pauses predictive outbound call task	20
ResumePredictiveDialingCampaign	Resumes predictive outbound call task	20
UpdatePredictiveDialingCampaign	Updates predictive outbound call task	20

Telephone APIs

API Name	Feature	Frequency Limit (maximum requests per second)
CreateExtension	Creates telephone account	20
DeleteExtension	Deletes telephone account	20
ModifyExtension	Modifies telephone account (bind skill group, bind agent account)	20
DescribeExtension	Accesses telephone information	20
DescribeExtensions	Queries telephone list information	20
ResetExtensionPassword	Resets telephone register cipher	20

Phone Service Record APIs

API Name	Feature	Frequency Limit (maximum requests per second)
DescribeTelCdr	Accesses phone service records and recordings	20

DescribeProtectedTelCdr	Accesses protected phone service records and recordings	20
DescribePSTNActiveSessionList	Accesses the PSTN active session list	20
DescribeCallInMetrics	Accesses inbound real-time data statistical metrics	20
DescribeTelSession	Accesses PSTN session information	20
DescribeTelCallInfo	Accesses telephone consumption statistics by instance	20

Purchasing APIs

API Name	Feature	Frequency Limit (maximum requests per second)
DescribeCCCBuyInfoList	Accesses user purchasing information list	20

Other APIs

API Name	Feature	Frequency Limit (maximum requests per second)
HangUpCall	Hangs up the phone	20
CreateAdminURL	Creates a management access link	20

Making API Requests
Request Structure

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1. Service Address

The API supports access from either a nearby region (at ccc.tencentcloudapi.com) or a specified region (at ccc.ap-guangzhou.tencentcloudapi.com for Guangzhou, for example).

We recommend using the domain name to access the nearest server. When you call an API, the request is automatically resolved to a server in the region **nearest** to the location where the API is initiated. For example, when you initiate an API request in Guangzhou, this domain name is automatically resolved to a Guangzhou server, the result is the same as that of specifying the region in the domain like "ccc.ap-guangzhou.tencentcloudapi.com".

Note: For latency-sensitive businesses, we recommend that you specify the region in the domain name.

Tencent Cloud currently supports the following regions:

Hosted region	Domain name
Local access region (recommended, only for non-financial availability zones)	ccc.tencentcloudapi.com
South China (Guangzhou)	ccc.ap-guangzhou.tencentcloudapi.com
East China (Shanghai)	ccc.ap-shanghai.tencentcloudapi.com
North China (Beijing)	ccc.ap-beijing.tencentcloudapi.com
Southwest China (Chengdu)	ccc.ap-chengdu.tencentcloudapi.com
Southwest China (Chongqing)	ccc.ap-chongqing.tencentcloudapi.com
Hong Kong, Macao, Taiwan (Hong Kong, China)	ccc.ap-hongkong.tencentcloudapi.com
Southeast Asia (Singapore)	ccc.ap-singapore.tencentcloudapi.com
Southeast Asia (Bangkok)	ccc.ap-bangkok.tencentcloudapi.com

South Asia (Mumbai)	ccc.ap-mumbai.tencentcloudapi.com
Northeast Asia (Seoul)	ccc.ap-seoul.tencentcloudapi.com
Northeast Asia (Tokyo)	ccc.ap-tokyo.tencentcloudapi.com
U.S. East Coast (Virginia)	ccc.na-ashburn.tencentcloudapi.com
U.S. West Coast (Silicon Valley)	ccc.na-siliconvalley.tencentcloudapi.com
North America (Toronto)	ccc.na-toronto.tencentcloudapi.com
Europe (Frankfurt)	ccc.eu-frankfurt.tencentcloudapi.com

2. Communications Protocol

All the Tencent Cloud APIs communicate via HTTPS, providing highly secure communication tunnels.

3. Request Methods

Supported HTTP request methods:

- POST (recommended)
- GET

The Content-Type types supported by POST requests:

- application/json (recommended). The TC3-HMAC-SHA256 signature algorithm must be used.
- application/x-www-form-urlencoded. The HmacSHA1 or HmacSHA256 signature algorithm must be used.
- multipart/form-data (only supported by certain APIs). You must use TC3-HMAC-SHA256 to calculate the signature.

The size of a GET request packet is up to 32 KB. The size of a POST request is up to 1 MB when the HmacSHA1 or HmacSHA256 signature algorithm is used, and up to 10 MB when TC3-HMAC-SHA256 is used.

4. Character Encoding

Only UTF-8 encoding is used.

Common Params

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Common parameters are used for all APIs authenticating requestors. Common parameters must be included in all API requests, and they will not be described in individual API documents.

The exact contents of the common parameters will vary depending on the version of the signature method you use.

Common parameters for Signature Algorithm v3

When the TC3-HMAC-SHA256 algorithm is used, the common parameters should be uniformly placed in the HTTP request header, as shown below:

Parameter Name	Type	Required	Description
X-TC-Action	String	Yes	The name of the API for the desired operation. For the specific value, see description of common parameter `Action` in the input parameters in r documentation. For example, the API for querying the CVM instance list i `DescribeInstances` .
X-TC-Region	String	Yes	Region parameter, which is used to identify the region to which the data y work with belongs. For values supported for an API, see the description c parameter `Region` in the input parameters in related API documentati parameter is not required for some APIs (which will be indicated in relate documentation), and will not take effect even it is passed.
X-TC-Timestamp	Integer	Yes	The current UNIX timestamp that records the time when the API request for example, 1529223702. Note: If the difference between the UNIX times server time is greater than 5 minutes, a signature expiration error may oc
X-TC-Version	String	Yes	API version of the action. For the valid values, see the description of the c parameter `Version` in the API documentation. For example, the versi 2017-03-12.
Authorization	String	Yes	The HTTP authentication request header, for example: TC3-HMAC-SHA256 Credential=AKIDEXAMPLE/Date/service/tc3_requ SignedHeaders=content-type;host, Signature=fe5f80f77d5fa3beca038a248ff027d0445342fe2855ddc96317 Here: - TC3-HMAC-SHA256: Signature method, currently fixed as this value; - Credential: Signature credential; AKIDEXAMPLE is the SecretId; Date i UTC time, and this value must match the value of X-TC-Timestamp (a co

			parameter) in UTC time format; service is the name of the product/service generally a domain name prefix. For example, a domain name cvm.tencen refers to the CVM product and the value would be cvm; - SignedHeaders: The headers that contains the authentication informatic type and host are the required headers; - Signature: Signature digest.
X-TC-Token	String	No	The token used for a temporary certificate. It must be used with a tempor can obtain the temporary key and token by calling a CAM API. No token i a long-term key.

Assuming you want to query the list of Cloud Virtual Machine instances in the Guangzhou region, the request structure in the form of request URL, request header and request body may be as follows:

Example of an HTTP GET request structure:

```
https://cvm.tencentcloudapi.com/?Limit=10&Offset=0

Authorization: TC3-HMAC-SHA256 Credential=AKIDz8krbsJ5yKBZQpn74WFkmLPx3EXAMPLE/20
18-10-09/cvm/tc3_request, SignedHeaders=content-type;host, Signature=5da7a33f6993
f0614b047e5df4582db9e9bf4672ba50567dba16c6ccf174c474
Content-Type: application/x-www-form-urlencoded
Host: cvm.tencentcloudapi.com
X-TC-Action: DescribeInstances
X-TC-Version: 2017-03-12
X-TC-Timestamp: 1539084154
X-TC-Region: ap-guangzhou
```

The following example shows you how to structure an HTTP POST (application/json) request:

```
https://cvm.tencentcloudapi.com/

Authorization: TC3-HMAC-SHA256 Credential=AKIDEXAMPLE/2018-05-30/cvm/tc3_request,
SignedHeaders=content-type;host, Signature=582c400e06b5924a6f2b5d7d672d79c15b1316
2d9279b0855cfba6789a8edb4c
Content-Type: application/json
Host: cvm.tencentcloudapi.com
X-TC-Action: DescribeInstances
X-TC-Version: 2017-03-12
X-TC-Timestamp: 1527672334
X-TC-Region: ap-guangzhou

{"Offset":0,"Limit":10}
```

Example of an HTTP POST (multipart/form-data) request structure (only supported by specific APIs):

```
https://cvm.tencentcloudapi.com/

Authorization: TC3-HMAC-SHA256 Credential=AKIDEXAMPLE/2018-05-30/cvm/tc3_request,
SignedHeaders=content-type;host, Signature=582c400e06b5924a6f2b5d7d672d79c15b1316
2d9279b0855cfba6789a8edb4c
Content-Type: multipart/form-data; boundary=58731222010402
Host: cvm.tencentcloudapi.com
X-TC-Action: DescribeInstances
X-TC-Version: 2017-03-12
X-TC-Timestamp: 1527672334
X-TC-Region: ap-guangzhou

--58731222010402
Content-Disposition: form-data; name="Offset"

0
--58731222010402
Content-Disposition: form-data; name="Limit"

10
--58731222010402--
```

Common parameters for Signature Algorithm v1

To adopt the HmacSHA1 and HmacSHA256 signature methods, common parameters must be put into the request string, as shown below:

Parameter Name	Type	Required	Description
Action	String	Yes	The name of the API for the desired operation. For the specific value, see the description of common parameter `Action` in the input parameters in related API documentation. For example, the API for querying the CVM instance list is `DescribeInstances`.
Region	String	Yes	Region parameter, which is used to identify the region to which the data you want to work with belongs. For values supported for an API, see the description of common parameter `Region` in the input parameters in related API documentation. Note: This parameter is not required for some APIs (which will be indicated in related API documentation), and will not take effect even if it is passed.

Timestamp	Integer	Yes	The current UNIX timestamp that records the time when the API request was initiated, for example, 1529223702. If the difference between the value and the current system time is too large, a signature expiration error may occur.
Nonce	Integer	Yes	A random positive integer used along with `Timestamp` to prevent replay attacks.
SecretId	String	Yes	The identifying SecretId obtained on the Cloud API Key page. A SecretId corresponds to a unique SecretKey which is used to generate the request signature (Signature).
Signature	String	Yes	Request signature used to verify the validity of this request. This is calculated based on the actual input parameters. For more information about how this is calculated, see the API authentication documentation.
Version	String	Yes	API version of the action. For the valid values, see the description of the common input parameter `Version` in the API documentation. For example, the version of CVM is 2017-03-12.
SignatureMethod	String	No	Signature method. Currently, only HmacSHA256 and HmacSHA1 are supported. The HmacSHA256 algorithm is used to verify the signature only when this parameter is specified as HmacSHA256. In other cases, the signature is verified with HmacSHA1.
Token	String	No	The token used for a temporary certificate. It must be used with a temporary key. You can obtain the temporary key and token by calling a CAM API. No token is required for a long-term key.

Assuming you want to query the list of Cloud Virtual Machine instances in the Guangzhou region, the request structure in the form of request URL, request header and request body may be as follows:

Example of an HTTP GET request structure:

```
https://cvm.tencentcloudapi.com/?Action=DescribeInstances&Version=2017-03-12&SignatureMethod=HmacSHA256&Timestamp=1527672334&Signature=37ac2f4fde00b0ac9bd9eadeb459b1bbee224158d66e7ae5fcadb70b2d181d02&Region=ap-guangzhou&Nonce=23823223&SecretId=AKIDEXAMPLE

Host: cvm.tencentcloudapi.com
Content-Type: application/x-www-form-urlencoded
```

Example of an HTTP POST request structure:

```
https://cvm.tencentcloudapi.com/

Host: cvm.tencentcloudapi.com
Content-Type: application/x-www-form-urlencoded

Action=DescribeInstances&Version=2017-03-12&SignatureMethod=HmacSHA256&Timestamp=
1527672334&Signature=37ac2f4fde00b0ac9bd9eadeb459b1bbee224158d66e7ae5fcadb70b2d18
1d02&Region=ap-guangzhou&Nonce=23823223&SecretId=AKIDEXAMPLE
```

Signature v3

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TencentCloud API authenticates every single request, i.e., the request must be signed using the security credentials in the designated steps. Each request has to contain the signature information (Signature) in the common request parameters and be sent in the specified way and format.

Applying for Security Credentials

The security credential used in this document is a key, which includes a SecretId and a SecretKey. Each user can have up to two pairs of keys.

- SecretId: Used to identify the API caller, which is just like a username.
- SecretKey: Used to authenticate the API caller, which is just like a password.
- **You must keep your security credentials private and avoid disclosure; otherwise, your assets may be compromised. If they are disclosed, please disable them as soon as possible.**

You can apply for the security credentials through the following steps:

1. Log in to the Tencent Cloud Console.
2. Go to the TencentCloud API Key console page.
3. On the TencentCloud API Key page, click **Create** to create a SecretId/SecretKey pair.

Using the Resources for Developers

TencentCloud API comes with SDKs for seven commonly used programming languages, including Python, Java, PHP, Go, NodeJS and .NET. In addition, it provides API Explorer which enables online call, signature verification, and SDK code generation. If you have any troubles calculating a signature, consult these resources.

TC3-HMAC-SHA256 Signature Algorithm

Compatible with the previous HmacSHA1 and HmacSHA256 signature algorithms, the TC3-HMAC-SHA256 signature algorithm is more secure and supports larger requests and JSON format with better performance. We recommend using TC3-HMAC-SHA256 to calculate the signature.

TencentCloud API supports both GET and POST requests. For the GET method, only the Content-Type: application/x-www-form-urlencoded protocol format is supported. For the POST method, two protocol formats,

Content-Type: application/json and Content-Type: multipart/form-data, are supported. The JSON format is supported by default for all business APIs, and the multipart format is supported only for specific business APIs. In this case, the API cannot be called in JSON format. See the specific business API documentation for more information. The POST method is recommended, as there is no difference in the results of both the methods, but the GET method only supports request packets up to 32 KB.

The following uses querying the list of CVM instances in the Guangzhou region as an example to describe the steps of signature splicing. We chose this API because:

1. CVM is activated by default, and this API is often used;
2. It is read-only and does not change the status of existing resources;
3. It covers many types of parameters, which allows it to be used to demonstrate how to use arrays containing data structures.

In the example, we try to choose common parameters and API parameters that are prone to mistakes. When you actually call an API, please use parameters based on the actual conditions. The parameters vary by API. Do not copy the parameters and values in this example.

Assuming that your SecretId and SecretKey are `AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******` and `Gu5t9xGARNpq86cd98joQYCN3*******`, respectively, if you want to view the status of the instance in the Guangzhou region whose CVM instance name is "unnamed" and have only one data entry returned, then the request may be:

```
curl -X POST https://cvm.tencentcloudapi.com \
-H "Authorization: TC3-HMAC-SHA256 Credential=AKIDz8krbsJ5yKBZQpn74WFkmLPx3******
*/2019-02-25/cvm/tc3_request, SignedHeaders=content-type;host, Signature=c492e8e4
1437e97a620b728c301bb8d17e7dc0c17eeabce80c20cd70fc3a78ff" \
-H "Content-Type: application/json; charset=utf-8" \
-H "Host: cvm.tencentcloudapi.com" \
-H "X-TC-Action: DescribeInstances" \
-H "X-TC-Timestamp: 1551113065" \
-H "X-TC-Version: 2017-03-12" \
-H "X-TC-Region: ap-guangzhou" \
-d '{"Limit": 1, "Filters": [{"Values": ["unnamed"], "Name": "instance-name"}]}'
```

The signature calculation process is explained in detail below.

1. Concatenating the CanonicalRequest String

Concatenate the canonical request string (CanonicalRequest) in the following pseudocode format:

```
CanonicalRequest =
HTTPRequestMethod + '\n' +
CanonicalURI + '\n' +
```

```
CanonicalQueryString + '\n' +
CanonicalHeaders + '\n' +
SignedHeaders + '\n' +
HashedRequestPayload
```

Field Name	Explanation
HTTPRequestMethod	HTTP request method (GET or POST). This example uses `POST` .
CanonicalURI	URI parameter. Slash ("/") is used for API 3.0.
CanonicalQueryString	The query string in the URL of the originating HTTP request. This is always an empty st “” for POST requests, and is the string after the question mark (?) for GET requests. Fo example: Limit=10&Offset=0。 Note: `CanonicalQueryString` must be URL-encoded, referencing RFC3986, the UTF8 character set. We recommend using the programming language library. All speci characters must be encoded and capitalized.
CanonicalHeaders	Header information for signature calculation, including at least two headers of `host` `content-type` . Custom headers can be added to participate in the signature proce improve the uniqueness and security of the request. Concatenation rules: 1. Both the key and value of the header should be converted to lowercase with the lead and trailing spaces removed, so they are concatenated in the format of key:value\n format; 2. If there are multiple headers, they should be sorted in ASCII ascending order by the header keys (lowercase). The calculation result in this example is `content-type:application/json; charset=utf-8\nhost:cvm.tencentcloudapi.com\n` . Note: `content-type` must match the actually sent content. In some programming languages, a charset value would be added even if it is not specified. In this case, the request sent is different from the one signed, and the sever will return an error indicating signature verification failed.
SignedHeaders	Header information for signature calculation, indicating which headers of the request participate in the signature process (they must each individually correspond to the heac in CanonicalHeaders). `Content-type` and `host` are required headers. Concatenation rules: 1. Both the key and value of the header should be converted to lowercase; 2. If there are multiple headers, they should be sorted in ASCII ascending order by the header keys (lowercase) and separated by semicolons (;). The value in this example is `content-type;host`
HashedRequestPayload	Hash value of the request payload (i.e., the body, such as `{"Limit": 1, "Filter`

	`[{"Values": ["unnamed"], "Name": "instance-name"}]` in this exampl The pseudocode for calculation is Lowercase(HexEncode(Hash.SHA256(RequestPayload))) by SHA256 hashing the pay of the HTTP request, performing hexadecimal encoding, and finally converting the enco string to lowercase letters. For GET requests, `RequestPayload` is always an empt string. The calculation result in this example is `99d58dfbc6745f6747f36bfca17dee5e6881dc0428a0a36f96199342bc5b49`

According to the rules above, the `CanonicalRequest` string obtained in the example is as follows:

```
POST
/

content-type:application/json; charset=utf-8
host:cvm.tencentcloudapi.com

content-type;host
99d58dfbc6745f6747f36bfca17dee5e6881dc0428a0a36f96199342bc5b4907
```

2. Concatenating the String to Be Signed

The string to sign is concatenated as follows:

```
StringToSign =
Algorithm + \n +
RequestTimestamp + \n +
CredentialScope + \n +
HashedCanonicalRequest
```

Field Name	Explanation
Algorithm	Signature algorithm, which is currently always `TC3-HMAC-SHA256`.
RequestTimestamp	Request timestamp, i.e., the value of the common parameter `X-TC-Timestamp` in request header, which is the UNIX timestamp of the current time in seconds, such as `1551113065` in this example.
CredentialScope	Scope of the credential in the format of `Date/service/tc3_request`, including date, requested service and termination string (tc3_request). **`Date` is a date in UT time, whose value should match the UTC date converted by the common parameter `X-TC-Timestamp`;** `service` is the product name, which should m the domain name of the product called. The calculation result in this example is `2019-02-25/cvm/tc3_request`.

HashedCanonicalRequest	Hash value of the CanonicalRequest string concatenated in the steps above. The pseudocode for calculation is Lowercase(HexEncode(Hash.SHA256(CanonicalRequ The calculation result in this example is `2815843035062fffda5fd6f2a44ea8a34818b0dc46f024b8b3786976a3ad`

Note:

1. Date has to be calculated from the timestamp "X-TC-Timestamp" and the time zone is UTC+0. If you add the system's local time zone information (such as UTC+8), calls can succeed both day and night but will definitely fail at 00:00. For example, if the timestamp is 1551113065 and the time in UTC+8 is 2019-02-26 00:44:25, the UTC+0 date in the calculated Date value should be 2019-02-25 instead of 2019-02-26.
2. Timestamp must be the same as your current system time, and your system time and standard time must be synced; if the difference between Timestamp and your current system time is larger than five minutes, the request will fail. If your system time is out of sync with the standard time for a while, the request will fail and return a signature expiration error.

According to the preceding rules, the string to be signed obtained in the example is as follows:

```
TC3-HMAC-SHA256
1551113065
2019-02-25/cvm/tc3_request
2815843035062fffda5fd6f2a44ea8a34818b0dc46f024b8b3786976a3adda7a
```

3. Calculating the Signature

1. Calculate the derived signature key with the following pseudocode:

```
SecretKey = "Gu5t9xGARNpq86cd98joQYCN3*******"
SecretDate = HMAC_SHA256("TC3" + SecretKey, Date)
SecretService = HMAC_SHA256(SecretDate, Service)
SecretSigning = HMAC_SHA256(SecretService, "tc3_request")
```

Field Name	Explanation
SecretKey	The original SecretKey, i.e., `Gu5t9xGARNpq86cd98joQYCN3*******` .
Date	The Date field information in `Credential` , such as `2019-02-25` in this example.

Service	Value in the Service field in `Credential`, such as `cvm` in this example.

2. Calculate the signature with the following pseudocode:

```
Signature = HexEncode(HMAC_SHA256(SecretSigning, StringToSign))
```

4. Concatenating the Authorization

The Authorization is concatenated as follows:

```
Authorization =
Algorithm + ' ' +
'Credential=' + SecretId + '/' + CredentialScope + ', ' +
'SignedHeaders=' + SignedHeaders + ', ' +
'Signature=' + Signature
```

Field Name	Explanation
Algorithm	Signature algorithm, which is always `TC3-HMAC-SHA256`.
SecretId	The SecretId in the key pair, i.e., `AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******`.
CredentialScope	Credential scope (see above). The calculation result in this example is `2019-02-25/cvm/tc3_request`.
SignedHeaders	Header information for signature calculation (see above), such as `content-type;host` in this example.
Signature	Signature value. The calculation result in this example is `c492e8e41437e97a620b728c301bb8d17e7dc0c17eeabce80c20cd70fc3a78ff`.

According to the rules above, the value obtained in the example is:

```
TC3-HMAC-SHA256 Credential=AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******/2019-02-25/cvm/tc3_request, SignedHeaders=content-type;host, Signature=c492e8e41437e97a620b728c301bb8d17e7dc0c17eeabce80c20cd70fc3a78ff
```

The following example shows a finished authorization header:

```
POST https://cvm.tencentcloudapi.com/
Authorization: TC3-HMAC-SHA256 Credential=AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******/2019-02-25/cvm/tc3_request, SignedHeaders=content-type;host, Signature=c492e8e41437e97a620b728c301bb8d17e7dc0c17eeabce80c20cd70fc3a78ff
```

```
Content-Type: application/json; charset=utf-8
Host: cvm.tencentcloudapi.com
X-TC-Action: DescribeInstances
X-TC-Version: 2017-03-12
X-TC-Timestamp: 1551113065
X-TC-Region: ap-guangzhou

{"Limit": 1, "Filters": [{"Values": ["unnamed"], "Name": "instance-name"}]}
```

5. Signature Demo

When calling API 3.0, you are recommended to use the corresponding Tencent Cloud SDK 3.0 which encapsulates the signature process, enabling you to focus on only the specific APIs provided by the product when developing. See SDK Center for more information. Currently, the following programming languages are supported:

- Python
- Java
- PHP
- Go
- NodeJS
- .NET

To further explain the signing process, we will use a programming language to implement the process described above. The request domain name, API and parameter values in the sample are used here. This goal of this example is only to provide additional clarification for the signature process, please see the SDK for actual usage.

The final output URL might be: https://cvm.tencentcloudapi.com/?Action=DescribeInstances&InstanceIds.0=ins-09dx96dg&Limit=20&Nonce=11886&Offset=0&Region=ap-guangzhou&SecretId=AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******&Signature=EliP9YW3pW28FpsEdkXt%2F%2BWcGeI%3D&Timestamp=1465185768&Version=2017-03-12.

Note: The key in the example is fictitious, and the timestamp is not the current time of the system, so if this URL is opened in the browser or called using commands such as curl, an authentication error will be returned: Signature expired. In order to get a URL that can work properly, you need to replace the SecretId and SecretKey in the example with your real credentials and use the current time of the system as the Timestamp.

Note: In the example below, even if you use the same programming language, the order of the parameters in the URL may be different for each execution. However, the order does not matter, as long as all the parameters are included in the URL and the signature is calculated correctly.

Note: The following code is only applicable to API 3.0. It cannot be directly used in other signature processes. Even with an older API, signature calculation errors may occur due to the differences in details. Please refer to the corresponding documentation.

Java

```
import java.nio.charset.Charset;
import java.nio.charset.StandardCharsets;
import java.security.MessageDigest;
import java.text.SimpleDateFormat;
import java.util.Date;
import java.util.TimeZone;
import java.util.TreeMap;
import javax.crypto.Mac;
import javax.crypto.spec.SecretKeySpec;
import javax.xml.bind.DatatypeConverter;

public class TencentCloudAPITC3Demo {
private final static Charset UTF8 = StandardCharsets.UTF_8;
private final static String SECRET_ID = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******";
private final static String SECRET_KEY = "Gu5t9xGARNpq86cd98joQYCN3*******";
private final static String CT_JSON = "application/json; charset=utf-8";

public static byte[] hmac256(byte[] key, String msg) throws Exception {
Mac mac = Mac.getInstance("HmacSHA256");
SecretKeySpec secretKeySpec = new SecretKeySpec(key, mac.getAlgorithm());
mac.init(secretKeySpec);
return mac.doFinal(msg.getBytes(UTF8));
}

public static String sha256Hex(String s) throws Exception {
MessageDigest md = MessageDigest.getInstance("SHA-256");
byte[] d = md.digest(s.getBytes(UTF8));
return DatatypeConverter.printHexBinary(d).toLowerCase();
}

public static void main(String[] args) throws Exception {
String service = "cvm";
String host = "cvm.tencentcloudapi.com";
String region = "ap-guangzhou";
String action = "DescribeInstances";
String version = "2017-03-12";
String algorithm = "TC3-HMAC-SHA256";
String timestamp = "1551113065";
//String timestamp = String.valueOf(System.currentTimeMillis() / 1000);
SimpleDateFormat sdf = new SimpleDateFormat("yyyy-MM-dd");
// Pay attention to the time zone; otherwise, errors may occur
sdf.setTimeZone(TimeZone.getTimeZone("UTC"));
String date = sdf.format(new Date(Long.valueOf(timestamp + "000")));

// ************ Step 1: Concatenate the CanonicalRequest string ************
```

```
String httpRequestMethod = "POST";
String canonicalUri = "/";
String canonicalQueryString = "";
String canonicalHeaders = "content-type:application/json; charset=utf-8\n" + "hos
t:" + host + "\n";
String signedHeaders = "content-type;host";

String payload = "{\"Limit\": 1, \"Filters\": [{\"Values\": [\"unnamed\"], \"Name
\": \"instance-name\"}]}";
String hashedRequestPayload = sha256Hex(payload);
String canonicalRequest = httpRequestMethod + "\n" + canonicalUri + "\n" + canoni
calQueryString + "\n"
+ canonicalHeaders + "\n" + signedHeaders + "\n" + hashedRequestPayload;
System.out.println(canonicalRequest);

// ************* Step 2: Concatenate the string to sign *************
String credentialScope = date + "/" + service + "/" + "tc3_request";
String hashedCanonicalRequest = sha256Hex(canonicalRequest);
String stringToSign = algorithm + "\n" + timestamp + "\n" + credentialScope +
"\n" + hashedCanonicalRequest;
System.out.println(stringToSign);

// ************* Step 3: Calculate the signature *************
byte[] secretDate = hmac256(("TC3" + SECRET_KEY).getBytes(UTF8), date);
byte[] secretService = hmac256(secretDate, service);
byte[] secretSigning = hmac256(secretService, "tc3_request");
String signature = DatatypeConverter.printHexBinary(hmac256(secretSigning, string
ToSign)).toLowerCase();
System.out.println(signature);

// ************* Step 4: Concatenate the Authorization *************
String authorization = algorithm + " " + "Credential=" + SECRET_ID + "/" + creden
tialScope + ", "
+ "SignedHeaders=" + signedHeaders + ", " + "Signature=" + signature;
System.out.println(authorization);

TreeMap<String, String> headers = new TreeMap<String, String>();
headers.put("Authorization", authorization);
headers.put("Content-Type", CT_JSON);
headers.put("Host", host);
headers.put("X-TC-Action", action);
headers.put("X-TC-Timestamp", timestamp);
headers.put("X-TC-Version", version);
headers.put("X-TC-Region", region);

StringBuilder sb = new StringBuilder();
sb.append("curl -X POST https://").append(host)
```

```
.append(" -H \"Authorization: ").append(authorization).append("\"")
.append(" -H \"Content-Type: application/json; charset=utf-8\"")
.append(" -H \"Host: ").append(host).append("\"")
.append(" -H \"X-TC-Action: ").append(action).append("\"")
.append(" -H \"X-TC-Timestamp: ").append(timestamp).append("\"")
.append(" -H \"X-TC-Version: ").append(version).append("\"")
.append(" -H \"X-TC-Region: ").append(region).append("\"")
.append(" -d '").append(payload).append("'");
System.out.println(sb.toString());
}
}
```

Python

```
# -*- coding: utf-8 -*-
import hashlib, hmac, json, os, sys, time
from datetime import datetime

# Key Parameters
secret_id = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******"
secret_key = "Gu5t9xGARNpq86cd98joQYCN3*******"

service = "cvm"
host = "cvm.tencentcloudapi.com"
endpoint = "https://" + host
region = "ap-guangzhou"
action = "DescribeInstances"
version = "2017-03-12"
algorithm = "TC3-HMAC-SHA256"
#timestamp = int(time.time())
timestamp = 1551113065
date = datetime.utcfromtimestamp(timestamp).strftime("%Y-%m-%d")
params = {"Limit": 1, "Filters": [{"Name": "instance-name", "Values": ["unnamed"
]}]}

# ************* Step 1: Concatenate the CanonicalRequest string *************
http_request_method = "POST"
canonical_uri = "/"
canonical_querystring = ""
ct = "application/json; charset=utf-8"
payload = json.dumps(params)
canonical_headers = "content-type:%s\nhost:%s\n" % (ct, host)
signed_headers = "content-type;host"
hashed_request_payload = hashlib.sha256(payload.encode("utf-8")).hexdigest()
canonical_request = (http_request_method + "\n" +
canonical_uri + "\n" +
```

```
canonical_querystring + "\n" +
canonical_headers + "\n" +
signed_headers + "\n" +
hashed_request_payload)
print(canonical_request)

# ************* Step 2: Concatenate the string to sign *************
credential_scope = date + "/" + service + "/" + "tc3_request"
hashed_canonical_request = hashlib.sha256(canonical_request.encode("utf-8")).hexd
igest()
string_to_sign = (algorithm + "\n" +
str(timestamp) + "\n" +
credential_scope + "\n" +
hashed_canonical_request)
print(string_to_sign)


# ************* Step 3: Calculate the Signature *************
# Function for computing signature digest
def sign(key, msg):
return hmac.new(key, msg.encode("utf-8"), hashlib.sha256).digest()
secret_date = sign(("TC3" + secret_key).encode("utf-8"), date)
secret_service = sign(secret_date, service)
secret_signing = sign(secret_service, "tc3_request")
signature = hmac.new(secret_signing, string_to_sign.encode("utf-8"), hashlib.sha2
56).hexdigest()
print(signature)

# ************* Step 4: Concatenate the Authorization *************
authorization = (algorithm + " " +
"Credential=" + secret_id + "/" + credential_scope + ", " +
"SignedHeaders=" + signed_headers + ", " +
"Signature=" + signature)
print(authorization)

print('curl -X POST ' + endpoint
+ ' -H "Authorization: ' + authorization + '"'
+ ' -H "Content-Type: application/json; charset=utf-8"'
+ ' -H "Host: ' + host + '"'
+ ' -H "X-TC-Action: ' + action + '"'
+ ' -H "X-TC-Timestamp: ' + str(timestamp) + '"'
+ ' -H "X-TC-Version: ' + version + '"'
+ ' -H "X-TC-Region: ' + region + '"'
+ " -d '" + payload + "'")
```

Golang

```
package main

import (
"crypto/hmac"
"crypto/sha256"
"encoding/hex"
"fmt"
"time"
)

func sha256hex(s string) string {
b := sha256.Sum256([]byte(s))
return hex.EncodeToString(b[:])
}

func hmacsha256(s, key string) string {
hashed := hmac.New(sha256.New, []byte(key))
hashed.Write([]byte(s))
return string(hashed.Sum(nil))
}

func main() {
secretId := "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******"
secretKey := "Gu5t9xGARNpq86cd98joQYCN3*******"
host := "cvm.tencentcloudapi.com"
algorithm := "TC3-HMAC-SHA256"
service := "cvm"
version := "2017-03-12"
action := "DescribeInstances"
region := "ap-guangzhou"
//var timestamp int64 = time.Now().Unix()
var timestamp int64 = 1551113065

// step 1: build canonical request string
httpRequestMethod := "POST"
canonicalURI := "/"
canonicalQueryString := ""
canonicalHeaders := "content-type:application/json; charset=utf-8\n" + "host:" +
host + "\n"
signedHeaders := "content-type;host"
payload := `{"Limit": 1, "Filters": [{"Values": ["unnamed"], "Name": "instance-na
me"}]}`
hashedRequestPayload := sha256hex(payload)
canonicalRequest := fmt.Sprintf("%s\n%s\n%s\n%s\n%s\n%s",
httpRequestMethod,
canonicalURI,
```

```
canonicalQueryString,
canonicalHeaders,
signedHeaders,
hashedRequestPayload)
fmt.Println(canonicalRequest)

// step 2: build string to sign
date := time.Unix(timestamp, 0).UTC().Format("2006-01-02")
credentialScope := fmt.Sprintf("%s/%s/tc3_request", date, service)
hashedCanonicalRequest := sha256hex(canonicalRequest)
string2sign := fmt.Sprintf("%s\n%d\n%s\n%s",
algorithm,
timestamp,
credentialScope,
hashedCanonicalRequest)
fmt.Println(string2sign)

// step 3: sign string
secretDate := hmacsha256(date, "TC3"+secretKey)
secretService := hmacsha256(service, secretDate)
secretSigning := hmacsha256("tc3_request", secretService)
signature := hex.EncodeToString([]byte(hmacsha256(string2sign, secretSigning)))
fmt.Println(signature)

// step 4: build authorization
authorization := fmt.Sprintf("%s Credential=%s/%s, SignedHeaders=%s, Signature=%
s",
algorithm,
secretId,
credentialScope,
signedHeaders,
signature)
fmt.Println(authorization)

curl := fmt.Sprintf(`curl -X POST https://%s\
-H "Authorization: %s"\
-H "Content-Type: application/json; charset=utf-8"\
-H "Host: %s" -H "X-TC-Action: %s"\
-H "X-TC-Timestamp: %d"\
-H "X-TC-Version: %s"\
-H "X-TC-Region: %s"\
-d '%s'`, host, authorization, host, action, timestamp, version, region, payload)
fmt.Println(curl)
}
```

PHP

```php
<?php
$secretId = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******";
$secretKey = "Gu5t9xGARNpq86cd98joQYCN3*******";
$host = "cvm.tencentcloudapi.com";
$service = "cvm";
$version = "2017-03-12";
$action = "DescribeInstances";
$region = "ap-guangzhou";
// $timestamp = time();
$timestamp = 1551113065;
$algorithm = "TC3-HMAC-SHA256";

// step 1: build canonical request string
$httpRequestMethod = "POST";
$canonicalUri = "/";
$canonicalQueryString = "";
$canonicalHeaders = "content-type:application/json; charset=utf-8\n"."host:".$hos
t."\n";
$signedHeaders = "content-type;host";
$payload = '{"Limit": 1, "Filters": [{"Values": ["unnamed"], "Name": "instance-na
me"}]}';
$hashedRequestPayload = hash("SHA256", $payload);
$canonicalRequest = $httpRequestMethod."\n"
.$canonicalUri."\n"
.$canonicalQueryString."\n"
.$canonicalHeaders."\n"
.$signedHeaders."\n"
.$hashedRequestPayload;
echo $canonicalRequest.PHP_EOL;

// step 2: build string to sign
$date = gmdate("Y-m-d", $timestamp);
$credentialScope = $date."/".$service."/tc3_request";
$hashedCanonicalRequest = hash("SHA256", $canonicalRequest);
$stringToSign = $algorithm."\n"
.$timestamp."\n"
.$credentialScope."\n"
.$hashedCanonicalRequest;
echo $stringToSign.PHP_EOL;

// step 3: sign string
$secretDate = hash_hmac("SHA256", $date, "TC3".$secretKey, true);
$secretService = hash_hmac("SHA256", $service, $secretDate, true);
$secretSigning = hash_hmac("SHA256", "tc3_request", $secretService, true);
$signature = hash_hmac("SHA256", $stringToSign, $secretSigning);
echo $signature.PHP_EOL;
```

```
// step 4: build authorization
$authorization = $algorithm
." Credential=".$secretId."/".$credentialScope
.", SignedHeaders=content-type;host, Signature=".$signature;
echo $authorization.PHP_EOL;

$curl = "curl -X POST https://".$host
.' -H "Authorization: '.$authorization.'"'
.' -H "Content-Type: application/json; charset=utf-8"'
.' -H "Host: '.$host.'"'
.' -H "X-TC-Action: '.$action.'"'
.' -H "X-TC-Timestamp: '.$timestamp.'"'
.' -H "X-TC-Version: '.$version.'"'
.' -H "X-TC-Region: '.$region.'"'
." -d '".$payload."'";
echo $curl.PHP_EOL;
```

Ruby

```
# -*- coding: UTF-8 -*-
# require ruby>=2.3.0
require 'digest'
require 'json'
require 'time'
require 'openssl'

# Key Parameters
secret_id = 'AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******'
secret_key = 'Gu5t9xGARNpq86cd98joQYCN3*******'

service = 'cvm'
host = 'cvm.tencentcloudapi.com'
endpoint = 'https://' + host
region = 'ap-guangzhou'
action = 'DescribeInstances'
version = '2017-03-12'
algorithm = 'TC3-HMAC-SHA256'
# timestamp = Time.now.to_i
timestamp = 1551113065
date = Time.at(timestamp).utc.strftime('%Y-%m-%d')

# ************* Step 1: Concatenate the CanonicalRequest string *************
http_request_method = 'POST'
canonical_uri = '/'
canonical_querystring = ''
```

```
canonical_headers = "content-type:application/json; charset=utf-8\nhost:#{host}
\n"
signed_headers = 'content-type;host'
# params = { 'Limit' => 1, 'Filters' => [{ 'Name' => 'instance-name', 'Values' =>
['unnamed'] }] }
# payload = JSON.generate(params, { 'ascii_only' => true, 'space' => ' ' })
# json will generate in random order, to get specified result in example, we hard
-code it here.
payload = '{"Limit": 1, "Filters": [{"Values": ["unnamed"], "Name": "instance-nam
e"}]}'
hashed_request_payload = Digest::SHA256.hexdigest(payload)
canonical_request = [
http_request_method,
canonical_uri,
canonical_querystring,
canonical_headers,
signed_headers,
hashed_request_payload,
].join("\n")

puts canonical_request

# ************* Step 2: Concatenate the string to sign *************
credential_scope = date + '/' + service + '/' + 'tc3_request'
hashed_request_payload = Digest::SHA256.hexdigest(canonical_request)
string_to_sign = [
algorithm,
timestamp.to_s,
credential_scope,
hashed_request_payload,
].join("\n")
puts string_to_sign

# ************* Step 3: Calculate the Signature *************
digest = OpenSSL::Digest.new('sha256')
secret_date = OpenSSL::HMAC.digest(digest, 'TC3' + secret_key, date)
secret_service = OpenSSL::HMAC.digest(digest, secret_date, service)
secret_signing = OpenSSL::HMAC.digest(digest, secret_service, 'tc3_request')
signature = OpenSSL::HMAC.hexdigest(digest, secret_signing, string_to_sign)
puts signature

# ************* Step 4: Concatenate the Authorization *************
authorization = "#{algorithm} Credential=#{secret_id}/#{credential_scope}, Signed
Headers=#{signed_headers}, Signature=#{signature}"
puts authorization

puts 'curl -X POST ' + endpoint \
```

```
+ ' -H "Authorization: ' + authorization + '"' \
+ ' -H "Content-Type: application/json; charset=utf-8"' \
+ ' -H "Host: ' + host + '"' \
+ ' -H "X-TC-Action: ' + action + '"' \
+ ' -H "X-TC-Timestamp: ' + timestamp.to_s + '"' \
+ ' -H "X-TC-Version: ' + version + '"' \
+ ' -H "X-TC-Region: ' + region + '"' \
+ " -d '" + payload + "'"
```

DotNet

```
using System;
using System.Collections.Generic;
using System.Security.Cryptography;
using System.Text;

public class Application
{
public static string SHA256Hex(string s)
{
using (SHA256 algo = SHA256.Create())
{
byte[] hashbytes = algo.ComputeHash(Encoding.UTF8.GetBytes(s));
StringBuilder builder = new StringBuilder();
for (int i = 0; i < hashbytes.Length; ++i)
{
builder.Append(hashbytes[i].ToString("x2"));
}
return builder.ToString();
}
}
public static byte[] HmacSHA256(byte[] key, byte[] msg)
{
using (HMACSHA256 mac = new HMACSHA256(key))
{
return mac.ComputeHash(msg);
}
}

public static Dictionary<String, String> BuildHeaders(string secretid,
string secretkey, string service, string endpoint, string region,
string action, string version, DateTime date, string requestPayload)
{
string datestr = date.ToString("yyyy-MM-dd");
DateTime startTime = new DateTime(1970, 1, 1, 0, 0, 0, 0, DateTimeKind.Utc);
long requestTimestamp = (long)Math.Round((date - startTime).TotalMilliseconds, Mi
```

```
dpointRounding.AwayFromZero) / 1000;
// ************* Step 1: Concatenate the CanonicalRequest string *************
string algorithm = "TC3-HMAC-SHA256";
string httpRequestMethod = "POST";
string canonicalUri = "/";
string canonicalQueryString = "";
string contentType = "application/json";
string canonicalHeaders = "content-type:" + contentType + "; charset=utf-8\n" +
"host:" + endpoint + "\n";
string signedHeaders = "content-type;host";
string hashedRequestPayload = SHA256Hex(requestPayload);
string canonicalRequest = httpRequestMethod + "\n"
+ canonicalUri + "\n"
+ canonicalQueryString + "\n"
+ canonicalHeaders + "\n"
+ signedHeaders + "\n"
+ hashedRequestPayload;
Console.WriteLine(canonicalRequest);
Console.WriteLine("-----------------------------------");

// ************* Step 2: Concatenate the string to sign *************
string credentialScope = datestr + "/" + service + "/" + "tc3_request";
string hashedCanonicalRequest = SHA256Hex(canonicalRequest);
string stringToSign = algorithm + "\n" + requestTimestamp.ToString() + "\n" + cre
dentialScope + "\n" + hashedCanonicalRequest;
Console.WriteLine(stringToSign);
Console.WriteLine("-----------------------------------");

// ************* Step 3: Calculate the signature *************
byte[] tc3SecretKey = Encoding.UTF8.GetBytes("TC3" + secretkey);
byte[] secretDate = HmacSHA256(tc3SecretKey, Encoding.UTF8.GetBytes(datestr));
byte[] secretService = HmacSHA256(secretDate, Encoding.UTF8.GetBytes(service));
byte[] secretSigning = HmacSHA256(secretService, Encoding.UTF8.GetBytes("tc3_requ
est"));
byte[] signatureBytes = HmacSHA256(secretSigning, Encoding.UTF8.GetBytes(stringTo
Sign));
string signature = BitConverter.ToString(signatureBytes).Replace("-", "").ToLower
();
Console.WriteLine(signature);
Console.WriteLine("-----------------------------------");

// ************* Step 4: Concatenate the Authorization *************
string authorization = algorithm + " "
+ "Credential=" + secretid + "/" + credentialScope + ", "
+ "SignedHeaders=" + signedHeaders + ", "
+ "Signature=" + signature;
Console.WriteLine(authorization);
```

```
Console.WriteLine("-----------------------------------");

Dictionary<string, string> headers = new Dictionary<string, string>();
headers.Add("Authorization", authorization);
headers.Add("Host", endpoint);
headers.Add("Content-Type", contentType + "; charset=utf-8");
headers.Add("X-TC-Timestamp", requestTimestamp.ToString());
headers.Add("X-TC-Version", version);
headers.Add("X-TC-Action", action);
headers.Add("X-TC-Region", region);
return headers;
}
public static void Main(string[] args)
{
// SecretID and SecretKey
string SECRET_ID = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******";
string SECRET_KEY = "Gu5t9xGARNpq86cd98joQYCN3*******";

string service = "cvm";
string endpoint = "cvm.tencentcloudapi.com";
string region = "ap-guangzhou";
string action = "DescribeInstances";
string version = "2017-03-12";

// The timestamp `2019-02-26 00:44:25` used here is only for reference. In a proj
ect, use the following parameter:
// DateTime date = DateTime.UtcNow;
// Enter the correct time zone. We recommend using UTC timestamp to avoid errors.
DateTime date = new DateTime(1970, 1, 1, 0, 0, 0, 0, DateTimeKind.Utc).AddSeconds
(1551113065);
string requestPayload = "{\"Limit\": 1, \"Filters\": [{\"Values\": [\"\\u672a\\u5
47d\\u540d\"], \"Name\": \"instance-name\"}]}";

Dictionary<string, string> headers = BuildHeaders(SECRET_ID, SECRET_KEY, service
, endpoint, region, action, version, date, requestPayload);

Console.WriteLine("POST https://cvm.tencentcloudapi.com");
foreach (KeyValuePair<string, string> kv in headers)
{
Console.WriteLine(kv.Key + ": " + kv.Value);
}
Console.WriteLine();
Console.WriteLine(requestPayload);
}
}
```

NodeJS

```
const crypto = require('crypto');

function sha256(message, secret = '', encoding) {
const hmac = crypto.createHmac('sha256', secret)
return hmac.update(message).digest(encoding)
}
function getHash(message, encoding = 'hex') {
const hash = crypto.createHash('sha256')
return hash.update(message).digest(encoding)
}
function getDate(timestamp) {
const date = new Date(timestamp * 1000)
const year = date.getUTCFullYear()
const month = ('0' + (date.getUTCMonth() + 1)).slice(-2)
const day = ('0' + date.getUTCDate()).slice(-2)
return `${year}-${month}-${day}`
}
function main(){

const SECRET_ID = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******"
const SECRET_KEY = "Gu5t9xGARNpq86cd98joQYCN3*******"

const endpoint = "cvm.tencentcloudapi.com"
const service = "cvm"
const region = "ap-guangzhou"
const action = "DescribeInstances"
const version = "2017-03-12"
//const timestamp = getTime()
const timestamp = 1551113065
const date = getDate(timestamp)

// ************* Step 1: Concatenate the CanonicalRequest string *************
const signedHeaders = "content-type;host"

const payload = "{\"Limit\": 1, \"Filters\": [{\"Values\": [\"unnamed\"], \"Name
\": \"instance-name\"}]}"

const hashedRequestPayload = getHash(payload);
const httpRequestMethod = "POST"
const canonicalUri = "/"
const canonicalQueryString = ""
const canonicalHeaders = "content-type:application/json; charset=utf-8\n" + "hos
t:" + endpoint + "\n"

const canonicalRequest = httpRequestMethod + "\n"
```

```
+ canonicalUri + "\n"
+ canonicalQueryString + "\n"
+ canonicalHeaders + "\n"
+ signedHeaders + "\n"
+ hashedRequestPayload
console.log(canonicalRequest)
console.log("----------------------------")

// ************* Step 2: Concatenate the string to sign *************
const algorithm = "TC3-HMAC-SHA256"
const hashedCanonicalRequest = getHash(canonicalRequest);
const credentialScope = date + "/" + service + "/" + "tc3_request"
const stringToSign = algorithm + "\n" +
timestamp + "\n" +
credentialScope + "\n" +
hashedCanonicalRequest
console.log(stringToSign)
console.log("----------------------------")

// ************* Step 3: Calculate the signature *************
const kDate = sha256(date, 'TC3' + SECRET_KEY)
const kService = sha256(service, kDate)
const kSigning = sha256('tc3_request', kService)
const signature = sha256(stringToSign, kSigning, 'hex')
console.log(signature)
console.log("----------------------------")

// ************* Step 4: Concatenate the Authorization *************
const authorization = algorithm + " " +
"Credential=" + SECRET_ID + "/" + credentialScope + ", " +
"SignedHeaders=" + signedHeaders + ", " +
"Signature=" + signature
console.log(authorization)
console.log("----------------------------")

const Call_Information = 'curl -X POST ' + "https://" + endpoint
+ ' -H "Authorization: ' + authorization + '"'
+ ' -H "Content-Type: application/json; charset=utf-8"'
+ ' -H "Host: ' + endpoint + '"'
+ ' -H "X-TC-Action: ' + action + '"'
+ ' -H "X-TC-Timestamp: ' + timestamp.toString() + '"'
+ ' -H "X-TC-Version: ' + version + '"'
+ ' -H "X-TC-Region: ' + region + '"'
+ " -d '" + payload + "'"
console.log(Call_Information)
}
main()
```

C++

```
#include <iostream>
#include <iomanip>
#include <sstream>
#include <string>
#include <stdio.h>
#include <time.h>
#include <openssl/sha.h>
#include <openssl/hmac.h>

using namespace std;

string get_data(int64_t &timestamp)
{
string utcDate;
char buff[20] = {0};
// time_t timenow;
struct tm sttime;
sttime = *gmtime(&timestamp);
strftime(buff, sizeof(buff), "%Y-%m-%d", &sttime);
utcDate = string(buff);
return utcDate;
}
string int2str(int64_t n)
{
std::stringstream ss;
ss << n;
return ss.str();
}
string sha256Hex(const string &str)
{
char buf[3];
unsigned char hash[SHA256_DIGEST_LENGTH];
SHA256_CTX sha256;
SHA256_Init(&sha256);
SHA256_Update(&sha256, str.c_str(), str.size());
SHA256_Final(hash, &sha256);
std::string NewString = "";
for(int i = 0; i < SHA256_DIGEST_LENGTH; i++)
{
snprintf(buf, sizeof(buf), "%02x", hash[i]);
NewString = NewString + buf;
}
return NewString;
```

```
}
string HmacSha256(const string &key, const string &input)
{
unsigned char hash[32];

HMAC_CTX *h;
#if OPENSSL_VERSION_NUMBER < 0x10100000L
HMAC_CTX hmac;
HMAC_CTX_init(&hmac);
h = &hmac;
#else
h = HMAC_CTX_new();
#endif

HMAC_Init_ex(h, &key[0], key.length(), EVP_sha256(), NULL);
HMAC_Update(h, ( unsigned char* )&input[0], input.length());
unsigned int len = 32;
HMAC_Final(h, hash, &len);

#if OPENSSL_VERSION_NUMBER < 0x10100000L
HMAC_CTX_cleanup(h);
#else
HMAC_CTX_free(h);
#endif

std::stringstream ss;
ss << std::setfill('0');
for (int i = 0; i < len; i++)
{
ss << hash[i];
}

return (ss.str());
}
string HexEncode(const string &input)
{
static const char* const lut = "0123456789abcdef";
size_t len = input.length();

string output;
output.reserve(2 * len);
for (size_t i = 0; i < len; ++i)
{
const unsigned char c = input[i];
output.push_back(lut[c >> 4]);
output.push_back(lut[c & 15]);
}
```

```
return output;
}

int main()
{
string SECRET_ID = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******";
string SECRET_KEY = "Gu5t9xGARNpq86cd98joQYCN3*******";

string service = "cvm";
string host = "cvm.tencentcloudapi.com";
string region = "ap-guangzhou";
string action = "DescribeInstances";
string version = "2017-03-12";
int64_t timestamp = 1551113065;
string date = get_data(timestamp);

// ************* Step 1: Concatenate the CanonicalRequest string *************
string httpRequestMethod = "POST";
string canonicalUri = "/";
string canonicalQueryString = "";
string canonicalHeaders = "content-type:application/json; charset=utf-8\nhost:" +
host + "\n";
string signedHeaders = "content-type;host";
string payload = "{\"Limit\": 1, \"Filters\": [{\"Values\": [\"unnamed\"], \"Name
\": \"instance-name\"}]}";
string hashedRequestPayload = sha256Hex(payload);
string canonicalRequest = httpRequestMethod + "\n" + canonicalUri + "\n" + canoni
calQueryString + "\n"
+ canonicalHeaders + "\n" + signedHeaders + "\n" + hashedRequestPayload;
cout << canonicalRequest << endl;
cout << "-----------------------" << endl;

// ************* Step 2: Concatenate the string to sign *************
string algorithm = "TC3-HMAC-SHA256";
string RequestTimestamp = int2str(timestamp);
string credentialScope = date + "/" + service + "/" + "tc3_request";
string hashedCanonicalRequest = sha256Hex(canonicalRequest);
string stringToSign = algorithm + "\n" + RequestTimestamp + "\n" + credentialScop
e + "\n" + hashedCanonicalRequest;
cout << stringToSign << endl;
cout << "-----------------------" << endl;

// ************* Step 3: Calculate the signature ***************
string kKey = "TC3" + SECRET_KEY;
string kDate = HmacSha256(kKey, date);
string kService = HmacSha256(kDate, service);
string kSigning = HmacSha256(kService, "tc3_request");
```

```
string signature = HexEncode(HmacSha256(kSigning, stringToSign));
cout << signature << endl;
cout << "-----------------------" << endl;

// ************* Step 4: Concatenate the Authorization *************
string authorization = algorithm + " " + "Credential=" + SECRET_ID + "/" + creden
tialScope + ", "
+ "SignedHeaders=" + signedHeaders + ", " + "Signature=" + signature;
cout << authorization << endl;
cout << "-----------------------" << endl;

string headers = "curl -X POST https://" + host + "\n"
+ " -H \"Authorization: " + authorization + "\n"
+ " -H \"Content-Type: application/json; charset=utf-8\"" + "\n"
+ " -H \"Host: " + host + "\n"
+ " -H \"X-TC-Action: " + action + "\n"
+ " -H \"X-TC-Timestamp: " + RequestTimestamp + "\n"
+ " -H \"X-TC-Version: " + version + "\n"
+ " -H \"X-TC-Region: " + region + "\n"
+ " -d '" + payload;
cout << headers << endl;
return 0;
};
```

Signature Failure

The following situational error codes for signature failure may occur. Please resolve the errors accordingly.

Error Code	Description
AuthFailure.SignatureExpire	Signature expired. Timestamp and server time cannot differ by more than five minutes.
AuthFailure.SecretIdNotFound	The key does not exist. Please go to the console to check whether it is disabled or you copied fewer or more characters.
AuthFailure.SignatureFailure	Signature error. It is possible that the signature was calculated incorrectly, the signature does not match the content actually sent, or the SecretKey is incorrect.
AuthFailure.TokenFailure	Temporary certificate token error.
AuthFailure.InvalidSecretId	Invalid key (not a TencentCloud API key type).

Signature

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Tencent Cloud API authenticates each access request, i.e. each request needs to include authentication information (Signature) in the common parameters to verify the identity of the requester.
The Signature is generated by the security credentials which include SecretId and SecretKey. If you don't have the security credentials yet, go to the TencentCloud API Key page to apply for them; otherwise, you cannot invoke the TencentCloud API.

1. Applying for Security Credentials

Before using the TencentCloud API for the first time, go to the TencentCloud API Key page to apply for security credentials.
Security credentials consist of SecretId and SecretKey:

- SecretId is used to identify the API requester.
- SecretKey is used to encrypt the signature string and verify it on the server.
- **You must keep your security credentials private and avoid disclosure.**

You can apply for the security credentials through the following steps:

1. Log in to the Tencent Cloud Console.
2. Go to the TencentCloud API Key page.
3. On the API Key Management page, click **Create Key** to create a SecretId/SecretKey pair.

Note: Each account can have up to two pairs of SecretId/SecretKey.

2. Generating a Signature

With the SecretId and SecretKey, a signature can be generated. The following describes how to generate a signature:

Assume that the SecretId and SecretKey are:

- SecretId: `AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******`
- SecretKey: `Gu5t9xGARNpq86cd98joQYCN3*******`

Note: This is just an example. For actual operations, please use your own SecretId and SecretKey.

Take the Cloud Virtual Machine's request to view the instance list (DescribeInstances) as an example. When you invoke this API, the request parameters may be as follows:

Parameter name	Description	Parameter value
Action	Method name	DescribeInstances
SecretId	Key ID	`AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******`
Timestamp	Current timestamp	1465185768
Nonce	Random positive integer	11886
Region	Region where the instance is located	ap-guangzhou
InstanceIds.0	ID of the instance to query	ins-09dx96dg
Offset	Offset	0
Limit	Allowed maximum output	20
Version	API version number	2017-03-12

2.1. Sorting Parameters

First, sort all the request parameters in an ascending lexicographical order (ASCII code) by their names. Notes: (1) Parameters are sorted by their names instead of their values; (2) The parameters are sorted based on ASCII code, not in an alphabetical order or by values. For example, InstanceIds.2 should be arranged after InstanceIds.12. You can complete the sorting process using a sorting function in a programming language, such as the ksort function in PHP. The parameters in the example are sorted as follows:

```
{
'Action' : 'DescribeInstances',
'InstanceIds.0' : 'ins-09dx96dg',
'Limit' : 20,
'Nonce' : 11886,
'Offset' : 0,
'Region' : 'ap-guangzhou',
'SecretId' : 'AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******',
'Timestamp' : 1465185768,
'Version': '2017-03-12',
}
```

When developing in another programming language, you can sort these sample parameters and it will work as long as you obtain the same results.

2.2. Concatenating a Request String

This step generates a request string.

Format the request parameters sorted in the previous step into the form of "parameter name"="parameter value". For example, for the Action parameter, its parameter name is "Action" and its parameter value is "DescribeInstances", so it will become Action=DescribeInstances after formatted.

Note: The "parameter value" is the original value but not the value after URL encoding.

Then, concatenate the formatted parameters with "&". The resulting request string is as follows:

```
Action=DescribeInstances&InstanceIds.0=ins-09dx96dg&Limit=20&Nonce=11886&Offset=0
&Region=ap-guangzhou&SecretId=AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******&Timestamp=1465
185768&Version=2017-03-12
```

2.3. Concatenating the Signature Original String

This step generates a signature original string.

The signature original string consists of the following parameters:

1. HTTP method: POST and GET modes are supported, and GET is used here for the request. Please note that the method name should be in all capital letters.
2. Request server: the domain name of the request to view the list of instances (DescribeInstances) is cvm.tencentcloudapi.com. The actual request domain name varies by the module to which the API belongs. For more information, see the instructions of the specific API.
3. Request path: The request path in the current version of TencentCloud API is fixed to /.
4. Request string: the request string generated in the previous step.

The concatenation rule of the signature original string is: Request method + request host + request path + ? + request string

The concatenation result of the example is:

```
GETcvm.tencentcloudapi.com/?Action=DescribeInstances&InstanceIds.0=ins-09dx96dg&L
imit=20&Nonce=11886&Offset=0&Region=ap-guangzhou&SecretId=AKIDz8krbsJ5yKBZQpn74WF
kmLPx3*******&Timestamp=1465185768&Version=2017-03-12
```

2.4. Generating a Signature String

This step generates a signature string.

First, use the HMAC-SHA1 algorithm to sign the **signature original string** obtained in the previous step, and then

encode the generated signature using Base64 to obtain the final signature.

The specific code is as follows with the PHP language being used as an example:

```
$secretKey = 'Gu5t9xGARNpq86cd98joQYCN3*******';
$srcStr = 'GETcvm.tencentcloudapi.com/?Action=DescribeInstances&InstanceIds.0=ins-09dx96dg&Limit=20&Nonce=11886&Offset=0&Region=ap-guangzhou&SecretId=AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******&Timestamp=1465185768&Version=2017-03-12';
$signStr = base64_encode(hash_hmac('sha1', $srcStr, $secretKey, true));
echo $signStr;
```

The final signature is:

```
zmmjn35mikh6pM3V7sUEuX4wyYM=
```

When developing in another programming language, you can sign and verify the original in the example above and it works as long as you get the same results.

3. Encoding a Signature String

The generated signature string cannot be directly used as a request parameter and must be URL encoded.

For example, if the signature string generated in the previous step is zmmjn35mikh6pM3V7sUEuX4wyYM=, the final signature string request parameter (Signature) is zmmjn35mikh6pM3V7sUEuX4wyYM%3D, which will be used to generate the final request URL.

Note: If your request method is GET, or the request method is POST and the Content-Type is application/x-www-form-urlencoded, then all the request parameter values need to be URL encoded (except the parameter key and the symbol of =) when sending the request. Non-ASCII characters need to be encoded with UTF-8 before URL encoding.

Note: The network libraries of some programming languages automatically URL encode all parameters, in which case there is no need to URL encode the signature string; otherwise, two rounds of URL encoding will cause the signature to fail.

Note: Other parameter values also need to be encoded using RFC 3986. Use %XY in percent-encoding for special characters such as Chinese characters, where "X" and "Y" are hexadecimal characters (0-9 and uppercase A-F), and using lowercase will cause an error.

4. Signature Failure

The following situational error codes for signature failure may occur. Please resolve the errors accordingly.

Error code	Error description
AuthFailure.SignatureExpire	The signature is expired
AuthFailure.SecretIdNotFound	The key does not exist
AuthFailure.SignatureFailure	Signature error
AuthFailure.TokenFailure	Token error
AuthFailure.InvalidSecretId	Invalid key (not a TencentCloud API key type)

5. Signature Demo

When calling API 3.0, you are recommended to use the corresponding Tencent Cloud SDK 3.0 which encapsulates the signature process, enabling you to focus on only the specific APIs provided by the product when developing. See SDK Center for more information. Currently, the following programming languages are supported:

- Python
- Java
- PHP
- Go
- NodeJS
- .NET

To further explain the signing process, we will use a programming language to implement the process described above. The request domain name, API and parameter values in the sample are used here. This goal of this example is only to provide additional clarification for the signature process, please see the SDK for actual usage.

The final output URL might be: `https://cvm.tencentcloudapi.com/?Action=DescribeInstances&InstanceIds.0=ins-09dx96dg&Limit=20&Nonce=11886&Offset=0&Region=ap-guangzhou&SecretId=AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******&Signature=zmmjn35mikh6pM3V7sUEuX4wyYM%3D&Timestamp=1465185768&Version=2017-03-12` .

Note: The key in the example is fictitious, and the timestamp is not the current time of the system, so if this URL is opened in the browser or called using commands such as curl, an authentication error will be returned: Signature expired. In order to get a URL that can work properly, you need to replace the SecretId and SecretKey in the example with your real credentials and use the current time of the system as the Timestamp.

Note: In the example below, even if you use the same programming language, the order of the parameters in the URL may be different for each execution. However, the order does not matter, as long as all the parameters are included in the URL and the signature is calculated correctly.

Note: The following code is only applicable to API 3.0. It cannot be directly used in other signature processes. Even with an older API, signature calculation errors may occur due to the differences in details. Please refer to the corresponding documentation.

Java

```
import java.io.UnsupportedEncodingException;
import java.net.URLEncoder;
import java.util.Random;
import java.util.TreeMap;
import javax.crypto.Mac;
import javax.crypto.spec.SecretKeySpec;
import javax.xml.bind.DatatypeConverter;

public class TencentCloudAPIDemo {
private final static String CHARSET = "UTF-8";

public static String sign(String s, String key, String method) throws Exception {
Mac mac = Mac.getInstance(method);
SecretKeySpec secretKeySpec = new SecretKeySpec(key.getBytes(CHARSET), mac.getAlg
orithm());
mac.init(secretKeySpec);
byte[] hash = mac.doFinal(s.getBytes(CHARSET));
return DatatypeConverter.printBase64Binary(hash);
}

public static String getStringToSign(TreeMap<String, Object> params) {
StringBuilder s2s = new StringBuilder("GETcvm.tencentcloudapi.com/?");
// When signing, the parameters need to be sorted in lexicographical order. TreeM
ap is used here to guarantee the correct order.
for (String k : params.keySet()) {
s2s.append(k).append("=").append(params.get(k).toString()).append("&");
}
return s2s.toString().substring(0, s2s.length() - 1);
}

public static String getUrl(TreeMap<String, Object> params) throws UnsupportedEnc
odingException {
StringBuilder url = new StringBuilder("https://cvm.tencentcloudapi.com/?");
// There is no requirement for the order of the parameters in the actual request
URL.
for (String k : params.keySet()) {
```

```
// The request string needs to be URL encoded. As the Key is all in English lette
rs, only the value is URL encoded here.
url.append(k).append("=").append(URLEncoder.encode(params.get(k).toString(), CHAR
SET)).append("&");
}
return url.toString().substring(0, url.length() - 1);
}

public static void main(String[] args) throws Exception {
TreeMap<String, Object> params = new TreeMap<String, Object>(); // TreeMap enable
s automatic sorting
// A random number should be used when actually calling, for example: params.put
("Nonce", new Random().nextInt(java.lang.Integer.MAX_VALUE));
params.put("Nonce", 11886); // Common parameter
// The current time of the system should be used when actually calling, for examp
le: params.put("Timestamp", System.currentTimeMillis() / 1000);
params.put("Timestamp", 1465185768); // Common parameter
params.put("SecretId", "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******"); // Common paramet
er
params.put("Action", "DescribeInstances"); // Common parameter
params.put("Version", "2017-03-12"); // Common parameter
params.put("Region", "ap-guangzhou"); // Common parameter
params.put("Limit", 20); // Business parameter
params.put("Offset", 0); // Business parameter
params.put("InstanceIds.0", "ins-09dx96dg"); // Business parameter
params.put("Signature", sign(getStringToSign(params), "Gu5t9xGARNpq86cd98joQYCN3*
******", "HmacSHA1")); // Common parameter
System.out.println(getUrl(params));
}
}
```

Python

Note: If running in a Python 2 environment, the following requests dependency package must be installed first: `pip install requests` .

```
# -*- coding: utf8 -*-
import base64
import hashlib
import hmac
import time

import requests

secret_id = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******"
secret_key = "Gu5t9xGARNpq86cd98joQYCN3*******"
```

```
def get_string_to_sign(method, endpoint, params):
s = method + endpoint + "/?"
query_str = "&".join("%s=%s" % (k, params[k]) for k in sorted(params))
return s + query_str

def sign_str(key, s, method):
hmac_str = hmac.new(key.encode("utf8"), s.encode("utf8"), method).digest()
return base64.b64encode(hmac_str)

if __name__ == '__main__':
endpoint = "cvm.tencentcloudapi.com"
data = {
'Action' : 'DescribeInstances',
'InstanceIds.0' : 'ins-09dx96dg',
'Limit' : 20,
'Nonce' : 11886,
'Offset' : 0,
'Region' : 'ap-guangzhou',
'SecretId' : secret_id,
'Timestamp' : 1465185768, # int(time.time())
'Version': '2017-03-12'
}
s = get_string_to_sign("GET", endpoint, data)
data["Signature"] = sign_str(secret_key, s, hashlib.sha1)
print(data["Signature"])
# An actual invocation would occur here, which may incur fees after success
# resp = requests.get("https://" + endpoint, params=data)
# print(resp.url)
```

Golang

```
package main

import (
"bytes"
"crypto/hmac"
"crypto/sha1"
"encoding/base64"
"fmt"
"sort"
)

func main() {
secretId := "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******"
secretKey := "Gu5t9xGARNpq86cd98joQYCN3*******"
```

```
params := map[string]string{
"Nonce": "11886",
"Timestamp": "1465185768",
"Region": "ap-guangzhou",
"SecretId": secretId,
"Version": "2017-03-12",
"Action": "DescribeInstances",
"InstanceIds.0": "ins-09dx96dg",
"Limit": "20",
"Offset": "0",
}

var buf bytes.Buffer
buf.WriteString("GET")
buf.WriteString("cvm.tencentcloudapi.com")
buf.WriteString("/")
buf.WriteString("?")

// sort keys by ascii asc order
keys := make([]string, 0, len(params))
for k, _ := range params {
keys = append(keys, k)
}
sort.Strings(keys)

for i := range keys {
k := keys[i]
buf.WriteString(k)
buf.WriteString("=")
buf.WriteString(params[k])
buf.WriteString("&")
}
buf.Truncate(buf.Len() - 1)

hashed := hmac.New(sha1.New, []byte(secretKey))
hashed.Write(buf.Bytes())

fmt.Println(base64.StdEncoding.EncodeToString(hashed.Sum(nil)))
}
```

PHP

```
<?php
$secretId = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******";
$secretKey = "Gu5t9xGARNpq86cd98joQYCN3*******";
$param["Nonce"] = 11886;//rand();
```

```
$param["Timestamp"] = 1465185768;//time();
$param["Region"] = "ap-guangzhou";
$param["SecretId"] = $secretId;
$param["Version"] = "2017-03-12";
$param["Action"] = "DescribeInstances";
$param["InstanceIds.0"] = "ins-09dx96dg";
$param["Limit"] = 20;
$param["Offset"] = 0;

ksort($param);

$signStr = "GETcvm.tencentcloudapi.com/?";
foreach ( $param as $key => $value ) {
$signStr = $signStr . $key . "=" . $value . "&";
}
$signStr = substr($signStr, 0, -1);

$signature = base64_encode(hash_hmac("sha1", $signStr, $secretKey, true));
echo $signature.PHP_EOL;
// need to install and enable curl extension in php.ini
// $param["Signature"] = $signature;
// $url = "https://cvm.tencentcloudapi.com/?".http_build_query($param);
// echo $url.PHP_EOL;
// $ch = curl_init();
// curl_setopt($ch, CURLOPT_URL, $url);
// $output = curl_exec($ch);
// curl_close($ch);
// echo json_decode($output);
```

Ruby

```
# -*- coding: UTF-8 -*-
# require ruby>=2.3.0
require 'time'
require 'openssl'
require 'base64'

secret_id = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******"
secret_key = "Gu5t9xGARNpq86cd98joQYCN3*******"

method = 'GET'
endpoint = 'cvm.tencentcloudapi.com'
data = {
'Action' => 'DescribeInstances',
'InstanceIds.0' => 'ins-09dx96dg',
'Limit' => 20,
```

```
'Nonce' => 11886,
'Offset' => 0,
'Region' => 'ap-guangzhou',
'SecretId' => secret_id,
'Timestamp' => 1465185768, # Time.now.to_i
'Version' => '2017-03-12',
}
sign = method + endpoint + '/?'
params = []
data.sort.each do |item|
params << "#{item[0]}=#{item[1]}"
end
sign += params.join('&')
digest = OpenSSL::Digest.new('sha1')
data['Signature'] = Base64.encode64(OpenSSL::HMAC.digest(digest, secret_key, sig
n))
puts data['Signature']

# require 'net/http'
# uri = URI('https://' + endpoint)
# uri.query = URI.encode_www_form(data)
# p uri
# res = Net::HTTP.get_response(uri)
# puts res.body
```

DotNet

```
using System;
using System.Collections.Generic;
using System.Net;
using System.Security.Cryptography;
using System.Text;

public class Application {
public static string Sign(string signKey, string secret)
{
string signRet = string.Empty;
using (HMACSHA1 mac = new HMACSHA1(Encoding.UTF8.GetBytes(signKey)))
{
byte[] hash = mac.ComputeHash(Encoding.UTF8.GetBytes(secret));
signRet = Convert.ToBase64String(hash);
}
return signRet;
}
public static string MakeSignPlainText(SortedDictionary<string, string> requestPa
rams, string requestMethod, string requestHost, string requestPath)
```

```
{
string retStr = "";
retStr += requestMethod;
retStr += requestHost;
retStr += requestPath;
retStr += "?";
string v = "";
foreach (string key in requestParams.Keys)
{
v += string.Format("{0}={1}&", key, requestParams[key]);
}
retStr += v.TrimEnd('&');
return retStr;
}

public static void Main(string[] args)
{
string SECRET_ID = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******";
string SECRET_KEY = "Gu5t9xGARNpq86cd98joQYCN3*******";

string endpoint = "cvm.tencentcloudapi.com";
string region = "ap-guangzhou";
string action = "DescribeInstances";
string version = "2017-03-12";
double RequestTimestamp = 1465185768;
// long timestamp = ToTimestamp() / 1000;
// string requestTimestamp = timestamp.ToString();
Dictionary<string, string> param = new Dictionary<string, string>();
param.Add("Limit", "20");
param.Add("Offset", "0");
param.Add("InstanceIds.0", "ins-09dx96dg");
param.Add("Action", action);
param.Add("Nonce", "11886");
// param.Add("Nonce", Math.Abs(new Random().Next()).ToString());

param.Add("Timestamp", RequestTimestamp.ToString());
param.Add("Version", version);

param.Add("SecretId", SECRET_ID);
param.Add("Region", region);
SortedDictionary<string, string> headers = new SortedDictionary<string, string>(p
aram, StringComparer.Ordinal);
string sigInParam = MakeSignPlainText(headers, "GET", endpoint, "/");
Console.WriteLine(sigInParam);
string sigOutParam = Sign(SECRET_KEY, sigInParam);
```

```
Console.WriteLine("GET https://cvm.tencentcloudapi.com");
foreach (KeyValuePair<string, string> kv in headers)
{
Console.WriteLine(kv.Key + ": " + kv.Value);
}
Console.WriteLine("Signature" + ": " + WebUtility.UrlEncode(sigOutParam));
Console.WriteLine();

string result = "https://cvm.tencentcloudapi.com/?";
foreach (KeyValuePair<string, string> kv in headers)
{
result += WebUtility.UrlEncode(kv.Key) + "=" + WebUtility.UrlEncode(kv.Value) +
"&";
}
result += WebUtility.UrlEncode("Signature") + "=" + WebUtility.UrlEncode(sigOutPa
ram);
Console.WriteLine("GET " + result);
}
}
```

NodeJS

```
const crypto = require('crypto');

function get_req_url(params, endpoint){
params['Signature'] = escape(params['Signature']);
const url_strParam = sort_params(params)
return "https://" + endpoint + "/?" + url_strParam.slice(1);
}

function formatSignString(reqMethod, endpoint, path, strParam){
let strSign = reqMethod + endpoint + path + "?" + strParam.slice(1);
return strSign;
}
function sha1(secretKey, strsign){
let signMethodMap = {'HmacSHA1': "sha1"};
let hmac = crypto.createHmac(signMethodMap['HmacSHA1'], secretKey || "");
return hmac.update(Buffer.from(strsign, 'utf8')).digest('base64')
}

function sort_params(params){
let strParam = "";
let keys = Object.keys(params);
keys.sort();
for (let k in keys) {
//k = k.replace(/_/g, '.');
```

```
strParam += ("&" + keys[k] + "=" + params[keys[k]]);
}
return strParam
}

function main(){
const SECRET_ID = "AKIDz8krbsJ5yKBZQpn74WFkmLPx3*******"
const SECRET_KEY = "Gu5t9xGARNpq86cd98joQYCN3*******"

const endpoint = "cvm.tencentcloudapi.com"
const Region = "ap-guangzhou"
const Version = "2017-03-12"
const Action = "DescribeInstances"
const Timestamp = 1465185768
// const Timestamp = Math.round(Date.now() / 1000)
const Nonce = 11886
//const nonce = Math.round(Math.random() * 65535)

let params = {};
params['Action'] = Action;
params['InstanceIds.0'] = 'ins-09dx96dg';
params['Limit'] = 20;
params['Offset'] = 0;
params['Nonce'] = Nonce;
params['Region'] = Region;
params['SecretId'] = SECRET_ID;
params['Timestamp'] = Timestamp;
params['Version'] = Version;

strParam = sort_params(params)

const reqMethod = "GET";
const path = "/";
strSign = formatSignString(reqMethod, endpoint, path, strParam)
console.log(strSign)
console.log("-----------------------")

params['Signature'] = sha1(SECRET_KEY, strSign)
console.log(params['Signature'])
console.log("-----------------------")

const req_url = get_req_url(params, endpoint)
console.log(params['Signature'])
console.log("-----------------------")
console.log(req_url)
}
main()
```

Responses

Last updated：2024-03-27 16:13:25

Response for Successful Requests

For example, when calling CAM API (version: 2017-03-12) to view the status of instances (DescribeInstancesStatus), if the request has succeeded, you may see the response as shown below:

```
{
"Response": {
"TotalCount": 0,
"InstanceStatusSet": [],
"RequestId": "b5b41468-520d-4192-b42f-595cc34b6c1c"
}
}
```

- The API will return `Response`, which contains `RequestId`, as long as it processes the request. It does not matter if the request is successful or not.
- RequestId is the unique ID of an API request. Contact us with this ID when an exception occurs.
- Except for the fixed fields, all fields are action-specified. For the definitions of action-specified fields, see the corresponding API documentation. In this example, `TotalCount` and `InstanceStatusSet` are the fields specified by the API `DescribeInstancesStatus`. 0 `TotalCount` means that the requester owns 0 CVM instance so the `InstanceStatusSet` is empty.

Response for Failed Requests

If the request has failed, you may see the response as shown below:

```
{
"Response": {
"Error": {
"Code": "AuthFailure.SignatureFailure",
"Message": "The provided credentials could not be validated. Please ensure your s
ignature is correct."
},
"RequestId": "ed93f3cb-f35e-473f-b9f3-0d451b8b79c6"
}
}
```

- The presence of the `Error` field indicates that the request has failed. A response for a failed request will include `Error`, `Code` and `Message` fields.
- `Code` is the code of the error that helps you identify the cause and solution. There are two types of error codes so you may find the code in either common error codes or API-specified error codes.
- Message explains the cause of the error. Note that the returned messages are subject to service updates. The information the messages provide may not be up-to-date and should not be the only source of reference.
- RequestId is the unique ID of an API request. Contact us with this ID when an exception occurs.

Common Error Codes

If there is an Error field in the response, it means that the API call failed. The Code field in Error indicates the error code. The following table lists the common error codes that all actions can return.

Error Code	Description
AuthFailure.InvalidSecretId	Invalid key (not a TencentCloud API key type).
AuthFailure.MFAFailure	MFA failed.
AuthFailure.SecretIdNotFound	The key does not exist.
AuthFailure.SignatureExpire	Signature expired.
AuthFailure.SignatureFailure	Signature error.
AuthFailure.TokenFailure	Token error.
AuthFailure.UnauthorizedOperation	The request does not have CAM authorization.
DryRunOperation	DryRun Operation. It means that the request would have succeeded, but the DryRun parameter was used.
FailedOperation	Operation failed.
InternalError	Internal error.
InvalidAction	The API does not exist.
InvalidParameter	Incorrect parameter.
InvalidParameterValue	Invalid parameter value.
LimitExceeded	Quota limit exceeded.
MissingParameter	A parameter is missing.

NoSuchVersion	The API version does not exist.
RequestLimitExceeded	The number of requests exceeds the frequency limit.
ResourceInUse	Resource is in use.
ResourceInsufficient	Insufficient resource.
ResourceNotFound	The resource does not exist.
ResourceUnavailable	Resource is unavailable.
UnauthorizedOperation	Unauthorized operation.
UnknownParameter	Unknown parameter.
UnsupportedOperation	Unsupported operation.
UnsupportedProtocol	HTTPS request method error. Only GET and POST requests are supported.
UnsupportedRegion	API does not support the requested region.

Agent APIs
CreateSDKLoginToken

Last updated：2024-03-27 16:14:05

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to create the SDK log-in token.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: CreateSDKLoginToken.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
SeatUserId	Yes	String	Agent account.
OnlyOnce	No	Boolean	Whether the generated token is for one-time verification?

3. Output Parameters

Parameter Name	Type	Description
Token	String	SDK log-in Token.
ExpiredTime	Integer	Expiry timestamp. Unix timestamp.
SdkURL	String	The path in which the SDK is loaded will change with its release.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Creating SDK Log-in Token

This example shows you how to create SDK log-in token.

Input Example

```
https://ccc.tencentcloudapi.com/?Action=CreateSDKLoginToken
&SdkAppId=1400000000
&SeatUserId=FooOrBar@tencent.com
&<Common request parameters>
```

Output Example

```
{
"Response": {
"RequestId": "6bb56a09-2787-40bc-80c5-dc6dab783eff",
"Token": "6bb56a09278740bc80c5dc6dab783eff",
"SdkURL": "https://29294-22989-29805-29810.cdn-go.cn/tccc-agent-sdk/latest/",
"ExpiredTime": 1601371974
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue.AccountNotExist	Account does not exist.
InvalidParameterValue.InstanceNotExist	The instance does not exist.
OperationDenied.UinDisabled	The account has been disabled.

CreateStaff

Last updated：2024-03-27 16:14:05

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to create the customer service account.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: CreateStaff.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
Staffs.N	Yes	Array of SeatUserInfo	Customer information, no more than 10.
SendPassword	No	Boolean	Whether to send a password mail or not (the default is true)

3. Output Parameters

Parameter Name	Type	Description
ErrorStaffList	Array of ErrStaffItem	Error agent list and error information. Note: This field may return null, indicating that no valid value could be obtained.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Creating Customer Service

This example shows you how to create customer service.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: CreateStaff
<Common request parameters>
{
"Staffs": [
{
"Phone": "Contact phone",
"Mail": "Contact person email",
"StaffNumber": "001",
"Name": "Xiao Jun"
}
],
"SdkAppId": 1400000000
}
```

Output Example

```
{
"Response": {
"RequestId": "6bb56a09-2787-40bc-80c5-dc6dab783eff",
"ErrorStaffList": null
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
FailedOperation.DuplicatedAccount	Duplicate account.
InternalError	An internal error occurs.
InvalidParameter	Parameter error.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue	The parameter value is invalid.
InvalidParameterValue.InstanceNotExist	The instance does not exist.
LimitExceeded	Exceeded quota limit.

DeleteStaff

Last updated：2024-03-27 16:14:04

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to delete the agent information.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DeleteStaff.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
StaffList.N	Yes	Array of String	List of customer service emails to be deleted.

3. Output Parameters

Parameter	Type	Description

Name		
OnlineStaffList	Array of String	List of customer service staff that can't be deleted when being online. Note: this field may return null, indicating that no valid values can be obtained.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Deleting Agent Information

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DeleteStaff
<Common request parameters>
{
"SdkAppId": 1400000000,
"StaffList": [
"staff1@xxx.com",
"staff2@xxx.com"
]
}
```

Output Example

```
{
"Response": {
"RequestId": "48edd236-7ef1-45af-9e12-fc376ba355bf",
"OnlineStaffList": null
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

ModifyStaff

Last updated：2024-03-27 16:14:01

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to modify the customer service account.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: ModifyStaff.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID
Email	Yes	String	Agent account.
Name	No	String	Agent name.
Phone	No	String	Agent phone number (preceded by 0086, example: 008618011111111).
Nick	No	String	Agent nickname.
SkillGroupIds.N	No	Array of	Bind skill group ID list.

		Integer	
UseMobileCallOut	No	Boolean	Whether the cell phone outbound call switch is enabled or not.
UseMobileAccept	No	Integer	Cell phone answering pattern: 0 - Off | 1 - Only when Offline | 2 - Always.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Modifying Customer Service

This example shows you how to modify customer service.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: ModifyStaff
<Common request parameters>
{
"Phone": "008618092688910",
"Email": "xxx@tencent.com",
"SdkAppId": 1400000000
}
```

Output Example

```
{
"Response": {
"RequestId": "6bb56a09-2787-40bc-80c5-dc6dab783eff"
```

```
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue.AccountNotExist	Account does not exist.
InvalidParameterValue.InstanceNotExist	The instance does not exist.
InvalidParameterValue.PhoneNumIsBoundOtherAccount	The number has been bound to another account.
InvalidParameterValue.SkillGroupError	Skill group error.

OperationDenied.NotInWhiteList	Not in the allowlist.

DescribeStaffInfoList

Last updated：2024-03-27 16:14:03

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access the agent information list.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeStaffInfoList.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
PageSize	Yes	Integer	Page size, upper limit 9,999
PageNumber	Yes	Integer	Page number starting from 0.
StaffMail	No	String	Agent account used when querying a single agent.
ModifiedTime	No	Integer	Use when querying for agents with a modification time greater or equal to ModifiedTime.

SkillGroupId	No	Integer	Skill group ID.

3. Output Parameters

Parameter Name	Type	Description
TotalCount	Integer	Total number of agent users.
StaffList	Array of StaffInfo	Agent user information list.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing Agent List

This example shows you how to access agent list.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeStaffInfoList
<Common Request Parameters>
{
"ModifiedTime": 1590147606,
"PageSize": 10,
"PageNumber": 0,
"StaffMail": "“121223@qq.com”",
"SdkAppId": "1400000000"
}
```

Output Example

```
{
"Response": {
"RequestId": "5ac74e13-ef15-41a6-9639-f1bc8c9896bd",
```

```
"TotalCount": 602,
"StaffList": [
{
"Name": "xiao",
"Mail": "1000273@qq.com",
"Phone": "008617636049517",
"Nick": "Test 3",
"StaffNumber": "125",
"SkillGroupList": [
{
"SkillGroupId": 53,
"SkillGroupName": "ALL-dingoding-Test",
"Priority": 3,
"Type": "ALL"
},
{
"SkillGroupId": 82,
"SkillGroupName": "uu",
"Priority": 1,
"Type": "IM"
}
],
"LastModifyTimestamp": 1613988825
}
]
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue	The parameter value is invalid.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

DescribeStaffStatusMetrics

Last updated：2024-03-27 16:14:02

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access the real-time status statistics metrics of the agent.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeStaffStatusMetrics.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
StaffList.N	No	Array of String	Filter agent list. By default, do not pass all returned agent information.
GroupIdList.N	No	Array of Integer	Filter skill group ID list.
StatusList.N	No	Array of String	Filter agent status list.

3. Output Parameters

Parameter Name	Type	Description
Metrics	Array of StaffStatusMetrics	Real-time information on agent status.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing Agent Real-Time Status Statistics Metrics

This example shows you how to access agent real-time status statistics metrics.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeStaffStatusMetrics
<Common request parameters>
{
"SdkAppId": 0,
"StaffList": [
"aaa@abc.com"
],
"GroupIdList": [
0
],
"StatusList": [
"free"
]
}
```

Output Example

```
{
"Response": {
```

```
"Metrics": [
{
"Email": "aaa@abc.com",
"Status": "free",
"StatusExtra": {
"Type": "tel",
"Direct": "callin"
},
"OnlineDuration": 0,
"FreeDuration": 0,
"BusyDuration": 0,
"NotReadyDuration": 0,
"RestDuration": 0,
"AfterCallWorkDuration": 0,
"Reason": "abc",
"ReserveRest": true,
"ReserveNotReady": true,
"UseMobileAccept": 0,
"UseMobileCallOut": true,
"LastOnlineTimestamp": 0,
"LastStatusTimestamp": 0
}
],
"RequestId": "abc"
}
}
```


5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

Skill Group APIs
UpdateCCCSkillGroup

Last updated：2024-03-27 16:13:32

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to update the skill group.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: UpdateCCCSkillGroup.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required).
SkillGroupID	Yes	Integer	Skill group ID.
SkillGroupName	No	String	Modified skill group name.
MaxConcurrency	No	Integer	Modified maximum concurrency and the maximum synchronization is 2.

RingAll	No	Boolean	True for simultaneous ringing, false for sequential ringing.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Updating Skill Group Information

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: UpdateCCCSkillGroup
<Common request parameters>
{
"SdkAppId": 1400000,
"SkillGroupID": 1234,
"SkillGroupName": "abc",
"MaxConcurrency": 1,
"RingAll": true
}
```

Output Example

```
{
"Response": {
"RequestId": "abc"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue.SkillGroupExist	Skill group already exists.

CreateCCCSkillGroup

Last updated：2024-03-27 16:13:35

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to create a new skill group.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: CreateCCCSkillGroup.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required).
SkillGroupName	Yes	String	Skill group name.
SkillGroupType	Yes	Integer	Skill group type 0-Cell phone, 1-Online, 3-Audio, 4-Video.
MaxConcurrency	No	Integer	The maximum number of people received by the skill group (the maximum number of people that one seat in this skill group can receive) is set to 1 by default. 1. If the skill group type is online, the maximum could be set to one and above.

			2. If the skill group type is phone, audio, or video, then the maximum must be 1

3. Output Parameters

Parameter Name	Type	Description
SkillGroupId	Integer	Skill group ID.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Creating Skill Group

Input Example

```
https://ccc.tencentcloudapi.com/?Action=CreateCCCSkillGroup
&SdkAppId=1400000000
&SkillGroupName=“test”
&SkillGroupType=0
&MaxConcurrency=1
&<Common request parameters>
```

Output Example

```
{
"Response": {
"RequestId": "5ac74e13-ef15-41a6-9639-f1bc8c9896bd",
"SkillGroupId": 602
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue.SkillGroupExist	Skill group already exists.

DescribeSkillGroupInfoList

Last updated：2024-03-27 16:13:34

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access the skill group information list.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeSkillGroupInfoList.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
PageSize	Yes	Integer	Page size, upper limit 100.
PageNumber	Yes	Integer	Page number starting from 0.
SkillGroupId	No	Integer	Using skill group ID when querying a single skill group.
ModifiedTime	No	Integer	Used when querying skill groups with a modified time greater or equal to ModifiedTime.

SkillGroupName	No	String	Skill group name.

3. Output Parameters

Parameter Name	Type	Description
TotalCount	Integer	Total number of skill groups.
SkillGroupList	Array of SkillGroupInfoItem	Skill Group Information List.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing Skill Group List

This example shows you how to access the skill group list.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeSkillGroupInfoList
<Common request parameters>
{
"PageSize": 10,
"PageNumber": 0,
"ModifiedTime": 1590147606,
"SdkAppId": 1400000000,
"SkillGroupId": 12
}
```

Output Example

```
{
"Response": {
```

```
"RequestId": "5ac74e13-ef15-41a6-9639-f1bc8c9896bd",
"TotalCount": 2,
"SkillGroupList": [
{
"SkillGroupId": 1115,
"SkillGroupName": "lulutttt",
"SkillGroupType": 1,
"Type": "TEL",
"RoutePolicy": "firstCreate",
"UsingLastSeat": 0,
"MaxConcurrency": 1,
"LastModifyTimestamp": 1613976392
}
]
}
}
```


5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InvalidParameter	Parameter error.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue	The parameter value is invalid.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

BindStaffSkillGroupList

Last updated：2024-03-27 16:13:36

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to bind the agent's skill group.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: BindStaffSkillGroupList.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
StaffEmail	Yes	String	Agent email.
StaffSkillGroupList.N	No	Array of StaffSkillGroupList	Bound skill group list (required).

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Binding Agent's Skill Group

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: BindStaffSkillGroupList
<Common request parameters>
{
"SdkAppId": 1400000000,
"StaffEmail": "staff1@xxx.com",
"StaffSkillGroupList": [
{
"SkillGroupId": 100,
"Priority": 1
}
]
}
```

Output Example

```
{
"Response": {
"RequestId": "48edd236-7ef1-45af-9e12-fc376ba355bf"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

UnbindStaffSkillGroupList

Last updated：2024-03-27 16:13:33

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to unbind the agent's skill group.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: UnbindStaffSkillGroupList.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
StaffEmail	Yes	String	Customer service email.
SkillGroupList.N	Yes	Array of Integer	Unbound skill group list.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Unbinding Agent's Skill Group

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: UnbindStaffSkillGroupList
<Common request parameters>
{
"SdkAppId": 1400000000,
"StaffEmail": "staff1@xxx.com",
"SkillGroupList": [
100,
101
]
}
```

Output Example

```
{
"Response": {
"RequestId": "48edd236-7ef1-45af-9e12-fc376ba355bf"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

Number APIs
BindNumberCallOutSkillGroup

Last updated：2024-03-27 16:13:47

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to bind outbound skill group of number.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: BindNumberCallOutSkillGroup.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
Number	Yes	String	Number to be bound.
SkillGroupIds.N	Yes	Array of Integer	Skill group ID list to be bound.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Binding Number and Skill Group

This example shows you how to bind numbers and skill groups.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: BindNumberCallOutSkillGroup
<Common request parameters>
{
"Number": "0086075512345678",
"SkillGroupIds": [
1,
2,
3
],
"SdkAppId": 1400000000
}
```

Output Example

```
{
"Response": {
"RequestId": "abc"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.

UnbindNumberCallOutSkillGroup

Last updated：2024-03-27 16:13:45

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to unbind the number from the outbound call skill group.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: UnbindNumberCallOutSkillGroup.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
Number	Yes	String	Number to be unbound.
SkillGroupIds.N	Yes	Array of Integer	List of skill group IDs to be unbound.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Unbinding the Number from the Outbound Call Skill Group

This example shows you how to unbind the number from the outbound call skill group.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: UnbindNumberCallOutSkillGroup
<Common Request Parameters>
{
"Number": "0086075512345678",
"SkillGroupIds": [
1,
2,
3
],
"SdkAppId": 1400000000
}
```

Output Example

```
{
"Response": {
"RequestId": "abc"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

There is no error code related to the API business logic. For other error codes, please see Common Error Codes.

DescribeNumbers

Last updated：2024-03-27 16:13:47

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to query the number list.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeNumbers.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
PageNumber	No	Integer	Page number, starting from 0.
PageSize	No	Integer	Page size, default 20.

3. Output Parameters

Parameter Name	Type	Description
TotalCount	Integer	Total quantity
Numbers	Array of NumberInfo	Number list.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Querying the Number List

This example shows you how to query the number list.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeNumbers
<Common request parameters>
{
"SdkAppId": 1400000000,
"PageNumber": 0,
"PageSize": 10
}
```

Output Example

```
{
"Response": {
"TotalCount": 1,
"Numbers": [
{
"Number": "0086075512345678",
"State": 1,
"CallOutSkillGroupIds": [
1
]
}
```

```
],
"RequestId": "abc"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

There is no error code related to the API business logic. For other error codes, please see Common Error Codes.

DisableCCCPhoneNumber

Last updated：2024-03-27 16:13:46

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to disable numbers.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DisableCCCPhoneNumber.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
PhoneNumbers.N	Yes	Array of String	Number list starting with 0086.
Disabled	Yes	Integer	Disable switch: 0 for enable, 1 for disable.
SdkAppId	No	Integer	TCCC instance application ID.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Disabling Number

This example shows you how to disable number.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DisableCCCPhoneNumber
<Common request parameters>
{
"SdkAppId": 1,
"PhoneNumbers": [
"008602112345678"
],
"Disabled": 0
}
```

Output Example

```
{
"Response": {
"RequestId": "3651cda6-6501-4482-9f4e-8d0c9548a4db"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
FailedOperation.CurStateNotAllowModify	The current number status cannot be modified.
InternalError.DBError	Internal database access failure.
InvalidParameter.DuplicateAddress	Duplicate address.
InvalidParameter.DuplicatePhoneNumber	Duplicate number
InvalidParameter.DuplicateSipAccount	Duplicate SIP account
InvalidParameter.IllegalAddress	Illegal address.
InvalidParameter.IllegalPhoneNumber	Illegal number.
InvalidParameter.InvalidAddress	Invalid address.
InvalidParameter.InvalidIP	Invalid IP information.
InvalidParameter.InvalidPhoneNumber	Invalid number
InvalidParameter.InvalidPort	Invalid port information.
InvalidParameter.SipAccountPasswordFormat	Illegal password. (The length should be no less than 8 digits and must contain upper and lower case letters and numbers.)
InvalidParameter.SipAccountUserFormat	Illegal username (only can contain A-Z,a-z, and number)

InvalidParameter.SipTrunkInUsed	The SIP channel is still in use.
InvalidParameter.SipTrunkNotFound	SIP channel information not found
InvalidParameterValue	The parameter value is invalid.

Dual Call APIs
CreateCallOutSession

Last updated：2024-03-27 16:13:48

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to create outbound sessions. Currently, only dual call is supported. That is, firstly, please use the platform number to call the agent's cell phone. After the agent answers, then please make outbound calls to the user. Due to ISP frequency restrictions, the agent's phone number must first be added to the allowlist to avoid frequency control which may lead to the failure of the outbound call.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: CreateCallOutSession.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID
UserId	Yes	String	Customer Service User ID usually refers to the customer service email.
Callee	Yes	String	Called number must be preceded by 0086.

Caller	No	String	Caller number (obsolete one and use Callers) must be preceded by 0086.
Callers.N	No	Array of String	Designated caller number list. If the prior number fails, it will automatically switch to the next number that must be preceded by 0086.
IsForceUseMobile	No	Boolean	Whether to force the use of cell phone outbound call or not, currently only supports true, if true, please ensure that the allowlist has been configured.
UUI	No	String	Custom data, length limited to 1024 bytes.

3. Output Parameters

Parameter Name	Type	Description
SessionId	String	Newly created session ID.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Calling Outbound Call API

This example shows you how to trigger outbound calls through this API in the backend, without loading the front-end SDK. Currently, only outbound call back through the mobile end (first dialing the customer service mobile phone) is supported, and make sure that the addition of outbound call allowlist has been applied and passed.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: CreateCallOutSession
<Common request parameters>
{
"IsForceUseMobile": "true",
"Callee": "008612300000000",
```

```
"UUI": "fooandbar",
"UserId": "FooOrBar@tencent.com",
"SdkAppId": 1400000000
}
```

Output Example

```
{
"Response": {
"RequestId": "6bb56a09-2787-40bc-80c5-dc6dab783eff",
"SessionId": "6bb56a09278740bc80c5dc6dab783eff"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description

FailedOperation.CallOutFailed	Outbound call failure.
FailedOperation.CalleeIsLimited	Limited outbound called number.
FailedOperation.CallerOverFrequency	Outbound over-frequency caller number.
FailedOperation.NoCallOutNumber	No available outbound call numbers.
FailedOperation.SeatStatusBusy	Agent is busy.
InternalError.DBError	Internal database access failure.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue	The parameter value is invalid.
InvalidParameterValue.AccountNotExist	Account does not exist.
OperationDenied.NotInWhiteList	Not in the allowlist.
UnsupportedOperation	Unsupported operation.

Automatic Outbound Call APIs
CreateAutoCalloutTask

Last updated：2024-03-27 16:13:59

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to create the automatic outbound call task.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: CreateAutoCalloutTask.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
NotBefore	Yes	Integer	Task starting timestamp. Unix second-level timestamp.
Callees.N	Yes	Array of String	List of called numbers.
Callers.N	Yes	Array of String	List of calling numbers.

IvrId	Yes	Integer	IVR used for calling.
Name	No	String	Task name.
Description	No	String	Task description.
NotAfter	No	Integer	Task stop timestamp. Unix second-level timestamp.
Tries	No	Integer	Maximum attempts.
Variables.N	No	Array of Variable	Custom variables (supported only in advanced versions).
UUI	No	String	UUI
CalleeAttributes.N	No	Array of CalleeAttribute	Property of the called.

3. Output Parameters

Parameter Name	Type	Description
TaskId	Integer	Task ID.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Creating Task

This example shows you how to create task

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: CreateAutoCalloutTask
<Common request parameters>
{
```

```
"SdkAppId": 1400123455,
"NotBefore": 1642500621,
"Callees": [
"008613012345678"
],
"Callers": [
"008602012345678"
],
"IvrId": 8
}
```

Output Example

```
{
"Response": {
"TaskId": 1,
"RequestId": "abc"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

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- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
FailedOperation.PermissionDenied	Insufficient permissions.
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue	The parameter value is invalid.

DescribeAutoCalloutTasks

Last updated：2024-03-27 16:13:55

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to query auto-task outbound calls in batch.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeAutoCalloutTasks.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
PageSize	Yes	Integer	Page size
PageNumber	Yes	Integer	Page number

3. Output Parameters

Parameter Name	Type	Description
TotalCount	Integer	Total quantity.
Tasks	Array of AutoCalloutTaskInfo	Task list.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Example

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeAutoCalloutTasks
<Common request parameters>
{
"PageNumber": 0,
"PageSize": 10,
"SdkAppId": 1
}
```

Output Example

```
{
"Response": {
"TotalCount": 1,
"Tasks": [
{
"TaskId": 3241,
"IvrId": 1,
"CalleeCount": 1,
"Name": "foobar",
"NotBefore": 0,
"NotAfter": 0,
"State": 1,
```

```
"Callers": [
"123456"
]
}
],
"RequestId": "123456"
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue	The parameter value is invalid.

StopAutoCalloutTask

Last updated：2024-03-27 16:13:50

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to stop the automatic outbound call task.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: StopAutoCalloutTask.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Call Center Instance ID.
TaskId	Yes	Integer	Task ID.

3. Output Parameters

Parameter Name	Type	Description

RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Stopping Task

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: StopAutoCalloutTask
<Common request parameters>
{
"SdkAppId": 1,
"TaskId": 1
}
```

Output Example

```
{
"Response": {
"RequestId": "xxx"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js

- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue	The parameter value is invalid.
UnsupportedOperation	Unsupported operation.

DescribeAutoCalloutTask

Last updated：2024-03-27 16:13:56

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to query automatic outbound call task details.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeAutoCalloutTask.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
TaskId	Yes	Integer	Task ID.

3. Output Parameters

Parameter	Type	Description

Name		
Name	String	Task Name
Description	String	Task Description.
NotBefore	Integer	Task start timestamp.
NotAfter	Integer	Task end timestamp. Note: this field may return null, indicating that no valid values can be obtained.
Callers	Array of String	Calling list.
Callees	Array of AutoCalloutTaskCalleeInfo	Called information list.
IvrId	Integer	IvrId used by the task.
State	Integer	Task status: 0 - initial, 1 - running, 2 - completed, 3 - ending, 4 - terminated.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Querying Task

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeAutoCalloutTask
<Common request parameters>
{
"SdkAppId": 1,
"TaskId": 2
}
```

Output Example

```
{
"Response": {
"IvrId": 1,
"Name": "foobar",
"NotBefore": 1,
"NotAfter": 0,
"State": 1,
"Callers": [
"008610086"
],
"RequestId": "foobar",
"Callees": [
{
"State": 1,
"Callee": "foobar",
"Sessions": [
"foobar"
]
}
],
"Description": "foobar"
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue	The parameter value is invalid.

UpdatePredictiveDialingCampaign

Last updated：2024-03-27 16:13:49

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to update the predictive outbound call task before it starts.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: UpdatePredictiveDialingCampaign.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
CampaignId	Yes	Integer	Generated task ID.
Name	Yes	String	Task Name
Callees.N	Yes	Array of String	Called list supporting E.164 or number formats without country code.

Callers.N	Yes	Array of String	Calling list using the number formats displayed on the management side.
CallOrder	Yes	Integer	Being called sequence: 0 for random 1 for in order.
SkillGroupId	Yes	Integer	ID of the used skill group of agents.
Priority	Yes	Integer	Running priority of multiple tasks in the same application, from high to low 1 - 5.
ExpectedAbandonRate	Yes	Integer	Expected call drop rate, percentage, 5 - 50.
RetryInterval	Yes	Integer	Call retry interval, in seconds, [60 - 86,400].
StartTime	Yes	Integer	Task start time. Unix timestamp. The task will automatically start after this time.
EndTime	Yes	Integer	Task termination time. Unix timestamp. The task will automatically terminate after this time.
IVRId	No	Integer	Specified IVR ID.
RetryTimes	No	Integer	Number of call retries, 0 - 2.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Updating Predictive Outbound Call Task

This example shows you how to update the predictive outbound call task.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
```

```
Content-Type: application/json
X-TC-Action: UpdatePredictiveDialingCampaign
<Common request parameters>
{
"SdkAppId": 1400000000,
"CampaignId": 2569,
"Name": "New energy SUV recommendation",
"Callees": [
"+8613012345678",
"+8613012345679",
"+8613012345670"
],
"Callers": [
"0086075586013388"
],
"CallOrder": 0,
"SkillGroupId": 255,
"IVRId": 4600,
"Priority": 3,
"ExpectedAbandonRate": 10,
"RetryTimes": 1,
"RetryInterval": 1800,
"StartTime": 1708483433,
"EndTime": 1708485433
}
```

Output Example

```
{
"Response": {
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

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- Tencent Cloud SDK 3.0 for Java

- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameterValue	The parameter value is invalid.
UnsupportedOperation	Unsupported operation.

ResumePredictiveDialingCampaign

Last updated：2024-03-27 16:13:51

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to resume the predictive outbound call task.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: ResumePredictiveDialingCampaign.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
CampaignId	Yes	Integer	Task ID.

3. Output Parameters

Parameter	Type	Description

Name		
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Resuming Predictive Outbound Call Task

This example shows you how to resume the predictive outbound call task.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: ResumePredictiveCalloutTask
<Common request parameters>
{
"SdkAppId": 1400000000,
"CampaignId": 2569
}
```

Output Example

```
{
"Response": {
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InvalidParameterValue	The parameter value is invalid.

PausePredictiveDialingCampaign

Last updated：2024-03-27 16:13:52

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to pause the predictive outbound call task.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: PausePredictiveDialingCampaign.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
CampaignId	Yes	Integer	Task ID.

3. Output Parameters

Parameter	Type	Description

Name		
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Pausing Predictive Outbound Call Task

This example shows you how to pause the predictive outbound call task.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: PausePredictiveDialingCampaign
<Common request parameters>
{
"SdkAppId": 1400000000,
"CampaignId": 2569
}
```

Output Example

```
{
"Response": {
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Java

- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InvalidParameterValue	The parameter value is invalid.

DescribePredictiveDialingSessions

Last updated：2024-03-27 16:13:53

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to query the predictive outbound call list.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribePredictiveDialingSessions.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
CampaignId	Yes	Integer	Generated task ID.
PageSize	Yes	Integer	Page size, maximum of 1000
PageNumber	Yes	Integer	Page number starting from 0.

3. Output Parameters

Parameter Name	Type	Description
TotalCount	Integer	Total data volume.
SessionList	Array of String	List of session IDs for a call. You can access detailed call bills in batches through https://www.tencentcloud.com/document/product/679/47714.?from_cn_redirect=1
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Querying Predictive Outbound Call List

This example shows you how to query the predictive outbound call list.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribePredictiveDialingSessions
<Common request parameters>
{
"SdkAppId": 1400000000,
"CampaignId": 2569,
"PageSize": 25,
"PageNumber": 0
}
```

Output Example

```
{
"Response": {
"TotalCount": 66,
"SessionList": [
"a5be1044-e8b0-4f02-9b25-64baee24374b",
"22c3e170-f307-47c8-9f10-1b77413a646f",
```

```
"e8557b17-d68b-4475-9a97-639a1108887b"
],
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameterValue	The parameter value is invalid.

DescribePredictiveDialingCampaigns

Last updated：2024-03-27 16:13:54

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to query the predictive outbound call task list.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribePredictiveDialingCampaigns.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
PageSize	Yes	Integer	Page size, 100 maximum.
PageNumber	Yes	Integer	Page number starting from 0.
Name	No	String	Query the task list name keyword.
SkillGroupId	No	Integer	Query task list skill group ID.

3. Output Parameters

Parameter Name	Type	Description
TotalCount	Integer	Total data volume. Note: This field may return null, indicating that no valid values can be obtained.
CampaignList	Array of DescribePredictiveDialingCampaignsElement	Data Note: This field may return null, indicating that no valid values can be obtained.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Querying Predictive Outbound Call Task List

This example shows you how to query the predictive outbound call task list.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribePredictiveDialingCampaigns
<Common request parameters>
{
"SdkAppId": 1400000000,
"PageSize": 25,
"PageNumber": 0
}
```

Output Example

```
{
"Response": {
```

```
"TotalCount": 66,
"CampaignList": [
{
"CampaignId": 2567,
"Name": "New energy SUV recommendation 1",
"Status": 0,
"StatusReason": 0,
"CalleeCount": 1000,
"FinishedCalleeCount": 0,
"Priority": 3,
"SkillGroupId": 255
},
{
"CampaignId": 2568,
"Name": "New energy SUV recommendation 2",
"Status": 0,
"StatusReason": 0,
"CalleeCount": 1000,
"FinishedCalleeCount": 0,
"Priority": 3,
"SkillGroupId": 255
},
{
"CampaignId": 2569,
"Name": "New energy SUV recommendation 3",
"Status": 0,
"StatusReason": 0,
"CalleeCount": 1000,
"FinishedCalleeCount": 0,
"Priority": 3,
"SkillGroupId": 255
}
],
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```


5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

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- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameterValue	The parameter value is invalid.

DescribePredictiveDialingCampaign

Last updated：2024-03-27 16:13:55

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to query the predictive outbound call task.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribePredictiveDialingCampaign.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
CampaignId	Yes	Integer	Task ID.

3. Output Parameters

Parameter Name	Type	Description

CampaignId	Integer	Task ID.
Name	String	Task Name
CallOrder	Integer	Being called sequence: 0 for random 1 for in order.
SkillGroupId	Integer	ID of the used skill group of agents.
IVRId	Integer	Specified IVR ID.
Priority	Integer	Running priority of multiple tasks in the same application, from high to low 1 - 5.
ExpectedAbandonRate	Integer	Expected call drop rate, percentage, 5 - 50.
RetryTimes	Integer	Number of call retries, 0 - 2.
RetryInterval	Integer	Call retry interval, in seconds, [60 - 86,400].
StartTime	Integer	Task start time. Unix timestamp. The task will automatically start after this time.
EndTime	Integer	Task termination time. Unix timestamp. The task will automatically terminate after this time.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Querying Predictive Outbound Call Task

This example shows you how to query the predictive outbound call task.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribePredictiveDialingCampaign
<Common request parameters>
{
"SdkAppId": 1400000000,
```

```
"CampaignId": 2569
}
```

Output Example

```
{
"Response": {
"CampaignId": 2569,
"Name": "New energy SUV recommendation",
"CallOrder": 0,
"SkillGroupId": 255,
"IVRId": 4600,
"Priority": 3,
"ExpectedAbandonRate": 10,
"RetryTimes": 1,
"RetryInterval": 1800,
"StartTime": 1708483433,
"EndTime": 1708485433,
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameterValue	The parameter value is invalid.

DeletePredictiveDialingCampaign

Last updated：2024-03-27 16:13:57

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to delete the predictive outbound call task.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DeletePredictiveDialingCampaign.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
CampaignId	Yes	Integer	Task ID.

3. Output Parameters

Parameter	Type	Description

Name		
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Deleting Predictive Outbound Call Task

This example shows you how to delete the predictive outbound call task.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DeletePredictiveDialingCampaign
<Common request parameters>
{
"SdkAppId": 1400000000,
"CampaignId": 2569
}
```

Output Example

```
{
"Response": {
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameterValue	The parameter value is invalid.

CreatePredictiveDialingCampaign

Last updated：2024-03-27 16:13:58

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to create the predictive outbound call task.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: CreatePredictiveDialingCampaign.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
Name	Yes	String	Task Name
Callees.N	Yes	Array of String	Called list supporting E.164 or number formats without country code.
Callers.N	Yes	Array of String	Calling list using the number formats displayed on the management side.

CallOrder	Yes	Integer	Being called sequence: 0 for random 1 for in order.
SkillGroupId	Yes	Integer	ID of the used skill group of agents.
Priority	Yes	Integer	Running priority of multiple tasks in the same application, from high to low 1 - 5.
ExpectedAbandonRate	Yes	Integer	Expected call drop rate, percentage, 5 - 50.
RetryInterval	Yes	Integer	Call retry interval, in seconds, [60 - 86,400].
StartTime	Yes	Integer	Task start time. Unix timestamp. The task will automatically start after this time.
EndTime	Yes	Integer	Task termination time. Unix timestamp. The task will automatically terminate after this time.
IVRId	No	Integer	Specified IVR ID.
RetryTimes	No	Integer	Number of call retries, 0 - 2.

3. Output Parameters

Parameter Name	Type	Description
CampaignId	Integer	Generated task ID.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Creating Predictive Outbound Call Task

This example shows you how to create the predictive outbound call task.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
```

```
X-TC-Action: CreatePredictiveDialingCampaign
<Common request parameters>
{
"SdkAppId": 1400000000,
"Name": "New energy SUV recommendation",
"Callees": [
"+8613012345678",
"+8613012345679",
"+8613012345670"
],
"Callers": [
"0086075586013388"
],
"CallOrder": 0,
"SkillGroupId": 255,
"IVRId": 4600,
"Priority": 3,
"ExpectedAbandonRate": 10,
"RetryTimes": 1,
"RetryInterval": 1800,
"StartTime": 1708483433,
"EndTime": 1708485433
}
```

Output Example

```
{
"Response": {
"CampaignId": 2569,
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameterValue	The parameter value is invalid.
LimitExceeded.OutOfCountLimit	Exceeded quantity limit.

AbortPredictiveDialingCampaign

Last updated：2024-03-27 16:14:00

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to pause the predictive outbound call task.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: AbortPredictiveDialingCampaign.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
CampaignId	Yes	Integer	Task ID.

3. Output Parameters

Parameter	Type	Description

Name		
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Stopping Predictive Outbound Call Task

This example shows you how to stop the predictive outbound call task.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: AbortPredictiveDialingCampaign
<Common request parameters>
{
"SdkAppId": 1400000000,
"CampaignId": 2569
}
```

Output Example

```
{
"Response": {
"RequestId": "3c140219-cfe9-470e-b241-907877d6fb03"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InvalidParameterValue	The parameter value is invalid.

Telephone APIs
CreateExtension

Last updated：2024-03-27 16:13:31

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to create the telephone account.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: CreateExtension.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	TCCC instance application ID.
ExtensionId	Yes	String	Extension
ExtensionName	Yes	String	Extension name.
SkillGroupIds.N	No	Array of Integer	Bound skill group list.

Relation	No	String	Bound agent email.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Creating Telephone Account

This example shows you how to create telephone account.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: CreateExtension
<Common Request Parameters>
{
"SdkAppId": 140000000,
"ExtensionId": "1001",
"ExtensionName": "Extension 1"
}
```

Output Example

```
{
"Response": {
"RequestId": "86a17f0e-bcb3-46bf-ac66-8f165fe52127"
}
}
```

5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

DeleteExtension

Last updated：2024-03-27 16:13:30

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to delete telephone accounts.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DeleteExtension.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	TCCC instance application ID.
ExtensionId	Yes	String	Extension

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the

		request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Deleting Telephone Account

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DeleteExtension
<Common request parameters>
{
"SdkAppId": 140000000,
"ExtensionId": "1001"
}
```

Output Example

```
{
"Response": {
"RequestId": "86a17f0e-bcb3-46bf-ac66-8f165fe52127"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET

- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

There is no error code related to the API business logic. For other error codes, please see Common Error Codes.

ModifyExtension

Last updated：2024-03-27 16:13:28

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to modify telephone accounts (binding skill group, binding agent account).

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: ModifyExtension.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	TCCC instance application ID.
ExtensionId	Yes	String	Extension
ExtensionName	No	String	Extension name.
SkillGroupIds.N	No	Array of Integer	Affiliated skill group list.
Relation	No	String	Bind agent email account.

3. Output Parameters

Parameter Name	Type	Description
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Modifying Telephone Account

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: ModifyExtension
<Common request parameters>
{
"SdkAppId": 140000000,
"ExtensionId": "1001",
"ExtensionName": "Extension 1",
"SkillGroupIds": [
1000
],
"Relation": "xxx@xxxx.com"
}
```

Output Example

```
{
"Response": {
"RequestId": "86a17f0e-bcb3-46bf-ac66-8f165fe52127"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

DescribeExtension

Last updated：2024-03-27 16:13:29

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access the telephone information.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeExtension.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	TCCC instance application ID.
ExtensionId	Yes	String	Extension

3. Output Parameters

Parameter Name	Type	Description
ExtensionId	String	Extension

ExtensionDomain	String	Domain name
Password	String	Registered password.
OutboundProxy	String	Proxy server address.
Transport	String	Transfer protocol.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing Telephone Information

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeExtension
<Common request parameters>
{
"SdkAppId": 140000000,
"ExtensionId": "1001"
}
```

Output Example

```
{
"Response": {
"RequestId": "86a17f0e-bcb3-46bf-ac66-8f165fe52127",
"ExtensionId": "1001",
"ExtensionDomain": "1400000214.tccc.qcloud.com",
"Password": "0pMnxfdsdLT6G",
"OutboundProxy": "sip.tccc.qcloud.com:5061",
"Transport": "tls"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.

DescribeExtensions

Last updated：2024-03-27 16:13:29

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to query the telephone list information.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeExtensions.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	TCCC instance application ID.
PageNumber	Yes	Integer	Page number (starting from 0)
ExtensionIds.N	No	Array of String	Filtering extension number list
PageSize	No	Integer	Page size
FuzzingKeyWord	No	String	Fuzzy query field (fuzzy query for extension number, extension name, agent email, and agent name).

IsNeedStatus	No	Boolean	Whether to return the current status of the telephone or not.

3. Output Parameters

Parameter Name	Type	Description
Total	Integer	Total query count.
ExtensionList	Array of ExtensionInfo	Telephone information list.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Querying Telephone List Information

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeExtensions
<Common Request Parameters>
{
"PageNumber": 0,
"PageSize": 35,
"SdkAppId": 1400264214,
"ExtensionIds": [
"1001"
]
}
```

Output Example

```
{
"Response": {
"RequestId": "86a17f0e-bcb3-46bf-ac66-8f165fe52127",
```

```
"Total": 1,
"ExtensionList": [
{
"SdkAppId": 1400000014,
"FullExtensionId": "1001@140000014.tccc.qcloud.com",
"ExtensionId": "1001",
"SkillGroupId": "1532",
"ExtensionName": "lulu",
"CreateTime": 0,
"ModifyTime": 0,
"Status": 0,
"Register": false,
"Relation": "123456",
"RelationName": "foobar"
}
]
}
}
```


5. Developer Resources

SDK

TencentCloud API 3.0 integrates SDKs that support various programming languages to make it easier for you to call APIs.

- Tencent Cloud SDK 3.0 for Python
- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

ResetExtensionPassword

Last updated：2024-03-27 16:13:27

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to reset the telephone register password.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: ResetExtensionPassword.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	TCCC instance application ID.
ExtensionId	Yes	String	Extension

3. Output Parameters

Parameter Name	Type	Description

Password	String	Reset password.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Resetting Telephone Register Password

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: ResetExtensionPassword
<Common request parameters>
{
"SdkAppId": 140000000,
"ExtensionId": "1001"
}
```

Output Example

```
{
"Response": {
"RequestId": "86a17f0e-bcb3-46bf-ac66-8f165fe52127",
"Password": "xxxxxxxxxxxxxxxx"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP

- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

There is no error code related to the API business logic. For other error codes, please see Common Error Codes.

Phone Service Record APIs
DescribeTelCdr

Last updated：2024-03-27 16:13:38

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access phone service records and recordings.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeTelCdr.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
StartTimeStamp	Yes	Integer	Start timestamp. Unix second-level timestamp.
EndTimeStamp	Yes	Integer	End timestamp. Unix second-level timestamp.
Limit	No	Integer	Maximum number of returned entries (deprecated).
Offset	No	Integer	Offset (deprecated).
SdkAppId	No	Integer	Application ID (required) can be found at

			https://console.tencentcloud.com/ccc.
PageSize	No	Integer	Page size (required), up to 100.
PageNumber	No	Integer	Page number (required), starting from 0.
Phones.N	No	Array of String	Filter by Phone Number.
SessionIds.N	No	Array of String	Filter by SessionId.

3. Output Parameters

Parameter Name	Type	Description
TotalCount	Integer	Total number of call records.
TelCdrList	Array of TelCdrInfo	Call record.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Sample Code for Accessing Phone Call Record

Input Example

```
https://ccc.tencentcloudapi.com/?Action=DescribeTelCdr
&SdkAppId=1400000000
&StartTimeStamp=1590547606
&EndTimeStamp=1590147606
&PageSize=10
&PageNumber=0
&<Common request parameters>
```

Output Example

```
{
"Response": {
"TotalCount": 2,
"TelCdrList": [
{
"ProtectedCaller": "abc",
"EndStatus": 1,
"SessionId": "abc",
"CustomRecordURL": "abc",
"RecordId": "abc",
"SkillGroupId": 100,
"Direction": 0,
"StartTimestamp": 1590547606,
"AsrUrl": "abc",
"HungUpSide": "abc",
"ServeParticipants": [
{
"TransferTo": "abc",
"TransferFromType": "abc",
"EndStatusString": "abc",
"RecordURL": "abc",
"TransferToType": "abc",
"AcceptTimestamp": 0,
"RecordId": "abc",
"TransferFrom": "abc",
"EndedTimestamp": 0,
"Sequence": 0,
"Phone": "abc",
"SkillGroupName": "abc",
"Mail": "abc",
"RingTimestamp": 0,
"Type": "abc",
"StartTimestamp": 0,
"CustomRecordURL": "abc",
"SkillGroupId": 0
}
],
"PostIVRKeyPressed": [
{
"Key": "abc",
"Label": "abc"
}
],
"EndStatusString": "abc",
"UUI": "abc",
"QueuedSkillGroupId": 100,
```

```
"RingTimestamp": 1590547606,
"AcceptTimestamp": 1590547606,
"EndedTimestamp": 1590547606,
"Caller": "abc",
"CallerLocation": "abc",
"Time": 1590547606,
"Callee": "abc",
"SeatUser": {
"Name": "abc",
"Phone": "abc",
"UserId": "abc",
"Nick": "abc",
"StaffNumber": "abc",
"Mail": "abc",
"SkillGroupNameList": [
"abc"
]
},
"RecordURL": "abc",
"QueuedTimestamp": 1610627284,
"ProtectedCallee": "abc",
"IVRDuration": 5,
"SkillGroup": "abc",
"Duration": 60,
"IVRKeyPressed": [
"5"
],
"IVRKeyPressedEx": [
{
"Key": "abc",
"Label": "abc"
}
],
"Remark": "abc",
"QueuedSkillGroupName": "abc",
"VoicemailRecordURL": [
"abc"
]
},
{
"ProtectedCaller": "abc",
"EndStatus": 1,
"SessionId": "abc",
"CustomRecordURL": "abc",
"RecordId": "abc",
"SkillGroupId": 100,
"Direction": 0,
```

```
"StartTimestamp": 1590547630,
"AsrUrl": "abc",
"HungUpSide": "abc",
"ServeParticipants": [
{
"TransferTo": "abc",
"TransferFromType": "abc",
"RecordURL": "abc",
"TransferToType": "abc",
"AcceptTimestamp": 0,
"RecordId": "abc",
"TransferFrom": "abc",
"EndedTimestamp": 0,
"Sequence": 0,
"Phone": "abc",
"EndStatusString": "abc",
"SkillGroupName": "abc",
"Mail": "abc",
"RingTimestamp": 0,
"Type": "abc",
"StartTimestamp": 0,
"CustomRecordURL": "abc",
"SkillGroupId": 0
}
],
"PostIVRKeyPressed": [
{
"Key": "abc",
"Label": "abc"
}
],
"EndStatusString": "abc",
"UUI": "abc",
"QueuedSkillGroupId": 100,
"RingTimestamp": 1590547606,
"AcceptTimestamp": 1590547606,
"EndedTimestamp": 1590547606,
"Caller": "abc",
"CallerLocation": "abc",
"Time": 1590547630,
"Callee": "abc",
"SeatUser": {
"Name": "abc",
"Nick": "abc",
"UserId": "abc",
"Phone": "abc",
"StaffNumber": "abc",
```

```
"Mail": "abc",
"SkillGroupNameList": [
"abc"
]
},
"RecordURL": "abc",
"QueuedTimestamp": 1610627284,
"ProtectedCallee": "abc",
"IVRDuration": 5,
"SkillGroup": "abc",
"Duration": 62,
"IVRKeyPressed": [
"5"
],
"IVRKeyPressedEx": [
{
"Key": "abc",
"Label": "abc"
}
],
"Remark": "abc",
"QueuedSkillGroupName": "abc",
"VoicemailRecordURL": [
"abc"
]
}
],
"RequestId": "abc"
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js

- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue	The parameter value is invalid.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

DescribeProtectedTelCdr

Last updated：2024-03-27 16:13:40

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access protected phone service records and recordings for both inbound and outbound calls.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeProtectedTelCdr.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
StartTimeStamp	Yes	Integer	Start timestamp. Unix second-level timestamp.
EndTimeStamp	Yes	Integer	End timestamp. Unix second-level timestamp.
SdkAppId	Yes	Integer	For the Application ID, go to https://console.tencentcloud.com/ccc.
PageSize	Yes	Integer	Page size, upper limit 100.
PageNumber	Yes	Integer	Page number starting from 0.

3. Output Parameters

Parameter Name	Type	Description
TotalCount	Integer	Total number of call records.
TelCdrList	Array of TelCdrInfo	Call record.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing Protected Phone Call Records of both Inbound and Outbound Calls

Input Example

```
https://ccc.tencentcloudapi.com/?Action=DescribeProtectedTelCdr
&SdkAppId=1400000000
&StartTimeStamp=1590547606
&EndTimeStamp=1590147606
&PageSize=10
&PageNumber=0
&<Common request parameters>
```

Output Example

```
{
"Response": {
"TotalCount": 2,
"TelCdrList": [
{
"ProtectedCaller": "abc",
"EndStatus": 1,
"SessionId": "abc",
"CustomRecordURL": "abc",
"SkillGroupId": 100,
"Direction": 0,
"StartTimestamp": 1590547606,
"AsrUrl": "abc",
```

```
"HungUpSide": "abc",
"ServeParticipants": [
{
"TransferTo": "abc",
"TransferFromType": "abc",
"EndStatusString": "abc",
"RecordURL": "abc",
"TransferToType": "abc",
"AcceptTimestamp": 0,
"RecordId": "abc",
"TransferFrom": "abc",
"EndedTimestamp": 0,
"Sequence": 0,
"Phone": "abc",
"SkillGroupName": "abc",
"Mail": "abc",
"RingTimestamp": 0,
"Type": "abc",
"StartTimestamp": 0,
"CustomRecordURL": "abc",
"SkillGroupId": 0
}
],
"PostIVRKeyPressed": [
{
"Key": "abc",
"Label": "abc"
}
],
"EndStatusString": "abc",
"UUI": "abc",
"QueuedSkillGroupId": 100,
"RingTimestamp": 1590547606,
"AcceptTimestamp": 1590547606,
"EndedTimestamp": 1590547606,
"Caller": "",
"CallerLocation": "abc",
"Time": 1590547606,
"Callee": "",
"SeatUser": {
"Name": "abc",
"Phone": "abc",
"UserId": "abc",
"Nick": "abc",
"StaffNumber": "abc",
"Mail": "abc",
"SkillGroupNameList": [
```

```
"abc"
]
},
"RecordURL": "abc",
"RecordId": "abc",
"QueuedTimestamp": 1610627284,
"ProtectedCallee": "abc",
"IVRDuration": 5,
"SkillGroup": "abc",
"Duration": 60,
"IVRKeyPressed": [
"5"
],
"IVRKeyPressedEx": [
{
"Key": "abc",
"Label": "abc"
}
],
"QueuedSkillGroupName": "abc",
"Remark": "abc",
"VoicemailRecordURL": [
"abc"
]
},
{
"ProtectedCaller": "abc",
"EndStatus": 1,
"SessionId": "abc",
"CustomRecordURL": "abc",
"SkillGroupId": 100,
"Direction": 0,
"StartTimestamp": 1590547630,
"AsrUrl": "abc",
"HungUpSide": "abc",
"ServeParticipants": [
{
"TransferTo": "abc",
"TransferFromType": "abc",
"RecordURL": "abc",
"TransferToType": "abc",
"AcceptTimestamp": 0,
"RecordId": "abc",
"TransferFrom": "abc",
"EndedTimestamp": 0,
"Sequence": 0,
"Phone": "abc",
```

```
"EndStatusString": "abc",
"SkillGroupName": "abc",
"Mail": "abc",
"RingTimestamp": 0,
"Type": "abc",
"StartTimestamp": 0,
"CustomRecordURL": "abc",
"SkillGroupId": 0
}
],
"PostIVRKeyPressed": [
{
"Key": "abc",
"Label": "abc"
}
],
"EndStatusString": "abc",
"UUI": "abc",
"QueuedSkillGroupId": 100,
"RingTimestamp": 1590547606,
"AcceptTimestamp": 1590547606,
"EndedTimestamp": 1590547606,
"Caller": "",
"CallerLocation": "abc",
"Time": 1590547630,
"Callee": "",
"SeatUser": {
"Name": "abc",
"Nick": "abc",
"UserId": "abc",
"Phone": "abc",
"StaffNumber": "abc",
"Mail": "abc",
"SkillGroupNameList": [
"abc"
]
},
"RecordURL": "abc",
"RecordId": "abc",
"QueuedTimestamp": 1610627284,
"ProtectedCallee": "abc",
"IVRDuration": 5,
"SkillGroup": "abc",
"Duration": 62,
"IVRKeyPressed": [
"5"
],
```

```
"IVRKeyPressedEx": [
{
"Key": "abc",
"Label": "abc"
}
],
"QueuedSkillGroupName": "abc",
"Remark": "abc",
"VoicemailRecordURL": [
"abc"
]
}
],
"RequestId": "abc"
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue	The parameter value is invalid.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

DescribePSTNActiveSessionList

Last updated：2024-03-27 16:13:41

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access the current calling session list.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribePSTNActiveSessionList.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
Offset	Yes	Integer	Data offset.
Limit	Yes	Integer	Number of returned data entries, up to 25.

3. Output Parameters

Parameter Name	Type	Description
Total	Integer	Total number of items in the list.
Sessions	Array of PSTNSessionInfo	List content.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing the PSTN Active Session List

Input Example

```
https://ccc.tencentcloudapi.com/?Action=DescribePSTNActiveSessionList
&SdkAppId=1400000000
&Offset=0
&Limit=25
&<Common request parameters>
```

Output Example

```
{
"Response": {
"Total": 1,
"RequestId": "53bccf04-0870-4520-8614-f4bdddfd68df",
"Sessions": [
{
"Direction": 1,
"AcceptTimestamp": "1607702329",
"ProtectedCaller": "",
"RoomID": "32929373",
"StartTimestamp": "1607702199",
"Caller": "00864009282737",
"ProtectedCallee": "",
"StaffNumber": "1007",
"SessionID": "0cf5be1b-de75-4445-a0c4-8dff3fa4b68b",
"StaffEmail": "foo@tencent.com",
"RingTimestamp": 1607702299,
```

```
"Callee": "00864001783747",
"SessionStatus": "inProgress"
}
]
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
FailedOperation.PermissionDenied	Insufficient permissions.
InternalError	An internal error occurs.
LimitExceeded.OutOfCountLimit	Exceeded quantity limit.

DescribeCallInMetrics

Last updated：2024-03-27 16:13:42

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access the inbound real-time data statistical metrics.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeCallInMetrics.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
EnabledSkillGroup	No	Boolean	Whether to return skill group dimension information or not (the default is "Yes").
EnabledNumber	No	Boolean	Whether to return line dimension information or not (the default is "No").
GroupIdList.N	No	Array of Integer	Filter skill group list.

3. Output Parameters

Parameter Name	Type	Description
Timestamp	Integer	Timestamp.
TotalMetrics	CallInMetrics	Overall metrics.
NumberMetrics	Array of CallInNumberMetrics	Circuit dimension metrics. Note: this field may return null, indicating that no valid values can be obtained.
SkillGroupMetrics	Array of CallInSkillGroupMetrics	Skill group dimension metrics Note: this field may return null, indicating that no valid values can be obtained.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing Inbound Real-time Data Statistical Metric

This example shows you how to access inbound real-time data statistical metrics.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeCallInMetrics
<Common request parameters>
{
"EnabledNumber": true,
"EnabledSkillGroup": true,
"SdkAppId": 0
}
```

Output Example

```
{
"Response": {
"Timestamp": 0,
"TotalMetrics": {
"IvrCount": 0,
"QueueCount": 0,
"RingCount": 0,
"AcceptCount": 0,
"TransferOuterCount": 0,
"MaxQueueDuration": 0,
"AvgQueueDuration": 0,
"MaxRingDuration": 0,
"AvgRingDuration": 0,
"MaxAcceptDuration": 0,
"AvgAcceptDuration": 0
},
"NumberMetrics": [
{
"Number": "abc",
"Metrics": {
"IvrCount": 0,
"QueueCount": 0,
"RingCount": 0,
"AcceptCount": 0,
"TransferOuterCount": 0,
"MaxQueueDuration": 0,
"AvgQueueDuration": 0,
"MaxRingDuration": 0,
"AvgRingDuration": 0,
"MaxAcceptDuration": 0,
"AvgAcceptDuration": 0
},
"SkillGroupMetrics": [
{
"SkillGroupId": 0,
"Metrics": {
"IvrCount": 0,
"QueueCount": 0,
"RingCount": 0,
"AcceptCount": 0,
"TransferOuterCount": 0,
"MaxQueueDuration": 0,
"AvgQueueDuration": 0,
"MaxRingDuration": 0,
"AvgRingDuration": 0,
"MaxAcceptDuration": 0,
```

```
"AvgAcceptDuration": 0
},
"Name": "abc"
}
]
}
],
"SkillGroupMetrics": [
{
"SkillGroupId": 0,
"Name": "abc"
}
],
"RequestId": "abc"
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

DescribeTelSession

Last updated：2024-03-27 16:13:37

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access the PSTN session information.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeTelSession.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
SessionId	Yes	String	Session ID.

3. Output Parameters

Parameter Name	Type	Description

Session	PSTNSession	Session information.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing PSTN Session Information

Input Example

```
https://ccc.tencentcloudapi.com/?Action=DescribeTelSession
&SdkAppId=1400000000
&SessionId=0cf5be1b-de75-4445-a0c4-8dff3fa4b68b
&<Common request parameters>
```

Output Example

```
{
"Response": {
"RequestId": "53bccf04-0870-4520-8614-f4bdddfd68df",
"Session": {
"SessionID": "0cf5be1b-de75-4445-a0c4-8dff3fa4b68b",
"RoomID": "32929373",
"Caller": "00864009282737",
"Callee": "00864001783747",
"StartTimestamp": 1607702199,
"RingTimestamp": 1607702299,
"AcceptTimestamp": 1607702329,
"StaffEmail": "foo@tencent.com",
"StaffNumber": "1007",
"SessionStatus": "inProgress",
"Direction": 1,
"OutBoundCaller": "",
"OutBoundCallee": "",
"ProtectedCallee": "",
"ProtectedCaller": ""
}
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

DescribeTelCallInfo

Last updated：2024-03-27 16:13:39

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access telephone consumption statistics by instance.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer

Try it

API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeTelCallInfo.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
StartTimeStamp	Yes	Integer	Start timestamp Unix timestamp (supports only day dimension. For example, for querying May 1st, you should pass a timestamp from "2023-05-01 00:00:00" to "2023-05-01 23:59:59" and for querying both May 1st and 2nd, you should pass a timestamp from "2023-05-01 00:00:00" to "2023-05-02 23:59:59").
EndTimeStamp	Yes	Integer	End timestamp. Unix timestamp and the maximum query time range is 90 days (supports only day dimension, for example, for querying May 1st, you should pass timestamp from "2023-05-01 00:00:00" to "2023-05-01 23:59:59" and for querying both May 1st

			and May 2nd, you should pass timestamp from "2023-05-01 00:00:00" to "2023-05-02 23:59:59").
SdkAppIdList.N	Yes	Array of Integer	Application ID list, when having multiple IDs, the returned value is the sum of all the IDs.

3. Output Parameters

Parameter Name	Type	Description
TelCallOutCount	Integer	Number of minutes consumed by Outbound Package.
TelCallInCount	Integer	Number of minutes consumed by Inbound Package.
SeatUsedCount	Integer	Number of agent usage statistics.
VOIPCallInCount	Integer	Number of minutes consumed by Audio package.
AsrOfflineCount	Integer	Number of minutes consumed by Offline Speech-to-Text Package.
AsrRealtimeCount	Integer	Number of minutes consumed by Real-time Speech-to-Text Package.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing Phone Call Statistics

This example shows you how to access phone call statistics

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: DescribeTelCallInfo
<Common request parameters>
{
"StartTimeStamp": "0",
"EndTimeStamp": "0",
```

```
"SdkAppIdList": [
"0"
]
}
```

Output Example

```
{
"Response": {
"TelCallOutCount": 0,
"TelCallInCount": 0,
"SeatUsedCount": 0,
"VOIPCallInCount": 0,
"AsrOfflineCount": 0,
"AsrRealtimeCount": 0,
"RequestId": "abc"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
FailedOperation.DuplicatedAccount	Duplicate account.
FailedOperation.PermissionDenied	Insufficient permissions.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameterValue.InstanceNotExist	The instance does not exist.

Purchasing APIs
DescribeCCCBuyInfoList

Last updated：2024-03-27 16:13:37

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to access the user purchasing information list.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: DescribeCCCBuyInfoList.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppIds.N	No	Array of Integer	Application ID list, query all applications when not transmitted.

3. Output Parameters

Parameter Name	Type	Description

TotalCount	Integer	Total number of applications.
SdkAppIdBuyList	Array of SdkAppIdBuyInfo	Application purchase information list.
PackageBuyList	Array of PackageBuyInfo	Package purchase information list.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Accessing User Purchasing Information List

Input Example

```
https://ccc.tencentcloudapi.com/?Action=DescribeCCCBuyInfoList
&SdkAppIds.0=1400000000
&<Common request parameters>
```

Output Example

```
{
"Response": {
"TotalCount": 0,
"SdkAppIdBuyList": [
{
"SdkAppId": 1400000000,
"Name": "abc",
"StaffBuyNum": 0,
"StaffBuyList": [
{
"Num": 0,
"EndTime": 1623988825,
"BuyTime": 1613988825,
"SipNum": 0
}
],
"PhoneNumBuyList": [
{
```

```
"PhoneNum": "abc",
"Type": 0,
"CallType": 0,
"EndTime": 1623988825,
"BuyTime": 1613988825,
"State": 0
}
],
"SipBuyNum": 0
}
],
"PackageBuyList": [
{
"PackageId": "abc",
"Type": 0,
"CapacitySize": 0,
"CapacityRemain": 0,
"EndTime": 1623988825,
"BuyTime": 1613988825
}
],
"RequestId": "abc"
}
}
```


5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for PHP
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- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError	An internal error occurs.
InternalError.DBError	Internal database access failure.
InvalidParameter	Parameter error.
InvalidParameterValue.AccountNotExist	Account does not exist.
UnknownParameter	Unknown parameter error.

Other APIs
HangUpCall

Last updated：2024-03-27 16:13:43

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to hang up the phone.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: HangUpCall.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	TCCC instance application ID.
SessionId	Yes	String	Session ID.

3. Output Parameters

Parameter Name	Type	Description

RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Hanging up the Phone

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: HangUpCall
<Common request parameters>
{
"SdkAppId": 140000000,
"SessionId": "9dc79b2c-9902-419c-b963-16bee762ae3a"
}
```

Output Example

```
{
"Response": {
"RequestId": "86a17f0e-bcb3-46bf-ac66-8f165fe52127"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Java
- Tencent Cloud SDK 3.0 for PHP
- Tencent Cloud SDK 3.0 for Go
- Tencent Cloud SDK 3.0 for Node.js

- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

The following only lists the error codes related to the API business logic. For other error codes, see Common Error Codes.

Error Code	Description
InternalError.DBError	Internal database access failure.

CreateAdminURL

Last updated：2024-03-27 16:13:44

1. API Description

Domain name for API request: ccc.tencentcloudapi.com.

This API is used to create a management access link.

A maximum of 20 requests can be initiated per second for this API.

We recommend you to use API Explorer
Try it
API Explorer provides a range of capabilities, including online call, signature authentication, SDK code generation, and API quick search. It enables you to view the request, response, and auto-generated examples.

2. Input Parameters

The following request parameter list only provides API request parameters and some common parameters. For the complete common parameter list, see Common Request Parameters.

Parameter Name	Required	Type	Description
Action	Yes	String	Common Params. The value used for this API: CreateAdminURL.
Version	Yes	String	Common Params. The value used for this API: 2020-02-10.
Region	No	String	Common Params. This parameter is not required for this API.
SdkAppId	Yes	Integer	Application ID (required) can be found at https://console.tencentcloud.com/ccc.
SeatUserId	Yes	String	Admin account.

3. Output Parameters

Parameter Name	Type	Description

URL	String	Log-in link.
RequestId	String	The unique request ID, generated by the server, will be returned for every request (if the request fails to reach the server for other reasons, the request will not obtain a RequestId). RequestId is required for locating a problem.

4. Example

Example1 Creating Admin Log-in Link

This example shows you how to create the admin log-in link.

Input Example

```
POST / HTTP/1.1
Host: ccc.tencentcloudapi.com
Content-Type: application/json
X-TC-Action: CreateAdminURL
<Common request parameters>
{
"SdkAppId": 1400000000,
"SeatUserId": "foo@tencent.com"
}
```

Output Example

```
{
"Response": {
"RequestId": "48edd236-7ef1-45af-9e12-fc376ba355bf",
"URL": "https://tccc.qcloud.com/saas-manage/#/1400000000/home?token=6bb56a09-2787
-40bc-80c5-dc6dab783eff"
}
}
```

5. Developer Resources

SDK

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- Tencent Cloud SDK 3.0 for Node.js
- Tencent Cloud SDK 3.0 for .NET
- Tencent Cloud SDK 3.0 for C++

Command Line Interface

- Tencent Cloud CLI 3.0

6. Error Code

There is no error code related to the API business logic. For other error codes, please see Common Error Codes.

Data Types

Last updated：2024-03-27 16:14:06

AutoCalloutTaskCalleeInfo

Outbound call task called information.

Used by actions: DescribeAutoCalloutTask.

Name	Type	Description
Callee	String	Called number.
State	Integer	Call status 0 - Initial, 1 - Answered, 2 - Unanswered, 3 - Calling, 4 - Pending Retry.
Sessions	Array of String	List of session IDs.

AutoCalloutTaskInfo

Automatic outbound call task list item.

Used by actions: DescribeAutoCalloutTasks.

Name	Type	Description
Name	String	Task Name
CalleeCount	Integer	Number of calls.
Callers	Array of String	List of calling numbers.
NotBefore	Integer	Start timestamp.
NotAfter	Integer	End timestamp. Note: this field may return null, indicating that no valid values can be obtained.
IvrId	Integer	IvrId used by the task.
State	Integer	Task status: 0 - initial, 1 - running, 2 - completed, 3 - ending, 4 - closed.

TaskId	Integer	Task ID.

CallInMetrics

Real-Time inbound metric.

Used by actions: DescribeCallInMetrics.

Name	Type	Description
IvrCount	Integer	Number of IVR residency.
QueueCount	Integer	Number in queue.
RingCount	Integer	Number in ringing.
AcceptCount	Integer	Number in connection.
TransferOuterCount	Integer	Number of customer service transferring to the external line.
MaxQueueDuration	Integer	Maximum queue duration.
AvgQueueDuration	Integer	Average queue duration.
MaxRingDuration	Integer	Maximum ringing duration.
AvgRingDuration	Integer	Average ringing duration.
MaxAcceptDuration	Integer	Maximum connection duration.
AvgAcceptDuration	Integer	Average connection duration.

CallInNumberMetrics

Inbound line dimension metrics.

Used by actions: DescribeCallInMetrics.

Name	Type	Description
Number	String	Line number.
Metrics	CallInMetrics	Line-related metrics.
SkillGroupMetrics	Array of CallInSkillGroupMetrics	Bound skill group metrics.

CallInSkillGroupMetrics

Inbound capability group metrics.

Used by actions: DescribeCallInMetrics.

Name	Type	Description
SkillGroupId	Integer	Skill group ID.
Metrics	CallInMetrics	Data metrics.
Name	String	Skill group name.

CalleeAttribute

Property of the called.

Used by actions: CreateAutoCalloutTask.

Name	Type	Required	Description
Callee	String	Yes	Called number.
UUI	String	No	Associate data.
Variables	Array of Variable	No	Parameter

DescribePredictiveDialingCampaignsElement

Query the predictive outbound call task list elements.

Used by actions: DescribePredictiveDialingCampaigns.

Name	Type	Description
CampaignId	Integer	Task ID Note: This field may return null if no valid value is obtained.
Name	String	Task Name Note: This field might return null if no valid values can be obtained.

Status	Integer	Task status 0 - Ready to start, 1 - In progress, 2 - Paused, 3 - Terminated, 4 - Completed. Note: this field may return null, indicating that no valid values can be obtained.
StatusReason	Integer	Task status reasons 0 - Normal, 1 - Manually ended, 2 - Ended due to overtime. Note: this field may return null, indicating that no valid values can be obtained.
CalleeCount	Integer	Number of called numbers. Note: this field may return null, indicating that no valid values can be obtained.
FinishedCalleeCount	Integer	Number of completed calls. Note: this field may return null, indicating that no valid values can be obtained.
Priority	Integer	Running priority of multiple tasks in the same application, from high to low 1 - 5. Note: this field may return null, indicating that no valid values can be obtained.
SkillGroupId	Integer	ID of the used skill group of agents. Note: this field may return null, indicating that no valid values can be obtained.

ErrStaffItem

When adding customer service personnel in batches, information of the customer service personnel with an error is returned.

Used by actions: CreateStaff.

Name	Type	Description
StaffEmail	String	Agent email address.
Code	String	Error code.
Message	String	Error description.

ExtensionInfo

Telephone information.

Used by actions: DescribeExtensions.

Name	Type	Description
SdkAppId	Integer	Instance ID.
FullExtensionId	String	Extension full name.
ExtensionId	String	Extension
SkillGroupId	String	Affiliated skill group list.
ExtensionName	String	Extension name.
CreateTime	Integer	Creation Time
ModifyTime	Integer	Last modification time.
Status	Integer	Telephone status (0 Offline, 100 Free, 200 Busy).
Register	Boolean	Whether to register.
Relation	String	Bind agent email.
RelationName	String	Bind agent name

IVRKeyPressedElement

IVR Key Information.

Used by actions: DescribeProtectedTelCdr, DescribeTelCdr.

Name	Type	Description
Key	String	Key. Note: this field may return null, indicating that no valid values can be obtained.
Label	String	Tag associated with key. Note: this field may return null, indicating that no valid values can be obtained.

NumberInfo

Number information.

Used by actions: DescribeNumbers.

Name	Type	Description
Number	String	Number.
CallOutSkillGroupIds	Array of Integer	Bound outbound call skill group.
State	Integer	Number status, 1-normal, 2-disabled due to overdue payment, 4-disabled by the administrator, 5-disabled due to violation.

PSTNSession

PSTN session type.

Used by actions: DescribeTelSession.

Name	Type	Description
SessionID	String	Session ID.
RoomID	String	Temporary room ID for session.
Caller	String	Caller.
Callee	String	Called.
StartTimestamp	Integer	Start time. Unix timestamp.
RingTimestamp	Integer	Ring time. Unix timestamp.
AcceptTimestamp	Integer	Answer time. Unix timestamp.
StaffEmail	String	Agent email.
StaffNumber	String	Agent work number.
SessionStatus	String	Session state. ringing - In progress. seatJoining - Waiting for agent to receive call. InProgress - Ongoing. finished - Completed.
Direction	Integer	Session call direction, 0 - Inbound | 1 - Outbound.

OutBoundCaller	String	The number used for transferring to the external line (Outbound Caller).
OutBoundCallee	String	Outbound callee.
ProtectedCaller	String	Caller number protection ID. Effective when the number protection map feature is activated, and the Caller field is empty.
ProtectedCallee	String	Called number protection ID. Effective when the number protection map feature is activated, and the Callee field is empty.

PSTNSessionInfo

PSTN Session Information.

Used by actions: DescribePSTNActiveSessionList.

Name	Type	Description
SessionID	String	Session ID.
RoomID	String	Temporary room ID for session.
Caller	String	Caller.
Callee	String	Called.
StartTimestamp	String	Start time. Unix timestamp.
AcceptTimestamp	String	Answer time. Unix timestamp.
StaffEmail	String	Agent email.
StaffNumber	String	Agent work number.
SessionStatus	String	Agent status: inProgress for in progress.
Direction	Integer	Session call direction, 0 - Inbound | 1 - Outbound.
RingTimestamp	Integer	Ring time. Unix timestamp.
ProtectedCaller	String	Caller number protection ID. Effective when the number protection map feature is activated, and the Caller field is empty.
ProtectedCallee	String	Called number protection ID. Effective when the number protection map feature is activated, and the Callee field is empty.

PackageBuyInfo

Package purchase information.

Used by actions: DescribeCCCBuyInfoList.

Name	Type	Description
PackageId	String	Package ID.
Type	Integer	Package type, 0 - Outbound call package | 1 - 400 inbound call package.
CapacitySize	Integer	Total package.
CapacityRemain	Integer	Remaining package.
BuyTime	Integer	Purchased timestamp.
EndTime	Integer	End timestamp.

PhoneNumBuyInfo

Number purchase information.

Used by actions: DescribeCCCBuyInfoList.

Name	Type	Description
PhoneNum	String	Telephone Number
Type	Integer	Number type, 0 - Landline | 1 - Virtual Business Number | 2 - ISP Number | 3 - 400 Number.
CallType	Integer	Call type of the number, 1 - Inbound | 2 - Outbound | 3 - Inbound and outbound.
BuyTime	Integer	Purchased timestamp.
EndTime	Integer	End timestamp.
State	Integer	Number status, 1-Normal | 2-Suspended due to non-payment | 4-Admin suspended | 5-Suspended due to violation.

SdkAppIdBuyInfo

Application purchase information.

Used by actions: DescribeCCCBuyInfoList.

Name	Type	Description
SdkAppId	Integer	Application ID
Name	String	Application Name
StaffBuyNum	Integer	Number of agents purchased (still within the validity period).
StaffBuyList	Array of StaffBuyInfo	List of agents purchased (still within the validity period).
PhoneNumBuyList	Array of PhoneNumBuyInfo	List of numbers purchased.
SipBuyNum	Integer	Number of office telephones purchased (still within the validity period). Note: this field may return null, indicating that no valid values can be obtained.

SeatUserInfo

Agent user information.

Used by actions: CreateStaff, DescribeProtectedTelCdr, DescribeTelCdr.

Name	Type	Required	Description
Name	String	Yes	Agent name.
Mail	String	Yes	Agent email.
StaffNumber	String	Yes	Worker number. Note: This field may return null, indicating that no valid value could be obtained.
Phone	String	No	Agent phone number (preceded by 0086).
Nick	String	No	Agent nickname.
UserId	String	No	User ID
SkillGroupNameList	Array of String	No	List of skill groups associated with the agent. Note: This field may return null, indicating that no valid

			value could be obtained.
Role	Integer	No	1: Admin. 2: Quality inspector. 3: Ordinary agent. else: Custom Role ID. Note: This field may return null, indicating that no valid value could be obtained.

ServeParticipant

Participant information.

Used by actions: DescribeProtectedTelCdr, DescribeTelCdr.

Name	Type	Description
Mail	String	Agent email. Note: This field may return null, indicating that no valid values can be obtained.
Phone	String	Agent phone number. Note: This field may return null, indicating that no valid values can be obtained.
RingTimestamp	Integer	Ring timestamp. Unix second-level timestamp. Note: This field may return null, indicating that no valid values can be obtained.
AcceptTimestamp	Integer	Answer timestamp. Unix second-level timestamp. Note: This field may return null, indicating that no valid values can be obtained.
EndedTimestamp	Integer	End timestamp. Unix second-level timestamp. Note: This field may return null, indicating that no valid values can be obtained.
RecordId	String	Recording ID can be indexed to the agent side recording. Note: This field may return null, indicating that no valid values can be obtained.
Type	String	Participant type: "staffSeat", "outboundSeat", "staffPhoneSeat". Note: This field may return null, indicating that no valid values can be obtained.

TransferFrom	String	Transfer source agent information. Note: This field may return null, indicating that no valid values can be obtained.
TransferFromType	String	Transfer source participant type is consistent with the Type value. Note: This field may return null, indicating that no valid values can be obtained.
TransferTo	String	Transfer destination agent information. Note: This field may return null, indicating that no valid values can be obtained.
TransferToType	String	Transfer destination participant type is consistent with Type values. Note: This field may return null, indicating that no valid values can be obtained.
SkillGroupId	Integer	Skill group ID. Note: This field may return null, indicating that no valid values can be obtained.
EndStatusString	String	Ending status. Note: This field may return null, indicating that no valid values can be obtained.
RecordURL	String	Recording URL. Note: This field may return null, indicating that no valid values can be obtained.
Sequence	Integer	Participant sequence number, starting from 0. Note: This field may return null, indicating that no valid values can be obtained.
StartTimestamp	Integer	Start timestamp. Unix second-level timestamp. Note: This field may return null, indicating that no valid values can be obtained.
SkillGroupName	String	Skill Group name. Note: This field may return null, indicating that no valid values can be obtained.
CustomRecordURL	String	Address of the third party COS for transferring recording. Note: This field may return null, indicating that no valid values can be obtained.

SkillGroupInfoItem

Skill group information.

Used by actions: DescribeSkillGroupInfoList.

Name	Type	Description
SkillGroupId	Integer	Skill group ID.
SkillGroupName	String	Skill group name.
Type	String	(Deprecated) Type: IM, TEL, ALL (full media).
RoutePolicy	String	Session allocation policy. Note: this field may return null, indicating that no valid values can be obtained.
UsingLastSeat	Integer	Whether the session is allocated to the last serviced agent first. Note: this field may return null, indicating that no valid values can be obtained.
MaxConcurrency	Integer	Maximum concurrency number of single client service (default 1 for telephone type). Note: this field may return null, indicating that no valid values can be obtained.
LastModifyTimestamp	Integer	Last modification time. Note: this field may return null, indicating that no valid values can be obtained.
SkillGroupType	Integer	Skill group type 0-phone, 1-online, 3-audio, 4-video. Note: this field may return null, indicating that no valid values can be obtained.

SkillGroupItem

Skill group information.

Used by actions: DescribeStaffInfoList.

Name	Type	Description
SkillGroupId	Integer	Skill group ID.
SkillGroupName	String	Skill group name.
Priority	Integer	Priority

Type	String	Type: IM, TEL, ALL (full media).

StaffBuyInfo

Agent Purchase Information.

Used by actions: DescribeCCCBuyInfoList.

Name	Type	Description
Num	Integer	Number of agents purchased.
BuyTime	Integer	Purchased timestamp.
EndTime	Integer	End timestamp.
SipNum	Integer	Number of office telephones purchased. Note: this field may return null, indicating that no valid values can be obtained.

StaffInfo

Agent information with skill group priority.

Used by actions: DescribeStaffInfoList.

Name	Type	Description
Name	String	Agent name. Note: this field may return null, indicating that no valid values can be obtained.
Mail	String	Agent email.
Phone	String	Agent telephone number. Note: this field may return null, indicating that no valid values can be obtained.
Nick	String	Agent nickname. Note: this field may return null, indicating that no valid values can be obtained.
StaffNumber	String	Agent number. Note: this field may return null, indicating that no valid values

		can be obtained.
RoleId	Integer	
SkillGroupList	Array of SkillGroupItem	Affiliated Skill Group List. Note: this field may return null, indicating that no valid values can be obtained.
LastModifyTimestamp	Integer	Last modification time. Note: this field may return null, indicating that no valid values can be obtained.

StaffSkillGroupList

Bound skill group list for agents.

Used by actions: BindStaffSkillGroupList.

Name	Type	Required	Description
SkillGroupId	Integer	Yes	Skill group ID.
Priority	Integer	No	Priority of the agent in the skill group (1 is the highest, 5 is the lowest, 3 by default).

StaffStatusExtra

Supplementary agent status information.

Used by actions: DescribeStaffStatusMetrics.

Name	Type	Description
Type	String	IM - Text | TEL - Cell phone | ALL - Full media.
Direct	String	IN - Inbound | OUT - Outbound.

StaffStatusMetrics

Agent status information.

Used by actions: DescribeStaffStatusMetrics.

Name	Type	Description
Email	String	Agent email.
Status	String	Agent status: Free for Available | busy for Busy | rest for Break | notReady for Not Ready | afterCallWork for After Call Work | offline for Offline.
StatusExtra	StaffStatusExtra	Supplementary agent status information.
OnlineDuration	Integer	Total Online duration of the day.
FreeDuration	Integer	Total Available duration of the day.
BusyDuration	Integer	Total Busy duration of the day.
NotReadyDuration	Integer	Total Not Ready status duration of the day.
RestDuration	Integer	Total Break duration of the day.
AfterCallWorkDuration	Integer	Total After Call Work duration of the day.
Reason	String	Reason for Break.
ReserveRest	Boolean	Whether to reserve Break status.
ReserveNotReady	Boolean	Whether to reserve Not Ready status.
UseMobileAccept	Integer	Cell phone answering pattern: 0 - Off | 1 - Only when Offline | 2 - Always.
UseMobileCallOut	Boolean	Cell phone outbound call switch.
LastOnlineTimestamp	Integer	Last online timestamp. Note: This field may return null, indicating that no valid values can be obtained.
LastStatusTimestamp	Integer	Last status timestamp. Note: This field may return null, indicating that no valid values can be obtained.

TelCdrInfo

Phone call information.

Used by actions: DescribeProtectedTelCdr, DescribeTelCdr.

Name	Type	Description
Caller	String	Caller number.
Callee	String	Called number.
Time	Integer	Call initiation timestamp, Unix timestamp.
Direction	Integer	Call direction: 0 - Inbound, 1 - Outbound.
Duration	Integer	Call duration.
RecordURL	String	Recording Information.
RecordId	String	Recording ID. Note: this field may return null, indicating that no valid values can be obtained.
SeatUser	SeatUserInfo	Agent information.
EndStatus	Integer	EndStatus corresponds one-to-one with EndStatusString, the specific enumeration is as follows: **Scenario EndStatus EndStatusString Status Description** Inbound & Outbound Call 1 ok Successfully ended Inbound & Outbound Call 0 error System error Inbound Call 102 ivrGiveUp User hangs up during IVR Inbound Call 103 waitingGiveUp User hangs up while on hold Inbound Call 104 ringingGiveUp User hangs up when ringing Inbound Call 105 noSeatOnline No agent online Inbound Call 106 notWorkTime Non-working hours Inbound Call 107 ivrEnd Ends after IVR Inbound Call 100 Inbound call blocklist Outgoing Call 2 unconnected Unanswered < 10,000 minutesOutgoing Call 201 unknown Unknown status Outgoing Call 202 notAnswer Unanswered Outgoing Call 203 userReject Call declined Outgoing Call 204 powerOff Phone switched off Outgoing Call 205 numberNotExist Nonexistent number Outgoing Call 206 busy On another call

		Outgoing Call 207 outOfCredit Overdue Outgoing Call 208 operatorError ISP channel exception Outgoing Call 209 callerCancel Caller cancellation Outgoing Call 210 notInService Not in service area Inbound & Outbound Calls 211 clientError Client error
SkillGroup	String	Skill group name.
CallerLocation	String	Caller's location.
IVRDuration	Integer	Time spent in IVR stage. Note: this field may return null, indicating that no valid values can be obtained.
RingTimestamp	Integer	Ring timestamp. UNIX second-level timestamp Note: this field may return null, indicating that no valid values can be obtained.
AcceptTimestamp	Integer	Answer timestamp. UNIX second-Level timestamp Note: this field may return null, indicating that no valid values can be obtained.
EndedTimestamp	Integer	End timestamp. UNIX second-level timestamp Note: this field may return null, indicating that no valid values can be obtained.
IVRKeyPressed	Array of String	IVR key information, e.g. ["1","2","3"] Note: this field may return null, indicating that no valid values can be obtained.
HungUpSide	String	Hang-up side, seat, user, system. Note: this field may return null, indicating that no valid values can be obtained.
ServeParticipants	Array of ServeParticipant	List of Service Participants Note: this field may return null, indicating that no valid values can be obtained.
SkillGroupId	Integer	Skill group ID. Note: this field may return null, indicating that no valid values can be obtained.
EndStatusString	String	EndStatus corresponds one-to-one with EndStatusString, the specific enumeration is as follows: **Scenario EndStatus EndStatusString Status Description**

		Inbound & Outbound Call 1 ok Successfully ended Inbound & Outbound Call 0 error System error Inbound Call 102 ivrGiveUp User hangs up during IVR Inbound Call 103 waitingGiveUp User hangs up while on hold Inbound Call 104 ringingGiveUp User hangs up when ringing Inbound Call 105 noSeatOnline No agent online Inbound Call 106 notWorkTime Non-working hours Inbound Call 107 ivrEnd Ends after IVR Inbound Call 100 Inbound call blocklist Outgoing Call 2 unconnected Unanswered < 10,000 minutesOutgoing Call 201 unknown Unknown status Outgoing Call 202 notAnswer Unanswered Outgoing Call 203 userReject Call declined Outgoing Call 204 powerOff Phone switched off Outgoing Call 205 numberNotExist Nonexistent number Outgoing Call 206 busy On another call Outgoing Call 207 outOfCredit Overdue Outgoing Call 208 operatorError ISP channel exception Outgoing Call 209 callerCancel Caller cancellation Outgoing Call 210 notInService Not in service area Inbound & Outbound Calls 211 clientError Client error Note: This field may return null, indicating that no valid value can be obtained.
StartTimestamp	Integer	Session start timestamp. UNIX second-level timestamp. Note: This field may return null, indicating that no valid value can be obtained.
QueuedTimestamp	Integer	Queue entry time. Unix second-level timestamp. Note: This field may return null, indicating that no valid value can be obtained.
PostIVRKeyPressed	Array of IVRKeyPressedElement	Post-IVR key information (e.g. [{"Key":"1","Label":"Very Satisfied"}]) Note: This field may return null, indicating that no valid value can be obtained.
QueuedSkillGroupId	Integer	Queue Skill Group ID. Note: This field may return null, indicating that no valid value can be obtained.

SessionId	String	Session ID. Note: This field may return null, indicating that no valid value can be obtained.
ProtectedCaller	String	Caller number protection ID. (Effective when the number protection map feature is activated, and the Caller field is empty). Note: This field may return null, indicating that no valid values can be obtained.
ProtectedCallee	String	Called number protection ID (Effective when the number protection map feature is activated, and the Callee field is empty). Note: This field may return null, indicating that no valid values can be obtained.
UUI	String	Customer custom data. (User-to-User Interface) Note: This field may return null, indicating that no valid values can be obtained.
IVRKeyPressedEx	Array of IVRKeyPressedElement	IVR key information (e.g.?[{"Key":"1","Label":"highly satisfied"}]) Note: This field may return null, indicating that no valid values can be obtained.
AsrUrl	String	Access to the ASR text information address of the recording. Note: This field may return null, indicating that no valid values can be obtained.
CustomRecordURL	String	Address of the third party COS for transferring recording. Note: This field may return null, indicating that no valid values can be obtained.
Remark	String	Remarks Note: This field may return null, indicating that no valid values can be obtained.
QueuedSkillGroupName	String	Queue skill group name. Note: This field may return null, indicating that no valid values can be obtained.
VoicemailRecordURL	Array of String	Audio message recording URL during call. Note: This field may return null, indicating that no valid values can be obtained.

VoicemailAsrURL	Array of String	Text Information address of ASR audio message during a call. Note: This field may return null, indicating that no valid values can be obtained.

Variable

Variable.

Used by actions: CreateAutoCalloutTask.

Name	Type	Required	Description
Key	String	Yes	Variable name.
Value	String	Yes	Variable value.

Error Codes

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Feature Description

If there is an Error field in the response, it means that the API call failed. For example:

```
{
"Response": {
"Error": {
"Code": "AuthFailure.SignatureFailure",
"Message": "The provided credentials could not be validated. Please check your si
gnature is correct."
},
"RequestId": "ed93f3cb-f35e-473f-b9f3-0d451b8b79c6"
}
}
```

Code in Error indicates the error code, and Message indicates the specific information of the error.

Error Code List

Common Error Codes

Error Code	Description
ActionOffline	This API has been deprecated.
AuthFailure.InvalidAuthorization	`Authorization` in the request header is invalid.
AuthFailure.InvalidSecretId	Invalid key (not a TencentCloud API key type).
AuthFailure.MFAFailure	MFA failed.
AuthFailure.SecretIdNotFound	Key does not exist. Check if the key has been deleted or disabled in the console, and if not, check if the key is correctly entered. Note that whitespaces should not exist before or after the key.
AuthFailure.SignatureExpire	Signature expired. Timestamp and server time cannot differ by more than five minutes. Please

	ensure your current local time matches the standard time.
AuthFailure.SignatureFailure	Invalid signature. Signature calculation error. Please ensure you've followed the signature calculation process described in the Signature API documentation.
AuthFailure.TokenFailure	Token error.
AuthFailure.UnauthorizedOperation	The request is not authorized. For more information, see the CAM documentation.
DryRunOperation	DryRun Operation. It means that the request would have succeeded, but the DryRun parameter was used.
FailedOperation	Operation failed.
InternalError	Internal error.
InvalidAction	The API does not exist.
InvalidParameter	Incorrect parameter.
InvalidParameterValue	Invalid parameter value.
InvalidRequest	The multipart format of the request body is incorrect.
IpInBlacklist	Your IP is in uin IP blacklist.
IpNotInWhitelist	Your IP is not in uin IP whitelist.
LimitExceeded	Quota limit exceeded.
MissingParameter	A parameter is missing.
NoSuchProduct	The product does not exist.
NoSuchVersion	The API version does not exist.
RequestLimitExceeded	The number of requests exceeds the frequency limit.
RequestLimitExceeded.GlobalRegionUinLimitExceeded	Uin exceeds the frequency limit.
RequestLimitExceeded.IPLimitExceeded	The number of ip requests exceeds the frequency limit.
RequestLimitExceeded.UinLimitExceeded	The number of uin requests exceeds the frequency

	limit.
RequestSizeLimitExceeded	The request size exceeds the upper limit.
ResourceInUse	Resource is in use.
ResourceInsufficient	Insufficient resource.
ResourceNotFound	The resource does not exist.
ResourceUnavailable	Resource is unavailable.
ResponseSizeLimitExceeded	The response size exceeds the upper limit.
ServiceUnavailable	Service is unavailable now.
UnauthorizedOperation	Unauthorized operation.
UnknownParameter	Unknown parameter.
UnsupportedOperation	Unsupported operation.
UnsupportedProtocol	HTTP(S) request protocol error; only GET and POST requests are supported.
UnsupportedRegion	API does not support the requested region.

Service Error Codes

Error Code	Description
FailedOperation.CallOutFailed	Outbound call failure.
FailedOperation.CalleeIsLimited	Limited outbound called number.
FailedOperation.CallerOverFrequency	Outbound over-frequency caller number.
FailedOperation.CurStateNotAllowModify	The current number status cannot be modified.
FailedOperation.DuplicatedAccount	Duplicate account.
FailedOperation.NoCallOutNumber	No available outbound call numbers.
FailedOperation.PermissionDenied	Insufficient permissions.
FailedOperation.SeatStatusBusy	Agent is busy.
InternalError.DBError	Internal database access failure.

InvalidParameter.DuplicateAddress	Duplicate address.
InvalidParameter.DuplicatePhoneNumber	Duplicate number
InvalidParameter.DuplicateSipAccount	Duplicate SIP account
InvalidParameter.IllegalAddress	Illegal address.
InvalidParameter.IllegalPhoneNumber	Illegal number.
InvalidParameter.InstanceNotExist	The instance does not exist.
InvalidParameter.InvalidAddress	Invalid address.
InvalidParameter.InvalidIP	Invalid IP information.
InvalidParameter.InvalidPhoneNumber	Invalid number
InvalidParameter.InvalidPort	Invalid port information.
InvalidParameter.SipAccountPasswordFormat	Illegal password. (The length should be no less than 8 digits and must contain upper and lower case letters and numbers.)
InvalidParameter.SipAccountUserFormat	Illegal username (only can contain A-Z,a-z, and number)
InvalidParameter.SipTrunkInUsed	The SIP channel is still in use.
InvalidParameter.SipTrunkNotFound	SIP channel information not found
InvalidParameterValue.AccountNotExist	Account does not exist.
InvalidParameterValue.InstanceNotExist	The instance does not exist.
InvalidParameterValue.PhoneNumIsBoundOtherAccount	The number has been bound to another account.
InvalidParameterValue.SkillGroupError	Skill group error.
InvalidParameterValue.SkillGroupExist	Skill group already exists.
LimitExceeded.OutOfCountLimit	Exceeded quantity limit.
OperationDenied.NotInWhiteList	Not in the allowlist.
OperationDenied.UinDisabled	The account has been disabled.