

Exclusion Manager REST API

Table of Contents

1. Document Versioning.....	7
2. Getting Started.....	8
2.1 Introduction.....	8
2.2 Purpose.....	8
3. Required URL Format.....	9
4. Exclusion Manager APIs at Contact Centre Level.....	10
4.1 AddContactCentreMediaExclusions API.....	11
4.1.1 URL.....	11
4.1.2 Headers.....	11
4.1.3 HTTP Method.....	11
4.1.4 Body.....	11
4.1.5 Users Eligible.....	11
4.1.6 Privilege Info.....	12
4.2 Remove CC Media Exclusion Lead List API.....	13
4.2.1 URL.....	13
4.2.2 Headers.....	13
4.2.3 HTTP Method.....	13
4.2.4 Query Parameters.....	13
4.2.5 Users Eligible.....	13
4.2.6 Privilege Info.....	14
4.3 Remove CC Media Exclusions by Phone API.....	15
4.3.1 URL.....	15
4.3.2 Headers.....	15

4.3.3	HTTP Method	15
4.3.4	Body.....	15
4.3.5	Users Eligible	15
4.3.6	Privilege Info.....	16
4.4	Add Contact Centre Exclusion Lead List API.....	17
4.4.1	URL.....	17
4.4.2	Headers	17
4.4.3	HTTP Method	17
4.4.4	Body.....	17
4.4.5	Users Eligible	17
4.4.6	Privilege Info.....	18
5.	Exclusion Manager APIs at Process Level	19
5.1	Add Process Media Exclusions List API	20
5.1.1	URL.....	20
5.1.2	Headers	20
5.1.3	HTTP Method	20
5.1.4	Body.....	20
5.1.5	Users Eligible	20
5.1.6	Privilege Info.....	21
5.2	Remove Process Media Exclusion Lead List API.....	22
5.2.1	URL.....	22
5.2.2	Headers	22
5.2.3	HTTP Method	22
5.2.4	Body.....	22
5.2.5	Users Eligible	22

5.2.6	Privilege Info.....	23
5.3	Remove Process Media Exclusions by Phone API.....	24
5.3.1	URL.....	24
5.3.2	Headers	24
5.3.3	HTTP Method	24
5.3.4	Body.....	24
5.3.5	Users Eligible	24
5.3.6	Privilege Info.....	25
5.4	Add Process Exclusion Lead List API	26
5.4.1	URL.....	26
5.4.2	Headers	26
5.4.3	HTTP Method	26
5.4.4	Body.....	26
5.4.5	Users Eligible	26
5.4.6	Privilege Info.....	27
5.5	Add Process Media Exclusions Lead List by CampaignId API.....	28
5.5.1	URL.....	28
5.5.2	Headers	28
5.5.3	HTTP Method	28
5.5.4	Body.....	28
5.5.5	Users Eligible	28
5.5.6	Privilege Info.....	29
5.6	Remove Process Media Exclusions List by Campaign Id and Phone API.....	30
5.6.1	URL.....	30
5.6.2	Headers	30

5.6.3	HTTP Method	30
5.6.4	Body.....	30
5.6.5	Users Eligible	30
5.6.6	Privilege Info.....	31
5.7	Remove Process Media Exclusions Lead List by CampaignId API.....	33
5.7.1	URL.....	33
5.7.2	Headers	33
5.7.3	HTTP Method	33
5.7.4	Body.....	33
5.7.5	Users Eligible	33
5.7.6	Privilege Info.....	34
6.	Exclusion Manager APIs at Campaign Level	36
6.1	Add Campaign Media Exclusion Lead List API.....	37
6.1.1	URL.....	37
6.1.2	Headers	37
6.1.3	HTTP Method	37
6.1.4	Body.....	37
6.1.5	Users Eligible	37
6.1.6	Privilege Info.....	38
6.2	Remove Campaign Media Exclusions API.....	39
6.2.1	URL.....	39
6.2.2	Headers	39
6.2.3	HTTP Method	39
6.2.4	Body.....	39
6.2.5	Users Eligible	39

6.2.6	Privilege Info.....	40
6.3	Remove Campaign Media Exclusion by Phone API.....	41
6.3.1	URL.....	41
6.3.2	Headers	41
6.3.3	HTTP Method	41
6.3.4	Body.....	41
6.3.5	Users Eligible	41
6.3.6	Privilege Info.....	42
6.4	Add Campaign Exclusion Lead List API	43
6.4.1	URL.....	43
6.4.2	Headers	43
6.4.3	HTTP Method	43
6.4.4	Body.....	43
6.4.5	Users Eligible	43
6.4.6	Privilege Info.....	44

1. Document Versioning

Version	Date	Purpose	Author
ExM API-v1	27-Mar-2020	First Draft	Saurabh Goyal

2. Getting Started

2.1 Introduction

This document communicates about the different types of Exclusion Manager APIs that how they add, delete or search for the customer's data from application at different level of hierarchy.

Following things have to be kept in mind for the below Exclusion Manager APIs.

1. Lead Id in these APIs are optional. If you do not provide the Lead Id, then the Leads will be added into the default Lead of their respective context.
2. If you do not provide the Lead Id in case of deleting contacts, then the APIs tries to find the contacts in default lead and if the contact is found, then it will delete that contact, otherwise, the contact will not be deleted.

2.2 Purpose

This document serves as a technical proposal and scope of work for the Exclusion based APIs with Ameyo Contact Center solution. It is intended to be used by the client's operation/ IT team for better understanding. The document has to be shared with teams (and stakeholders), and versions history is controlled for proper process management. Any future change in the requirements and plan should be captured in the document itself.

3. Required URL Format

The request using the URL should be in the following format.

Post**URL:**

```
<Protocol>://<IP_Domain_Name>:<port>/ameyorestapi/exclusionManager/<Exclusion_Media_Parameter>
```

In the URL, you have to replace the variables using the following values.

1. **Protocol:** You can provide either HTTP or HTTPS.
2. **IP_Domain_Name:** Provide the domain name or IP Address, where the Ameyo AppServer is running.

By default, this runs on the server machine.
3. **Port:** The port at which the application is running. Its value will be 8888 for HTTP and 8443 for HTTPS.
4. **Exclusion_Media_Parameter:** It is the parameter of APIs that allows to provide the solution of the Exclusion manager API.

The response to this request will be of the same encoding as the request.

4. Exclusion Manager APIs at Contact Centre Level

1. [AddContactCentreMediaExclusions](#): This API is used to add the Exclusion Media Lead List at Contact Centre.
2. [Remove CC Media Exclusion Lead List API](#) : This API is used to remove the Exclusion Media Lead List from Contact Centre level.
3. [Remove CC Media Exclusions by Phone API](#): This API is used to remove the Exclusion Media Lead List by Phone at Contact Centre level.
4. [Add Contact Centre Exclusion Lead List API](#) : This API is used to add the Exclusion Lead List at Contact Centre level.

4.1 AddContactCentreMediaExclusions API

This API is used to add the Exclusion Media List at Contact Centre.

4.1.1 URL

```
<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/addContactCenterMediaExclusions
```

4.1.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

4.1.3 HTTP Method

POST

4.1.4 Body

Following are the body parameters that will be used:

1. **contactCenterExclusionLeadId**: Integer
2. **excludedContacts**: String[]

4.1.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. CloudAdministrator
3. CloudManager
4. CloudSupervisor
5. Manager

6. PAdministrator
7. Supervisor
8. TexoAdministrator
9. TexoManager
10. TexoSupervisor
11. UserAccessManager
12. Voice-Admin
13. VoiceloggerAgent
14. VoiceloggerManager
15. Wallboard-User
16. Xchange-Admin

4.1.6 Privilege Info

Following Privilege Information are used for the ADDContactCenterMediaExclusion API:

1. **Privilege Name:** Upload contact center media exclusion
2. **Privilege Id:** dacx-cc.admin.exclusion-config.upload-media-exclusion

4.2 Remove CC Media Exclusion Lead List API

This API is used to remove the Exclusion Media Lead List from Contact Centre level.

4.2.1 URL

```
<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/removeCCMediaExclusionsList
```

4.2.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

4.2.3 HTTP Method

DELETE

4.2.4 Query Parameters

Following are the query parameters that will be used:

1. **contactCenterExclusionLeadId**: Integer
2. **contactCenterMediaExclusionIds**: Integer[]

4.2.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. CloudAdministrator
3. CloudManager
4. CloudSupervisor
5. Manager

6. PAdministrator
7. Supervisor
8. TexoAdministrator
9. TexoManager
10. TexoSupervisor
11. UserAccessManager
12. Voice-Admin
13. VoiceloggerAgent
14. VoiceloggerManager
15. Wallboard-User
16. Xchange-Admin

4.2.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove contact center media exclusion
2. **Privilege Id:** dacx-cc.admin.exclusion-config.remove-media-exclusion

4.3 Remove CC Media Exclusions by Phone API

This API is used to remove the Exclusion Media Lead List by Phone at Contact Centre level.

4.3.1 URL

```
<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/removeCCMediaExclusionsByPhone
```

4.3.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

4.3.3 HTTP Method

DELETE

4.3.4 Body

Following are the body parameters that will be used:

1. **contactCenterExclusionLeadId**: Integer
2. **phoneNumbers**: String[]

4.3.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. CloudAdministrator
3. CloudManager
4. CloudSupervisor
5. Manager

6. PAdministrator
7. Supervisor
8. TexoAdministrator
9. TexoManager
10. TexoSupervisor
11. UserAccessManager
12. Voice-Admin
13. VoiceloggerAgent
14. VoiceloggerManager
15. Wallboard-User
16. Xchange-Admin

4.3.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove contact center media exclusion
2. **Privilege Id:** dacx-cc.admin.exclusion-config.remove-media-exclusion

4.4 Add Contact Centre Exclusion Lead List API

This API is used to add the Exclusion Lead List at Contact Centre level.

4.4.1 URL

```
<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/addContactCenterExclusionLead
```

4.4.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

4.4.3 HTTP Method

POST

4.4.4 Body

Following are the body parameters that will be used:

1. **leadName:** String

4.4.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. CloudAdministrator
3. CloudManager
4. CloudSupervisor
5. Manager
6. PAdministrator

7. Supervisor
8. TexoAdministrator
9. TexoManager
10. TexoSupervisor
11. UserAccessManager
12. Voice-Admin
13. VoiceloggerAgent
14. VoiceloggerManager
15. Wallboard-User
16. Xchange-Admin

4.4.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove contact centre exclusion lead
2. **Privilege Id:** dacx-cc.admin.exclusion-config.add-cc-exclusion-lead

5. Exclusion Manager APIs at Process Level

1. [Add Process Media Exclusions Lead List](#): This API is used to add the Exclusion Media Lead List at Process level.
2. [Remove Process Media Exclusion Lead List](#) : This API is used to remove the Exclusion Media Lead List at Process level.
3. [Remove Process Media Exclusions by Phone API](#) : This API is used to remove the Exclusion Media Lead List by Phone at Process level.
4. [Add Process Exclusion Lead List API](#) : This API is used to add the Exclusion Lead List at Process level.
5. [Process Media Exclusions Lead List by CampaignId API](#): This API is used to add the Exclusion Media Lead List by CampaignId at Process level.
6. [Remove Process Media Exclusions List by Campaign Id and Phone API](#): This API is used to remove the Exclusion Media Lead List by CampaignId and Phone at Process level.
7. [Remove Process Media Exclusions Lead List by CampaignId API](#): This API is used to remove the Exclusion Media Lead List by CampaignId at Process level.

5.1 Add Process Media Exclusions List API

This API is used to add the Exclusion Media Lead List at Process level.

5.1.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/addProcessMediaExclusionsList

5.1.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

5.1.3 HTTP Method

POST

5.1.4 Body

Following are the body parameters that will be used:

1. **processId**: Integer
2. **processExclusionLeadId**: Integer
3. **excludedContacts**: String[]

5.1.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. Advisor-Supervisor

4. CloudAdministrator
5. CloudCustomerManager
6. CloudSupervisor
7. CloudManager
8. CloudTeam-Lead
9. CustomerManager
10. Manager
11. PAdministrator
12. Supervisor
13. Team-Lead
14. TexoAdministrator
15. TexoCustomerManager
16. TexoManager
17. TexoSupervisor
18. TexoTeam-Lead
19. UserAccessManager
20. Voice-Admin
21. VoicelloggerAgent
22. VoicelloggerManager
23. Wallboard-User
24. Xchange-Admin

5.1.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Upload process media exclusion
2. **Privilege Id:** dacx-process.admin.exclusion-config.upload-media-exclusion

5.2 Remove Process Media Exclusion Lead List API

This API is used to remove the Exclusion Media Lead List at Process level.

5.2.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/removeProcessMediaExclusionsList

5.2.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

5.2.3 HTTP Method

DELETE

5.2.4 Body

Following are the body parameters that will be used:

1. **processId**: Integer
2. **processMediaExclusionIds**: Integer[]
3. **processExclusionLeadId** : Integer[]

5.2.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. Advisor-Supervisor

4. CloudAdministrator
5. CloudCustomerManager
6. CloudSupervisor
7. CloudManager
8. CloudTeam-Lead
9. CustomerManager
10. Manager
11. PAdministrator
12. Supervisor
13. Team-Lead
14. TexoAdministrator
15. TexoCustomerManager
16. TexoManager
17. TexoSupervisor
18. TexoTeam-Lead
19. UserAccessManager
20. Voice-Admin
21. VoicelloggerAgent
22. VoicelloggerManager
23. Wallboard-User
24. Xchange-Admin

5.2.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove process media exclusion
2. **Privilege Id:** dacx-process.admin.exclusion-config.remove-media-exclusion

5.3 Remove Process Media Exclusions by Phone API

This API is used to remove the Exclusion Media Lead List by Phone at Process level.

5.3.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/removeProcessMediaExclusionsByPhone

5.3.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

5.3.3 HTTP Method

DELETE

5.3.4 Body

Following are the body parameters that will be used:

1. **processId**: Integer
2. **processExclusionLeadId**: Integer
3. **phoneNumbers**: String[]

5.3.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. Advisor-Supervisor

4. CloudAdministrator
5. CloudCustomerManager
6. CloudSupervisor
7. CloudManager
8. CloudTeam-Lead
9. CustomerManager
10. Manager
11. PAdministrator
12. Supervisor
13. Team-Lead
14. TexoAdministrator
15. TexoCustomerManager
16. TexoManager
17. TexoSupervisor
18. TexoTeam-Lead
19. UserAccessManager
20. Voice-Admin
21. VoiceloggerAgent
22. VoiceloggerManager
23. Wallboard-User
24. Xchange-Admin

5.3.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove process media exclusion
2. **Privilege Id:** dacx-process.admin.exclusion-config.remove-media-exclusion

5.4 Add Process Exclusion Lead List API

This API is used to add the Exclusion Lead List at Process level.

5.4.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/addProcessExclusionLead

5.4.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

5.4.3 HTTP Method

POST

5.4.4 Body

Following are the body parameters that will be used:

1. **processId**: Integer
2. **leadName**: String

5.4.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. Advisor-Supervisor
4. CloudAdministrator

5. CloudCustomerManager
6. CloudSupervisor
7. CloudManager
8. CloudTeam-Lead
9. CustomerManager
10. Manager
11. PAdministrator
12. Supervisor
13. Team-Lead
14. TexoAdministrator
15. TexoCustomerManager
16. TexoManager
17. TexoSupervisor
18. TexoTeam-Lead
19. UserAccessManager
20. Voice-Admin
21. VoiceloggerAgent
22. VoiceloggerManager
23. Wallboard-User
24. Xchange-Admin

5.4.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove process exclusion lead
2. **Privilege Id:** dacx-process.admin.exclusion-config.add-process-exclusion-lead

5.5 Add Process Media Exclusions Lead List by CampaignId API

This API is used to add the Exclusion Media Lead List by CampaignId at Process level.

5.5.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/addProcessMediaExclusionsByCampaignId

5.5.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

5.5.3 HTTP Method

POST

5.5.4 Body

Following are the body parameters that will be used:

1. **campaignId**: Integer
2. **processExclusionLeadId**: Integer
3. **excludedContacts**: String[]

5.5.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. Advisor-Supervisor

4. CloudAdministrator
5. CloudCustomerManager
6. CloudSupervisor
7. CloudManager
8. CloudTeam-Lead
9. CustomerManager
10. Manager
11. PAdministrator
12. Supervisor
13. Team-Lead
14. TexoAdministrator
15. TexoCustomerManager
16. TexoManager
17. TexoSupervisor
18. TexoTeam-Lead
19. UserAccessManager
20. Voice-Admin
21. VoiceloggerAgent
22. VoiceloggerManager
23. Wallboard-User
24. Xchange-Admin

5.5.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Upload Process campaign exclusion lead
2. **Privilege Id:** dacx-process.admin.exclusion-config.upload-media-exclusion

5.6 Remove Process Media Exclusions List by Campaign Id and Phone API

This API is used to remove the Exclusion Media Lead List by CampaignId and Phone at Process level.

5.6.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/removeProcessMediaExclusionsByCampaignIdAndPhone

5.6.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

5.6.3 HTTP Method

DELETE

5.6.4 Body

Following are the body parameters that will be used:

1. **processId**: Integer
2. **processExclusionLeadId**: Integer
3. **phoneNumbers**: String[]

5.6.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser

3. Advisor-Supervisor
4. CloudAdministrator
5. CloudCustomerManager
6. CloudSupervisor
7. CloudManager
8. CloudTeam-Lead
9. CustomerManager
10. Manager
11. PAdministrator
12. Supervisor
13. Team-Lead
14. TexoAdministrator
15. TexoCustomerManager
16. TexoManager
17. TexoSupervisor
18. TexoTeam-Lead
19. UserAccessManager
20. Voice-Admin
21. VoiceloggerAgent
22. VoiceloggerManager
23. Wallboard-User
24. Xchange-Admin

5.6.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove Process campaign exclusion lead

2. **Privilege Id:** dacx-process.admin.exclusion-config.remove-media-exclusion

5.7 Remove Process Media Exclusions Lead List by CampaignId API

This API is used to remove the Exclusion Media Lead List by CampaignId at Process level.

5.7.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/removeProcessMediaExclusionsByCampaignId

5.7.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

5.7.3 HTTP Method

DELETE

5.7.4 Body

Following are the body parameters that will be used:

1. **processId**: Integer
2. **processMediaExclusionIds**: Integer[]
3. **processExclusionLeadId**: Integer

5.7.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser

3. Advisor-Supervisor
4. CloudAdministrator
5. CloudCustomerManager
6. CloudSupervisor
7. CloudManager
8. CloudTeam-Lead
9. CustomerManager
10. Manager
11. PAdministrator
12. Supervisor
13. Team-Lead
14. TexoAdministrator
15. TexoCustomerManager
16. TexoManager
17. TexoSupervisor
18. TexoTeam-Lead
19. UserAccessManager
20. Voice-Admin
21. VoiceloggerAgent
22. VoiceloggerManager
23. Wallboard-User
24. Xchange-Admin

5.7.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove Process Media exclusion

2. **Privilege Id:** dacx-process.admin.exclusion-config.remove-media-exclusion

6. Exclusion Manager APIs at Campaign Level

1. [Add Campaign Media Exclusion Lead List API](#): This API is used to add the Exclusion Media Lead List at Campaign level.
2. [Remove Campaign Media Exclusions API](#) : This API is used to remove the Exclusion Media Lead List at Campaign level.
3. [Remove Campaign Media Exclusion by Phone API](#): This API is used to remove the Exclusion Media Lead List by Phone at Campaign level..
4. [Add Campaign Exclusion Lead List API](#) : This API is used to add the Exclusion Lead List at Campaign level.

6.1 Add Campaign Media Exclusion Lead List API

This API is used to add the Exclusion Media Lead List at Campaign level.

6.1.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/addCampaignMediaExclusionList

6.1.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

6.1.3 HTTP Method

POST

6.1.4 Body

Following are the body parameters that will be used:

1. **campaignId**: Integer
2. **exclusionLeadId**: Integer
3. **excludedContacts**: String[]

6.1.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. CloudAdministrator

4. CloudSupervisor
5. CloudTeam-Lead
6. PAdministrator
7. Supervisor
8. Team-Lead
9. TexoAdministrator
10. TexoTeam-Lead
11. TexoSupervisor
12. UserAccessManager
13. Voice-Admin
14. VoiceloggerAgent
15. VoiceloggerManager
16. Wallboard-User
17. Xchange-Admin

6.1.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Upload campaign media exclusion
2. **Privilege Id:** dacx-campaign.admin.exclusion-config.upload-media-exclusion

6.2 Remove Campaign Media Exclusions API

This API is used to remove the Exclusion Media Lead List at Campaign level.

6.2.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/removeCampaignMediaExclusions

6.2.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

6.2.3 HTTP Method

DELETE

6.2.4 Body

Following are the body parameters that will be used:

1. **campaignId**: Integer
2. **campaignExclusionLeadId**: Integer
3. **campaignMediaExclusionIds**: Integer[]

6.2.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. CloudAdministrator

4. CloudCustomerManager
5. CloudSupervisor
6. CloudTeam-Lead
7. PAdministrator
8. Supervisor
9. Team-Lead
10. TexoAdministrator
11. TexoCustomerManager
12. TexoTeam-Lead
13. TexoSupervisor
14. UserAccessManager
15. Voice-Admin
16. VoiceloggerAgent
17. VoiceloggerManager
18. Wallboard-User
19. Xchange-Admin

6.2.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove campaign media exclusion
2. **Privilege Id:** dacx-campaign.admin.exclusion-config.remove-media-exclusion

6.3 Remove Campaign Media Exclusion by Phone API

This API is used to remove the Exclusion Media List by Phone at Campaign level.

6.3.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/removeCampaignMediaExclusionsByPhone

6.3.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

6.3.3 HTTP Method

DELETE

6.3.4 Body

Following are the body parameters that will be used:

1. **campaignId**: Integer
2. **campaignExclusionLeadId**: Integer
3. **phoneNumbers**: String[]

6.3.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. CloudAdministrator

4. CloudCustomerManager
5. CloudSupervisor
6. CloudTeam-Lead
7. PAdministrator
8. Supervisor
9. Team-Lead
10. TexoAdministrator
11. TexoCustomerManager
12. TexoTeam-Lead
13. TexoSupervisor
14. UserAccessManager
15. Voice-Admin
16. VoiceloggerAgent
17. VoiceloggerManager
18. Wallboard-User
19. Xchange-Admin

6.3.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Remove campaign media exclusion
2. **Privilege Id:** dacx-campaign.admin.exclusion-config.remove-media-exclusion

6.4 Add Campaign Exclusion Lead List API

This API is used to add the Exclusion Lead List at Campaign level.

6.4.1 URL

<Protocol>://<Domain_Name><Port_Number>/ameyorestapi/exclusionManager/addCampaignExclusionLead

6.4.2 Headers

Following are the headers that have to be used:

1. sessionid
2. **Content-type** - application/json

6.4.3 HTTP Method

POST

6.4.4 Body

Following are the body parameters that will be used:

1. **campaignId**: Integer
2. **leadName**: String

6.4.5 Users Eligible

Following users are eligible for to use this API:

1. Administrator
2. Advisor-ITUser
3. CloudAdministrator
4. CloudSupervisor

5. CloudTeam-Lead
6. PAdministrator
7. Supervisor
8. Team-Lead
9. TexoAdministrator
10. TexoTeam-Lead
11. TexoSupervisor
12. UserAccessManager
13. Voice-Admin
14. VoiceloggerAgent
15. VoiceloggerManager
16. Wallboard-User
17. Xchange-Admin

6.4.6 Privilege Info

Following Privilege Information are used in this API:

1. **Privilege Name:** Add campaign exclusion lead
2. **Privilege Id:** dacx-campaign.admin.exclusion-config.add-campaign-exclusion-lead