

# Introduction

Webhooks give you the ability to receive a structured payload of data at the URL of your choice when certain events occur. These webhook events are detailed in this document. But to get started, you need to set up a URL to receive the events, and then you need to register that URL in net2phone (to tell us where to send the events).

Log into <https://app.net2phone.com> and go to Settings / API Integration and turn on the API integration. Then enter the URL you want our webhook APIs to call when the events below occur on your account.

## Webhooks

### call\_ringing

A call is ringing. This event will trigger when an incoming call is ringing on any phone number in your net2phone account. This event will also trigger when an outgoing call from your net2phone account is ringing its destination.

#### Payload

Field	Description
id	String that is unique per message
event	"call_ringing"
timestamp	UTC timestamp of the event
direction	One of inbound, outbound. Inbound is a call ringing on a net2phone line. Outbound is a call made from a net2phone line.
originating_number	The number that started the phone call.
dialed_number	The recipient of the phone call.
user_name	The full display name of the Unite user who originated or received the call.

#### Example

```

{
  "id":"c998e523-3750-4ff4-9eac-76af1dc360b1",
  "event":"call_ringing",
  "timestamp":"2019-09-15T12:44:22Z",
  "direction":"inbound",
  "originating_number":"+15551112222 ☎",
  "dialed_number":"+17778885555 ☎",
  "user_name":"John Doe"
}

```

## call\_answered

A call is answered. This event will trigger when an incoming call is answered on any phone number in your net2phone account. This event will also trigger when an outgoing call from your net2phone account is answered by its destination.

### Payload

Field	Description
id	String that is unique per message
event	"call_answered"
timestamp	UTC timestamp of the event
direction	One of inbound, outbound. Inbound is a call answered on a net2phone line. Outbound is an answered call made from a net2phone line.
originating_number	The number that started the phone call.
dialed_number	The recipient of the phone call.
user_name	The full display name of the Unite user who originated or received the call.

### Example

```

{
  "id":"c998e523-2750-4ff4-9eac-76af1dc360b2",
  "event":"call_answered",

```

```
"timestamp":"2019-07-18T12:44:25Z",
"direction":"inbound",
"originating_number":"+15551112222 ☎",
"dialed_number":"+17778885555 ☎",
"user_name":"John Doe"
}
```

## call\_completed

A call is answered and completed successfully. This event will trigger when an incoming call is completed on any phone number in your net2phone account. This event will also trigger when an outgoing call from your net2phone account is completed.

### Payload

Field	Description
id	String that is unique per message
event	"call_completed"
timestamp	UTC timestamp of the event
direction	One of inbound, outbound. Inbound is a call ringing on a net2phone line. Outbound is a call made from a net2phone line.
duration	The number of seconds the call lasted. Will only be set for call_completed.
recorded	True if the call was recorded. Will only be set for call_completed events and only if true.
originating_number	The number that started the phone call.
dialed_number	The recipient of the phone call.
user_name	The full display name of the Unite user who originated or received the call.

### Example

```
{
```

```
"id": "c998e523-2750-4ff4-9eac-76af1dc360b3",
"event": "call_completed",
"timestamp": "2019-09-15T12:45:25Z",
"direction": "inbound",
"duration": 60,
"recorded": true,
"originating_number": "+15551112222 ☎",
"dialed_number": "+17778885555 ☎",
"user_name": "John Doe"
}
```

## call\_missed

A call is not answered by the recipient. This event will trigger when an incoming (only) call is not answered by any phone in your net2phone account.

### Payload

Field	Description
id	String that is unique per message
event	"call_missed"
timestamp	UTC timestamp of the event
direction	"inbound"
originating_number	The number that started the phone call.
dialed_number	The recipient of the phone call.
user_name	The full display name of the Unite user who originated or received the call.

### Example

```
{
  "id": "c998e523-2750-4ff4-9eac-76af1dc360b3",
  "event": "call_missed",
  "timestamp": "2019-09-15T12:45:25Z",
  "direction": "inbound",
}
```

```
"originating_number":"+15551112222 ☎",
"dialed_number":"+17778885555 ☎",
"user_name":"John Doe"
}
```

## voicemail\_received

A voicemail was left for a net2phone user. This event will trigger when an incoming (only) call is not answered by any phone in your net2phone account *and* a voicemail is recorded.

### Payload

Field	Description
id	String that is unique per message
event	"voicemail_received"
timestamp	UTC timestamp of the event
direction	"inbound"
duration	The number of seconds the call lasted. Will only be set for call_completed.
originating_number	The number that started the phone call.
dialed_number	The recipient of the phone call.
user_name	The full display name of the Unite user who originated or received the call.

### Example

```
{
  "id":"c998e523-2750-4ff4-9eac-76af1dc360b3",
  "event":"voicemail_received",
  "timestamp":"2019-09-15T12:45:25Z",
  "direction":"inbound",
  "originating_number":"+15551112222 ☎",
  "dialed_number":"+17778885555 ☎",
  "user_name":"John Doe"
}
```

}

# Glossary

## Conventions

- **Client** - Client application.
- **Status** - HTTP status code of response.
- All the possible responses are listed under 'Responses' for each method. Only one of them is issued per request server.
- All response are in JSON format.
- All request parameters are mandatory unless explicitly marked as [optional]
- The type of values accepted for a *request* parameter are shown the the values column like this [**10**|<any number>]. The | symbol means OR. If the parameter is [optional], the default value is shown in blue bold text, as **10** is written in [**10**|<any number>].

## Status Codes

All status codes are standard HTTP status codes. The below ones are used in this API.

**2XX** - Success of some kind

**4XX** - Error occurred in client's part

**5XX** - Error occurred in server's part

Status Code	Description
<b>200</b>	OK
<b>201</b>	Created
<b>202</b>	Accepted (Request accepted, and queued for execution)
<b>400</b>	Bad request
<b>401</b>	Authentication failure
<b>403</b>	Forbidden
<b>404</b>	Resource not found
<b>405</b>	Method Not Allowed

409	Conflict
412	Precondition Failed
413	Request Entity Too Large
500	Internal Server Error
501	Not Implemented
503	Service Unavailable