



Queues API

Queues CRUD APIs

Authorization

HeaderKey	Description
Authorization *	Zoho-oauthtoken<space><ACCESS_TOKEN>
Accept *	Set to application/json.

*All APIs are accessible under **zohovoice.queues.ALL** scope.

[OAuth Doc](#)

Create Queue

Use this API to create a queue.

POST <https://voice.zoho.com/rest/json/zv/api/groups>

Scope: zohovoice.queues.CREATE

Parameters:

Param Name	Data Type	Description
data *	JSONObject	queue data as json. name and members , isBulk , config keys are mandatory. JSON Schema: { "members"*: ["[AGENT_ID]"], "extension":9999, "emailNotificationConfig": "3", "name"*: "Customer Support", "emailId": "QUEUE EMAILID to send notification to queue emails", "queueWaitMusic": {

		<pre> "audioId": "", "enableDefaultAnnouncements": true }, "qapId": "QUEUE AUDIO PROFILE ID", "isBulk": false, "config": { "mwtformat": "seconds", "mwtwnaformat": "seconds", "max-wait-time-with-no-agent": 60, "max-wait-time": 60, "strategy": "top-down" //top-down,ring- progressively,round-robin,ring-all } } </pre>
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Data JSON:

Key	Datatype	Description
members *	JSON Array of Long	eg.[AGENT_ID1,AGENT_ID2]
extension	Integer	max four digits allowed
emailNotificationConfig	Integer	Do not notify -0, All Missed calls -1, Missedcalls with voicemail -2, All Calls - 3
name *	String	name of the queue
emailId	String	email ID for queue call missed notification
queueWaitMusic	JSONObject	<pre> { "audioId": "", "enableDefaultAnnouncements": true } </pre>
qapId	Long	Queue audio profile ID
isBulk *	boolean	false
config *	JSONObject	Queue configuration eg:{ <pre> "mwtformat": "seconds", "mwtwnaformat": "seconds", "max-wait-time-with-no-agent": 60, "max-wait-time": 60, "strategy": "top-down" </pre>

```
}
strategy possible values are top-down, ring-progressively, round-robin, and ring-all
```

Response

SUCCESS

```
{
  "code": "200",
  "groupId": "4061000001205001",
  "status": "SUCCESS"
}
```

FAILURE

```
{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}
```

Update Queue

Use this API to update a queue.

PUT <https://voice.zoho.com/rest/json/zv/api/groups>

Scope: zohovoice.queues.UPDATE

Parameters:

Param Name	DataType	Description
data *	JSONObject	queue data as json. name and members, isBulk, config, groupid keys are mandatory. JSON example: { "name": "Sales Queue", "emailId": "queue1@zoho.com", "qapId": "2069000002486021", "members": ["2069000000005011",

		<pre> "2069000000044027"], "emailNotificationConfig":"1", "queueWaitMusic":{ "mode":"audio", "audioId": "", "enableDefaultAnnouncements":false }, "isBulk":false, "extension":"9999", "config":{ "max-wait-time":60, "max-wait-time-with-no-agent":60, "strategy":"top-down", "mwtformat":"seconds", "mwtwnaformat":"seconds" }, "groupid":"2069000000250017" } </pre>
agentChanged	Boolean	Set True , if members value order changed

Data JSON:

Key	Datatype	Description
members *	JSONArray of Long	eg. [AGENT_ID1,AGENT_ID2]
extension	Integer	max four digits allowed
emailNotificationConfig	Integer	Do not notify -0, All Missed calls -1, Missedcalls with voicemail -2, All Calls - 3
name *	String	name of the queue
emailId	String	email ID for queue call missed notification
queueWaitMusic	JSONObject	<pre> { "audioId": "", "enableDefaultAnnouncements": true } </pre>
qapId	Long	Queue audio profile ID
isBulk *	boolean	false

config *	JSONObject	Queue configuration eg: { "mwtformat": "seconds", "mwtwnaformat": "seconds", "max-wait-time-with-no-agent": 60, "max-wait-time": 60, "strategy": "top-down" } strategy possible values are top-down,ring-progressively,round-robin,ring-all
groupid	Long	unique ID of the queue

Response

SUCCESS

```
{
  "code": "200",
  "groupId": 4061000001205001,
  "status": "SUCCESS"
}
```

FAILURE

```
{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}
```

Delete Queue

Use this API to delete queues.

DELETE <https://voice.zoho.com/rest/json/zv/api/groups>

Scope: zohovoice.queues.DELETE

Parameters:

Param Name	DataType	Description
groupIds *	String	Comma-separated unique ID

Response

SUCCESS

```
{
  "code": "200",
  "message": "success",
  "status": "SUCCESS"
}
```

FAILURE

```
{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}
```

Get All Queues

Use this API to get contact statuses.

GET <https://voice.zoho.com/rest/json/zv/api/queues>

Scope: zohovoice.queues.READ

Parameters:

Param Name	Data Type	Description
from *	int	Start index
offset *	int	no of records
queueid	Long	To get a single queue detail
searchText	String	Search with queue name or queue email ID

Response

SUCCESS

```
{
  "code": "200",
  "queues": [
    {
      "name": "TestQ",
      "queueWaitMusic": {
```

```

    "mode": "audio",
    "audioId": "",
    "enableDefaultAnnouncements": true
  },
  "emailId": "divya.e+queue@zohotest.com",
  "enableDefaultAnnouncements": true,
  "id": "2069000000407011",
  "queueStrategy": "ring-progressively"
},
{
  "name": "Bulk Add",
  "queueWaitMusic": {
    "mode": "audio",
    "audioId": "",
    "enableDefaultAnnouncements": true
  },
  "enableDefaultAnnouncements": true,
  "id": "2069000001269159",
  "queueStrategy": "top-down"
},
{
  "name": "queueTestNew",
  "queueWaitMusic": {
    "mode": "audio",
    "audioId": "",
    "enableDefaultAnnouncements": true
  },
  "enableDefaultAnnouncements": true,
  "id": "2069000000117023",
  "queueStrategy": "ring-progressively"
}
],
"status": "SUCCESS"
}

```

FAILURE

```

{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}

```

Create Queue Audio Profile

Use this API to create a queue audio profile.

POST <https://voice.zoho.com/rest/json/zv/api/queueaudioprofile>

Scope: zohovoice.queues.CREATE

Parameters:

Param Name	Data Type	Description
data *	JSONObject	queue data as json. name keys is mandatory. JSON Schema: <pre>{ "name": "US Support - Main ", "queueAudioConfig": { "announcementInterval": "70", "welcomeAnnouncement": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Welcome greeting" }, "positionAnnouncement": { "offline": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Agents are offline now." }, "busy": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Agents are busy now" }, "waiting": { "mode": "text",</pre>

		<pre> "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "We are connecting to agent. please hold on." } }, "specialAnnouncement": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Custom announcement" }, "queueExit": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Queue Breakout" } } } </pre>
--	--	--

Response

SUCCESS

```

{
  "code": "200",
  "qapId": "2069000002486011",
  "status": "SUCCESS"
}

```

FAILURE

```

{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}

```

Update Queue Audio profile

Use this API to update a queue.

PUT <https://voice.zoho.com/rest/json/zv/api/groups>

Scope: zohovoice.queues.UPDATE

Parameters

Param Name	Data Type	Description
data *	JSONObject	queue data as json. name keys is mandatory. JSON Schema: <pre>{ "name": "US Support - Main ", "qapId": "2069000002486011", "queueAudioConfig": { "announcementInterval": "70", "welcomeAnnouncement": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Welcome greeting" }, "positionAnnouncement": { "offline": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Agents are offline now." }, "busy": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Agents are busy now" }, "waiting": { "mode": "text", "audioVoice": "2",</pre>

		<pre> "audioId": "", "audioLanguage": "en-US", "message": "We are connecting to agent. please hold on." } }, "specialAnnouncement": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Custom announcement" }, "queueExit": { "mode": "text", "audioVoice": "2", "audioId": "", "audioLanguage": "en-US", "message": "Queue Breakout" } } } </pre>
--	--	---

Response

SUCCESS

```

{
  "code": "200",
  "qapId": "4061000001205001",
  "status": "SUCCESS"
}

```

FAILURE

```

{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}

```

Delete Queue Audio profile

Use this API to delete queues.

DELETE <https://voice.zoho.com/rest/json/zv/api/queueaudioprofile>

Scope: zohovoice.queues.DELETE

Parameters:

Param Name	Data Type	Description
qapIds *	String	Comma-separated unique ID

Response

SUCCESS

```
{
  "queueAudioProfiles": [
    {
      "name": "US Support",
      "id": "2069000002486011",
      "status": "SUCCESS"
    }
  ],
  "code": "200",
  "status": "SUCCESS"
}
```

FAILURE

```
{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}
```

Get All QueueAudioProfile

Use this API to get contact statuses.

GET <https://voice.zoho.com/rest/json/zv/api/queueaudioprofile?searchText=&from=0&offset=50>

Scope: zohovoice.queues.READ

Response

SUCCESS

```
{
```

```
"queueAudioProfiles": [
  {
    "updatedAt": 1737957929919,
    "updatedBy": "sales@zoho.com",
    "name": "US Support - Main ",
    "id": "2069000002486021"
  }
],
"code": "200",
"status": "SUCCESS"
}
```

FAILURE

```
{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}
```

Get Single QueueAudioProfile

Use this API to get contact statuses.

GET <https://voice.zoho.com/rest/json/zv/api/queueaudioprofile/2069000002486021>

Scope: zohovoice.queues.READ

Response

SUCCESS

```
{
  "code": "200",
  "queueAudioProfile": {
    "updatedAt": 1737957929919,
    "queueAudioConfig": {
      "welcomeAnnouncement": {
        "mode": "text",
        "audioVoice": "2",
        "audioId": "",
        "audioLanguage": "en-US",
        "message": ""
      },
      "positionAnnouncement": {
```

```
"offline": {
  "mode": "text",
  "audioVoice": "2",
  "audioId": "",
  "audioLanguage": "en-US",
  "message": ""
},
"waiting": {
  "mode": "text",
  "audioVoice": "2",
  "audioId": "",
  "audioLanguage": "en-US",
  "message": ""
},
"busy": {
  "mode": "text",
  "audioVoice": "2",
  "audioId": "",
  "audioLanguage": "en-US",
  "message": ""
}
},
"queueExit": {
  "mode": "text",
  "audioVoice": "2",
  "audioId": "",
  "audioLanguage": "en-US",
  "message": ""
},
"announcementInterval": "70",
"specialAnnouncement": {
  "mode": "text",
  "audioVoice": "2",
  "audioId": "",
  "audioLanguage": "en-US",
  "message": ""
}
},
"updatedBy": "sales@zoho.com",
"name": "US Support - Main ",
"id": "2069000002486021"
},
```

```
"status": "SUCCESS"
}
```

FAILURE

```
{
  "code": "<App Error Code>",
  "message": "<Error Message>",
  "status": "ERROR"
}
```