

# Queue

The **Queue** object is supported by the MiRTA PBX OpenAPI endpoint. This object is tenant-scoped. Tenant API keys must include `tenant=CANISTRACCI`; writes require a writable API key.

## Object Summary

| Property             | Value                  |
|----------------------|------------------------|
| Object               | <code>queue</code>     |
| Primary path         | <code>/queues</code>   |
| ID field             | <code>qu_id</code>     |
| Label field          | <code>qu_name</code>   |
| Primary source table | <code>qu_queues</code> |
| Path aliases         | <code>/queues</code>   |

## Endpoint Patterns

| Action    | Example pattern                                                                                                 |
|-----------|-----------------------------------------------------------------------------------------------------------------|
| List      | <code>GET</code><br><code>https://pbx.example.com/pbx/openapi.php/queues?tenant=CANISTRACCI</code>              |
| Get by ID | <code>GET</code><br><code>https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI</code>    |
| Create    | <code>POST</code><br><code>https://pbx.example.com/pbx/openapi.php/queues?tenant=CANISTRACCI</code>             |
| Update    | <code>PATCH</code><br><code>https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI</code>  |
| Delete    | <code>DELETE</code><br><code>https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI</code> |

# Accepted Field Aliases

| Request field | Source field |
|---------------|--------------|
| name          | qu_name      |
| number        | qu_number    |

# Destination Fields

Destination fields accept one destination string or an array of destination strings such as `EXT-100`, `VOICEMAIL-100`, or another supported destination type and ID pair.

| Destination type       | Accepted aliases             |
|------------------------|------------------------------|
| QUEUE-FULL             | full                         |
| QUEUE-TIMEOUT          | timeout_destination, timeout |
| QUEUE-EXITKEY          | exitkey                      |
| QUEUE-ONCALLBACK       | oncallback                   |
| QUEUE-NOBODYHOME       | nobodyhome                   |
| QUEUE-NOFREEMEMBER     | nofreemember                 |
| QUEUE-PERIODICANNOUNCE | periodicannounce             |
| QUEUE-BEFORERINGING    | beforeringing                |
| QUEUE-ONAUTOPAUSE      | onautopause                  |
| QUEUE-ONABANDONEDCALL  | onabandonedcall              |

# Examples

## List Queues

Returns the queues visible to the key and scope.

```
curl -H "X-API-Key: TENANT_API_KEY" \
  "https://pbx.example.com/pbx/openapi.php/queues?tenant=CANISTRACCI"
```

# Get Queue

Reads one object by its internal ID.

```
curl -H "X-API-Key: TENANT_API_KEY" \
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

# Create Queue

Creates a new object. Use the short aliases shown above or the source field names.

```
curl -X POST \
  -H "X-API-Key: TENANT_API_KEY" \
  -H "Content-Type: application/json" \
  -d '{
    "name": "Docs API Accounting Queue",
    "number": "700"
  }' \
  "https://pbx.example.com/pbx/openapi.php/queues?tenant=CANISTRACCI"
```

# Edit Queue

Updates only the supplied fields.

```
curl -X PATCH \
  -H "X-API-Key: TENANT_API_KEY" \
  -H "Content-Type: application/json" \
  -d '{
    "name": "Docs API Accounting Queue Updated"
  }' \
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

# Delete Queue

Deletes the object. Check references before deleting configuration used by routing or reporting.

```
curl -X DELETE \  
  -H "X-API-Key: TENANT_API_KEY" \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue FULL Destination

Updates the `QUEUE-FULL` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "full": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue TIMEOUT Destination

Updates the `QUEUE-TIMEOUT` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "timeout_destination": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue EXITKEY Destination

Updates the `QUEUE-EXITKEY` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "exitkey": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue ONCALLBACK Destination

Updates the `QUEUE-ONCALLBACK` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "oncallback": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue NOBODYHOME Destination

Updates the `QUEUE-NOBODYHOME` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "nobodyhome": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

```
"https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue NOFREEMEMBER Destination

Updates the `QUEUE-NOFREEMEMBER` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "nofreemember": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue PERIODICANNOUNCE Destination

Updates the `QUEUE-PERIODICANNOUNCE` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "periodicannounce": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue BEFORERINGING Destination

Updates the `QUEUE-BEFORERINGING` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "beforeringing": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue ONAUTOPAUSE Destination

Updates the `QUEUE-ONAUTOPAUSE` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "onautopause": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

## Queue ONABANDONEDCALL Destination

Updates the `QUEUE-ONABANDONEDCALL` destination. The same value can also be sent inside a `destinations` object.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "onabandonedcall": [  
      "EXT-100"  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

```
"https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

# Queue Members

Replaces queue members. Use extension IDs and optional member fields such as penalty when needed.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "members": [  
      {  
        "extension_id": 45,  
        "penalty": 0  
      },  
      {  
        "extension_id": 46,  
        "penalty": 1  
      }  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

# Queue Allowed Members

Controls which extensions are allowed to be used as queue members.

```
curl -X PATCH \  
  -H "X-API-Key: TENANT_API_KEY" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "allowed_members": [  
      45,  
      46,  
      47  
    ]  
  }' \  
  "https://pbx.example.com/pbx/openapi.php/queues/OBJECT_ID?tenant=CANISTRACCI"
```

"https://pbx.example.com/pbx/openapi.php/queues/OBJECT\_ID?tenant=CANISTRACCI"

# Common Errors

| Error                               | Meaning                                                                                |
|-------------------------------------|----------------------------------------------------------------------------------------|
| <code>missing_api_key</code>        | No API key was supplied in the query string, <code>X-API-Key</code> , or bearer token. |
| <code>invalid_api_key</code>        | The supplied key does not match the tenant or global API key.                          |
| <code>tenant_required</code>        | A tenant code is required for tenant-scoped writes or tenant-key reads.                |
| <code>read_only_api_key</code>      | The key can read data but cannot create, update, or delete objects.                    |
| <code>missing_required_field</code> | A required create field is missing.                                                    |

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