

iSymphony Developer Documentation

Introduction

The iSymphony server provides several APIs that can be used to integrate external applications with iSymphony. These APIs provide information about the configuration, and live state of the iSymphony server, along with facilities to modify the configuration and perform actions. In conjunction with the CRM Widget, these APIs can also be used to create custom widgets for the iSymphony dashboard.

Web Services

The iSymphony server exposes the APIs as web services, via REST and WebSocket interfaces. REST interfaces are used by the APIs which allow querying of information from the server, and performing actions. WebSocket interfaces are used by the APIs that provide realtime events, concerning state changes in the iSymphony server.

APIs

The following is a list of APIs provided by the iSymphony server. These APIs can be used individually, or in conjunction with each other, depending on the requirements of the developer. One API may provide information that can be used to correlate information in another API. Details of each API are provided in the individual API documentation.

- REST ([REST API](#))
 - [Configuration API](#) - Provides access to query information concerning configuration of the iSymphony server, and allows modifications to the configuration, in real time. This API provides similar functionality to that found in the iSymphony Administration Web Interface.
 - [Live API](#) - Provides access to information concerning the state of users and calls in the iSymphony server, and allows execution of actions. This API provides similar functionality to that found in the iSymphony Client Web Interface.
- WebSocket
 - [Event API](#) - Provides realtime events concerning changes to the live state of the iSymphony server. The events provided will be related to users, and call state, in the system.