



Outbound API

Outbound API allows you to use REST APIs to create, modify, and delete Outbound Option campaigns.

Outbound API provides a streamlined mechanism for creating campaigns with a single associated query rule and import rule. As such, if you use the API to create a campaign, that campaign is not available in the Outbound Campaign tool. If a campaign was created with the API, you must use the API to view, edit, or delete it. If a campaign was created with the Outbound Campaign tool, you must use the Outbound Campaign tool to view, edit, or delete it.

Administrative scripts are not required for Outbound Option campaigns created with the Outbound API. If an administrative script is provided, the information in the script overrides the information defined in the API.

Outbound API consists of the following APIs:

- **Outbound Campaign API:** Use this API to define new Outbound Option campaigns, and to view, edit, or delete existing campaigns.
- **Campaign Status API:** Use this API to get the real-time status of running Outbound Option campaigns.
- **Do Not Call API:** Use this API to set the Do Not Call (DNC) import rule configuration for Outbound Option. This prevents the dialer from dialing numbers on the DNC list.
- **Import API:** Use this API to import customer contact information for an Outbound Option campaign.
- **Personal Callback API:** Use this API to configure your Outbound Option campaign to handle personal callbacks. You can create personal callback records individually or in bulk. You can also update or delete personal callback records.
- **Time Zone API:** Use this API to list all available time zones and to get information about a specified time zone.
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