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Bright Pattern Documentation

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API Reference

Bright Pattern uses Postman to host documentation for Bright Pattern Contact Center REST APIs.

Postman is a popular REST API client for testing and documenting APIs with examples in multiple programming languages. To view documentation hosted on Postman, simply click the **Get APIs** button for the desired API specification, and you will be redirected to Postman's website. From there, you have the option to run the API collection in the Postman application in your own environment.

Note that JavaScript API documentation is available only on help.brightpattern.com (see the links shown on this page).

Agent Desktop APIs

Access Agent Desktop functions using JavaScript; control agent states and handle calls from .NET-based applications.

[Get APIs](#)

- [Desktop Integration API .NET Version Tutorial](#)
- [Simplified Desktop .NET API Specification](#)
- [Desktop JavaScript API Specification](#)

Configuration API

Automate user provisioning with third-party systems using the Configuration API.

[Get APIs](#)

- [Configuration API \(on Postman\)](#)

Embedded Desktop API

The Embedded Agent Desktop API allows you to use Agent Desktop directly from your webpage.

[Get APIs](#)

- [Embedded Agent Desktop API](#)

Interaction Content API

Download recording audio files along with their associated metadata with the Interaction Content API.

[Get APIs](#)

- [Interaction Content API \(on Postman\)](#)

List Management API

Manage the contents of outbound calling lists and Do Not Call lists via third-party applications.

[Get APIs](#)

- [List Management API \(on Postman\)](#)

Mobile/Web Messaging APIs

Develop customer-facing mobile/web messaging apps for advanced chat, voice, and video communications.

[Get APIs](#)

- [Mobile SDK Instruction Manual](#)
- [Mobile/Web Messaging API v2 \(on Postman\)](#)
- [Mobile/Web Messaging API v1 \(on Postman\)](#)

SCIM-Compliant User Provisioning API

Communicate user identity data between identity providers and service providers.

[Get APIs](#)

- [SCIM-Compliant User Provisioning API Specification \(on Postman\)](#)

SMS/MMS API

Send and receive SMS and MMS messages, as well as track delivery status with the SMS/MMS API.

[Get APIs](#)

- [SMS/MMS API Specification \(on Postman\)](#)

Statistics API

Work with subscriptions, real-time statistics, dispositions, and more with the Real-Time Statistics API.

[Get APIs](#)

- [Real-Time Statistics API \(on Postman\)](#)
- [List of Statistics](#)