



Users API

Users CRUD APIs

Authorization

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

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

[OAuth Doc](#)

Use this API to get all the users.

READ <https://voice.zoho.com/rest/json/zv/api/users>

Scope: zohovoice.agents.READ

Params:

Key	Type	Description
userid	Long	Unique ID
agentId	Long	Unique agent ID
searchKey	String	Search by Name / EMail ID/Department Name
sortBy	String	NAME EMAILID ROLE_ID DEPARTMENT_ID CREATED_TIME ONLINE_STATUS STATUS
status	Integer	1-Active 2-Inactive 3-Pending
agentStatus	Integer	0-Available 2-Onbreak 3-Offline 4-Oncall 5-Busy

role	Integer	0-Super Admin 1-Admin 2-Technician 3-Supervisor 4-Supervisor Plus 5-Telephony Agent
from *	Integer	starting index
offset *	Integer	No of row Max: 50 records per API

Response:

```
{
  "code": "200",
  "meta": {
    "total": 1
  },
  "users": [
    {
      "extension": 65676,
      "agentId": "96000000224015",
      "timezone": "IST",
      "onlineStatus": "Offline",
      "departmentId": "96000000325001",
      "userid": "96000000015027",
      "zvtRole": 1,
      "countryCode": 93,
      "lang": "en",
      "departmentName": "Product Engineering",
      "lastActiveTime": 1734692977138,
      "commServerStatus": "Completed",
      "emailid": "john@zylker.com",
      "agentNumber": "6333202_93000000224015",
      "zuid": 698331952,
      "zvtRoleName": "ADMIN",
      "name": "John",

```

```
    "status": 1,
    "reportTime": "17:35"
  },
  "status": "SUCCESS"
}
```

Use this API to get single users.

READ [https://voice.zoho.com/rest/json/zv/api/users/\[userid\]](https://voice.zoho.com/rest/json/zv/api/users/[userid])

Scope: zohovoice.agents.READ

Response:

```
{
  "code": "200",
  "users": {
    "extension": 10023,
    "agentId": "4061000000146033",
    "dailyReportEnabled": true,
    "timezone": "GMT",
    "mobileNumber": "",
    "onlineStatus": "Available",
    "canEdit": true,
    "departmentId": "4061000000054011",
    "userid": "4061000000002005",
    "canEditOnlineStatus": true,
    "isCurrentUser": true,
    "zvtRole": 0,
    "countryCode": 93,
    "company": "ZohoVoice",
    "lang": "en",
    "associatedAgents": [],
    "retentionPeriod": -1,
    "departmentName": "AlarmsOne",
  }
}
```

```
"lastActiveTime": 1736426969071,
"addOn": {
  "POWER_DIALER": true
},
"commServerStatus": "Completed",
"emailid": "john@zylker.com",
"canChangeModerator": false,
"zuid": 63356552,
"zvtRoleName": "SUPERADMIN",
"name": "John",
"status": 1,
"reportTime": "16:00"
},
"status": "SUCCESS"
}
```

Create User

Use this API to create a user record.

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

Scope: zohovoice.agents.CREATE

Parameters:

Param Name	DataType	Description
data *	JSONObject	user data as json. Example request body: { "name": "Name ABC", "emailid": "abc@zohocorp.com", "lang": "en", "timezone": "GMT", "departmentName": "CRM Solutions", "zvtRole": "4",

		<pre>"isModerator":false, "associatedNumbers"[{"numberMapId":"4061000000335017", "allowNumberEdit":false}, {"numberMapId":"4061000000336003", "allowNumberEdit":false}], "associatedAgents": ["4061000000237005", "4061000001129005"]}</pre> Name, Email ID, Role required *
--	--	--

Response:

Success

```
{"code":"200", "userId":"406100000118000", "status":"SUCCESS"}
```

Failure

```
{
  "code": "ZVTL001",
  "message": "Licensed users limit exceeded. Please purchase more user licenses.",
  "status": "ERROR"
}
```

Update User

Use this API to update a user.

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

Scope: zohovoice.agents.UPDATE

Parameters:

Param Name	DataType	Description
data *	JSONObject	user data as json. Example request body: <pre>{"name":"Name ABC", "emailid":"abc@zohocorp.com",</pre>

		<pre>"lang":"en", "timezone":"GMT", "departmentName":"CRM Solutions", "zvtRole":"4", "isModerator":false, "associatedNumbers":[{"numberMapId":"4061000000335017", "allowNumberEdit":false}, {"numberMapId":"4061000000336003", "allowNumberEdit":false}], "associatedAgents": ["4061000000237005", "4061000001129005"], "userid":4061000001129005}</pre> Name, Email ID, Role required *
--	--	--

Response:

Success

```
{"code":"200", "userId":"406100000118000", "status":"SUCCESS"}
```

Failure

```
{
  "code": "ZVTL001",
  "message": "Licensed users limit exceeded. Please purchase more user licenses.",
  "status": "ERROR"
}
```

Delete User

Use this API to delete users.

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

Scope: zohovoice.agents.DELETE

Parameters:

Param Name	Data Type	Description
userids *	String	List of user IDs separated by commas

Response:

Success

```
{
  "code": "200",
  "users": [
    {
      "userid": "4061000001164001",
      "status": "SUCCESS"
    }
  ],
  "status": "SUCCESS"
}
```

Failure

```
{
  "code": "200",
  "users": [
    {
      "agentId": "4061000001181005",
      "userid": 4061000001181001,
      "queue": {
        "queueList": [
          "NQ",
          "TESTq"
        ],
        "errorCode": "ZVT0037",
        "message": "User is configured in Queue. ",
        "status": "ERROR"
      },
      "status": "ERROR"
    }
  ],
  "status": "SUCCESS"
}
```

