

Technical Publication



PIDJ API

VERSION 3.0

MARCH 3, 2022

Pidj API

Welcome!

Thank you for choosing Pidj as your Business SMS Solution. It is our goal to provide you the best end-to-end experience in the industry.

The following information will help guide you through available API functionalities with our Pidj platform. If you have issues at any point, please do not hesitate to contact us. We look forward to a long relationship!

Security

To use any of the API functionalities, you will need your Token and Account Key which can be obtained by logging in at reach.yiptel.com and navigating to the API page under settings.

API Reference

Our API is currently in beta, and has limited functionality. We will publish new documentation as we expand and enhance the API.

The current version is **2020**. This version uses standard HTTP authentication. Pass your **Account Key** as the username, and the **Token** as the password.

Standard Requests

<https://gopidj.com/api/{version}/>

Authentication must be included in every call. (See specifics for the API version used in your implementation.)

The base URL for all calls is: <https://gopidj.com/api/{version}/>.

Unless otherwise indicated, all calls observe the following behavior: Fields that are omitted will be ignored. Fields that are included but the value is blank will remove any existing value (for PUT and PATCH calls). Parameters must be passed via x-www-form-urlencoded and these headers are required or suggested:

Header	Value	Type
Content-Type	application/x-www-form-urlencoded	Required
Accept	application/json	Optional (Suggested)

For each request, we will list **property** values, which should be included in the POST or PUT body. Any **parameter** values refer to values within the request URL.

Standard Response

These values will be in nearly all API responses. As such, they will not be listed separately in each call; only unique responses to each call will be indicated, unless an exception is present.

Property	Description
code	Matches the HTTP response of the response.
status	Will be one of <code>success</code> , <code>error</code> , or <code>failure</code> .

Calls

Messages

POST /send

Send a text message to any number using any of your groups.

Request

Property	Description
from_number or group_id	CONTINGENT Phone number to send from; this will determine which group the message sends from, and must be an active number from one of your groups. This must be in E.164 format, e.g., +18885552222.
group_id or from_number	CONTINGENT The group id of the group to send the messages from, which must have a phone number associated with it. (Must be a group id: gr:04207209-7f61-5801-a3bd-958ecff19f77) <i>If a group id is given that does not have a phone number associated with it, the message will not be sent and a related error message will be returned with a failure status.</i>
to_number	REQUIRED Phone number to send to. This must be in E.164 format, e.g., +18885553333.
text_body	REQUIRED The text to send. Message lengths greater than 1,600 characters will be truncated. Messages with emoji and special characters may have a smaller limit due to encoding requirements. See our FAQ for details.

Response

```
{"code":200,"status":"success","message":"Text sent."}
```

Property	Description
message	Human readable message reflective of the status. Upon success, "Text sent."
status	success indicates the message was sent.

POST /task/initiate

Create and initiate a new task in any of the channels available to you.

Request

Property	Description
channel	REQUIRED The channel (or type) to create the interaction in. Current valid values: <code>ticket</code>
group_id	RECOMMENDED The group id to assign the task to. (Must be a group id: <code>gr:04207209-7f61-5801-a3bd-958ecff19f77</code>) Proper group assignment will ensure the appropriate users can see and are assigned the interaction.
subject	RECOMMENDED A brief summary or description of the purpose or type of interaction. This will be displayed in the chatbox lists.
topic	RECOMMENDED Any description or information associated with the interaction. HTML is not allowed & will not be displayed. 3,200 characters max. URLs will be converted to hyperlinks.
name	OPTIONAL Will be displayed in the chatbox frame & logs/reports.
email_address	OPTIONAL Will be displayed in the chatbox frame & logs/reports.
phone_number	OPTIONAL Will be displayed in the chatbox frame & logs/reports.

Response

```
{"code":200,"status":"success","task":"ci:04207209-7f61-5801-a3bd-958ecff19f77"}
```

Property	Description
status	success indicates the task was created and queued.
task	The UUID of the newly created task.

Users

GET /user/{id}

Retrieve a user record.

Response

```
{
  "code": 200,
  "status": "success",
  "user": {
    "first_name": "",
    "last_name": "",
    "business_name": "",
    "display_name": "",
    "email_address": "",
    "phone_number": "",
    "tags": [],
    "username": "",
    "roles": [],
    "external_id": ""
  }
}
```

Property	Description
user	Contains all values for the user.

POST /user

Create a user record.

Request

Property	Description
username	REQUIRED Username for the user. This does not need to be the person's given name, but could be a combination of their first and last, their email address, or some other uniquely identifying value.

Property	Description
	Duplicate usernames will result in an error and the user record will not be created.
password	REQUIRED Password for the user.
phone_number	Phone number for the user. This must be in E.164 format, e.g., +18885552222
email_address	The user's email address.
first_name	The user's first name.
last_name	The user's last name.
roles	Pipe (" ") separated list of roles to assign to the new user. Valid options: <code>admin</code> , <code>manager</code> , and <code>agent</code> . Secondary roles cannot currently be assigned via API. At least one role is required to allow the user to log in to the system.
groups	Pipe (" ") separated list of groups to grant user access to. Must use the full and correct name of each group (see your Groups list for these names) OR the group identifiers (i.e., <code>gr:04207209-7f61-5801-a3bd-958ecff19f77</code> ; see the group detail page for your group IDs). These names are not case sensitive, however, group IDs are.
timezone	Timezone identifier for the user. Valid values are based on the list of IANA time zones . Typical U.S. values are: <code>America/Los_Angeles</code> (Pacific Time), <code>America/Denver</code> (Mountain Time), <code>America/Chicago</code> (Central Time), <code>America/New_York</code> (Eastern Time), <code>Pacific/Honolulu</code> (Hawaii), <code>America/Anchorage</code> (Alaska). If omitted, this will default to the account value. <i>This value is case sensitive.</i>

Property	Description
external_id	The external ID of the user from your own system. This may be used in any enabled integrations to cross-identify the user record.

Response

```
{"code":200,"status":"success","id":"us:a33a8313-8uq7-25aq-366z-49332atkelb2","message":"User created."}
```

Property	Description
id	The unique identifier for the new user record. This ID can be used later to update and retrieve information for the user. e.g., <code>us:a33a8313-8uq7-25aq-366z-49332atkelb2</code>
message	Human readable message reflective of the status. Upon success, "User created."
status	<code>success</code> indicates the user was create.

PUT /user/{id}

Update a user record.

Request

All fields (excluding username) from the POST call can be included in this call.

Parameter	Description
id	The {id} is the ID returned from a POST call or accessible on the user detail or edit screens and has the form of <code>us:a33a8313-8uq7-25aq-366z-49332atkelb2</code> .

Response

```
{"code":200,"status":"success"}
```

Property	Description
status	<code>success</code> indicates the user was updated.

DELETE /user/{id}

Delete a user record. (See "recover" to un-delete a user record.)

Request

This call takes no other parameters or values.

Parameter	Description
id	The {id} is the ID returned from a POST call or accessible on the user detail or edit screens and has the form of <code>us:a33a8313-8uq7-25aq-366z-49332atkelb2</code> .

Response

```
{"code":200,"status":"success"}
```

Property	Description
status	<code>success</code> indicates the user was deleted.

PUT /user/{id}/recover

Recover (un-delete) a user record.

Request

This call takes no other parameters or values.

Parameter	Description
id	The {id} is the ID returned from a POST call or accessible on the user detail or edit screens and has the form of <code>us:a33a8313-8uq7-25aq-366z-49332atkelb2</code> .

Response

```
{"code":200,"status":"success"}
```

Property	Description
status	<code>success</code> indicates the user was recovered.

POST /user/{id}/pause

Pause a user (stops any new conversations from being assigned to them; does not affect active conversations). Users will only be paused if they are not currently paused; you must call "unpause" to un-pause the user.

Request

This call takes no other parameters or values. Deleted users cannot be restored (at this time) and are deleted permanently.

Parameter	Description
id	REQUIRED The {id} is the ID returned from a POST call or accessible on the user detail or edit screens and has the form of <code>us:a33a8313-8uq7-25aq-366z-49332atkelb2</code> .

Response

```
{"code":200,"status":"success","paused":true}
```

Property	Description
status	<code>success</code> indicates the user was paused.
paused	<code>true</code> if the user is currently paused, <code>false</code> otherwise.

POST /user/{id}/unpause

Un-pause a user (will only be un-paused if they are currently paused).

Request

This call takes no other parameters or values. Deleted users cannot be restored (at this time) and are deleted permanently.

Parameter	Description
id	The {id} is the ID returned from a POST call or accessible on the user detail or edit screens and has the form of <code>us:a33a8313-8uq7-25aq-366z-49332atkelb2</code> .

Response

```
{"code":200,"status":"success","paused":true}
```

Property	Description
status	<code>success</code> indicates the user was paused.

Property	Description
paused	true if the user is currently paused, false otherwise.

POST /sso/url

Generate an SSO URL. Used within an SSO process, the URL can be redirected to establish the Pidj session; an optional "next" parameter will return the browser session to a destination of your choice (the process will redirect to the calling URL if "next" is missing).

Request

Property	Description
user_uuid	CONTINGENT The user UUID of the user to sign in (e.g. <code>us:a33a8313-8uq7-25aq-366z-49332atkelb2</code>).
external_id	CONTINGENT The external ID of the user from your own system. <i>This must be saved to the Pidj user record.</i>
next	OPTIONAL The full URL (http/https included) to redirect to after login. Must be Base64 encoded.

Response

```
{"code":200,"status":"success","url":"https://gopidj.com/sso/eyJbWZNRfJ3b2tTY..."}
```

Property	Description
url	The full URL to redirect to to execute the SSO. This URL expires in 60 seconds.
status	success indicates the URL was created successfully.

Contacts

GET /contact/{id}

Gets a contact record. The {id} is the value returned from a previous POST call, or accessed from the contact screen.

Response

```
{
  "code": 200,
  "status": "success",
  "contact": {
    "first_name": "John",
    "last_name": "Doe",
    "business_name": "",
    "display_name": "",
    "email_address": "john.doe@example.com",
    "phone_number": "+18015551111",
    "phone_office": null,
    "phone_fax": null,
    "timezone": "America\\Denver",
    "tags": ["VIP"],
    "external_id": null
  }
}
```

Property	Description
contact	Contains all values for the contact. Details to come soon; see the sample result above.

GET /contact/by-phone/{phone_number}

Gets a contact record.

Response

```
{"code":200,"status":"success","contact":{"id":"co:l93a8313-kuq7-25aq-366z-49332azkelb2","first_name":"John","last_name":"Doe","business_name":"","display_name":"","email_address":"john.doe@example.com","phone_number":"+18015551111","phone_office":null,"phone_fax":null,"timezone":"AmericaV Denver","tags":["VIP"],"external_id":null}}
```

Property	Description
contact	Contains all values for the contact. Details to come soon; see the sample result above.

POST /contact

Create a contact record. The phone number is required; if the phone number is currently on record, nothing will be done. (You will need to call the PUT method to update the record if it exists.)

Request

Property	Description
phone_number	REQUIRED Phone number for the contact. This must be in E.164 format, e.g., +18885552222
email_address	The contact's email address.
first_name	The contact's first name.
last_name	The contact's last name.

Property	Description						
business_name	The contact's business name.						
display_name	The contact's display name, if present, and different from first or last name.						
group	A single name for the group to assign the contact to. Must use the full and correct name of the group (see your Groups list for these names). This name is not case sensitive. You can also use a group identifier (i.e., <code>gr:04207209-7f61-5801-a3bd-958ecff19f77</code> ; see the group detail page for your group ID).						
timezone	Timezone identifier for the contact. See the <i>user timezone</i> section for details. If omitted, this will default to the account value.						
external_id	The external ID of the contact from your own system. This may be used in any enabled integrations to cross-identify the contact record.						
addresses	<p>Contact records support two addresses: home and business.</p> <p>To designate fields for each address, replace * with either (or both) <code>home</code> or <code>business</code>. e.g., <code>home_street_1</code>, <code>business_postal</code>, etc.</p> <p>Note: If you provide a <code>*_street_1</code> and a <code>*_postal</code>, we will lookup and provide the state and country for the provided address.</p> <table border="1"> <tbody> <tr> <td><code>*_street_1</code></td> <td>Maximum length: 200 characters.</td> </tr> <tr> <td><code>*_street_2</code></td> <td>Maximum length: 200 characters.</td> </tr> <tr> <td><code>*_city</code></td> <td>Maximum length: 200 characters.</td> </tr> </tbody> </table>	<code>*_street_1</code>	Maximum length: 200 characters.	<code>*_street_2</code>	Maximum length: 200 characters.	<code>*_city</code>	Maximum length: 200 characters.
<code>*_street_1</code>	Maximum length: 200 characters.						
<code>*_street_2</code>	Maximum length: 200 characters.						
<code>*_city</code>	Maximum length: 200 characters.						

Property	Description
*_state	Must be the standard 2 character abbreviation (ANSI 2-letter or USPS). Any other values will be discarded. Reference: https://en.wikipedia.org/wiki/List_of_U.S._state_abbreviations
*_postal	Valid 5 or 10 digit zipcode (US addresses). British, Canadian, and Australian postal codes also supported.
*_country	Must be either ISO 3166-1 alpha-2 or ISO 3166-1 alpha-3 . Any other values will be discarded. Reference: https://en.wikipedia.org/wiki/ISO_3166-1

Response

```
{"code":200,"status":"success","id":"co:l93a8313-kuq7-25aq-366z-49332azkelb2","message":"Contact created."}
```

Property	Description
id	The unique identifier for the new contact record. This ID can be used later to update and retrieve information for the contact. e.g., co:l93a8313-kuq7-25aq-366z-49332azkelb2
message	Human readable message reflective of the status. Contact success, "Contact created."
status	success indicates the contact was created.

PUT /contact/{id}

Updates a contact record. The {id} is the value returned from a previous POST call, or accessed from the contact screen.

Request

All fields from the POST call can be included in this call, excluding external_id.

Response

```
{"code":200,"status":"success"}
```

Property	Description
status	<code>success</code> indicates the contact was updated.

DELETE /contact/{id}

Delete a contact record.

Request

This call takes no other parameters or values. Deleted contacts cannot be restored (at this time) and are deleted permanently.

Parameter	Description
id	The {id} is the ID returned from a POST call or accessible on the contact detail or edit screens and has the form of <code>co:8b9ac71a-2b2a-50fd-9280-5c51a9dp1fd8</code> .

Response

```
{"code":200,"status":"success"}
```

Property	Description
status	success indicates the contact was deleted.

POST /contact/send-consent-text

Send a contact a text requesting consent for texting communication.

Request

Parameter	Description
contact_id	REQUIRED The contact's ID in the form of <code>co:8b9ac71a-2b2a-50fd-9280-5c51a9dp1fd8</code> .
group_id	REQUIRED The group's ID in the form of <code>gr:04207209-7f61-5801-a3bd-958ecff19f77</code> .

Response

Consent texts may report failure to send for a number of reasons. Most commonly these are that your text consent settings are not set up, the group has been set as "exempt" from these settings, this contact has already been sent a consent request text, etc. This function can safely be called at any point, and it will only send a consent request when appropriate.

```
{"code":200,"status":"success"}
```

Property	Description
status	success indicates the consent text was sent.

GET /contact/{contact_id}/{group_id}/check-consent

Check if a contact needs to consent to receiving texts.

Response

```
{"code":200,"status":"success","needed":false}
```

Property	Description
status	<code>success</code> indicates the consent text was sent.
needed	<code>true</code> if consent is needed for this contact for this group (consent settings are setup, and this contact has not yet given consent), <code>false</code> otherwise.
message	When <code>needed</code> is <code>false</code> , this will provide a reason why consent is not needed (e.g. consent already requested, consent already given, consent not set up for this group, etc).

GET /contacts

Get a list of all active contacts.

Response

```
{"code":200,"status":"success","contacts":[{"id":"co:l93a8313-kuq7-25aq-366z-49332azkelb2","first_name":"John","last_name":"Doe","business_name":"","display_name":"","email_address":"john.doe@example.com","phone_number":"+18015551111","phone_office":null,"phone_fax":null,"timezone":"America\\Denver","tags":["VIP"],"external_id":null, ...}]}
```

Property	Description
contacts	ARRAY Array elements contain the following properties: Contains all values for the contact. Details to come soon; see the sample result above.

Groups

GET /groups

Get a list of all active groups.

Response

```
{"code":200,"status":"success","groups":[{"name":"","group_id":"","phone_number":"","color":""}, ...]}
```

Property	Description															
groups	<p>ARRAY Array elements contain the following properties:</p> <table border="1"> <thead> <tr> <th>Property</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>STRING</td> <td>The name of the group.</td> </tr> <tr> <td>group_id</td> <td>STRING</td> <td>gr:04207209-7f61-5801-a3bd-958ecff19f77</td> </tr> <tr> <td>phone_number</td> <td>STRING</td> <td>The phone number associated with the group, if present, in E.164 format, e.g., +18885553333</td> </tr> <tr> <td>color</td> <td>STRING</td> <td>If set, the color assigned to the group; will be a hexadecimal color code, rgb, rgba, or CSS color name</td> </tr> </tbody> </table>	Property	Type	Description	name	STRING	The name of the group.	group_id	STRING	gr:04207209-7f61-5801-a3bd-958ecff19f77	phone_number	STRING	The phone number associated with the group, if present, in E.164 format, e.g., +18885553333	color	STRING	If set, the color assigned to the group; will be a hexadecimal color code, rgb, rgba, or CSS color name
Property	Type	Description														
name	STRING	The name of the group.														
group_id	STRING	gr:04207209-7f61-5801-a3bd-958ecff19f77														
phone_number	STRING	The phone number associated with the group, if present, in E.164 format, e.g., +18885553333														
color	STRING	If set, the color assigned to the group; will be a hexadecimal color code, rgb, rgba, or CSS color name														

Series

POST /series/subscribe

Subscribe a contact or phone number (creates a new contact record in the process) to a pre-defined series.

Request

Property	Description
series_id	REQUIRED The series id (e.g., <code>ts:z81de899-207k-8ej4-ba5q-046zb73gte74</code>) of the series to subscribe the individual to. This subscription takes effect immediately.
timezone	REQUIRED Timezone identifier used to calculate the series message send dates and times. Valid values are based on the list of IANA time zones . Typical U.S. values are: <code>America/Los_Angeles</code> (Pacific Time), <code>America/Denver</code> (Mountain Time), <code>America/Chicago</code> (Central Time), <code>America/New_York</code> (Eastern Time), <code>Pacific/Honolulu</code> (Hawaii), <code>America/Anchorage</code> (Alaska). If omitted, this will default to the account value. <i>This value is case sensitive.</i>
contact_id or to_number	CONTINGENT The contact id (e.g., <code>co:l93a8313-kuq7-25aq-366z-49332azkelb2</code>) of the individual/phone number to subscribe to the series. A contact ID <i>or</i> to_number MUST be specified. Both are not required, only one or the other.
to_number or contact_id	CONTINGENT Phone number to send to. This must be in E.164 format, e.g., +18885553333
from_number or group_id	CONTINGENT Phone number to send from; this will determine which group the message sends from, and must be an active number from one of your groups. This must be in E.164 format, e.g., +18885552222
group_id or from_number	CONTINGENT The group id of the group to send the messages from, which must have a phone number associated with it. (Must be a group id: <code>gr:04207209-7f61-5801-a3bd-958ecff19f77</code>)

Response

```
{"code":200,"status":"success","message":"Series subscribe."}
```

Property	Description
message	Human readable message reflective of the status. Upon success, "Series subscribe."
status	success indicates the subscription was made.

GET /series

Get a list of all active series, to be used in subscribing someone to a series.

Response

```
{"code":200,"status":"success","series":[{"name":"","series_id":"ts:z81de899-207k-8ej4-ba5q-046zb73gte74","groups":["gr:04207209-7f61-5801-a3bd-958ecff19f77", ...], ...}]}
```

Property	Description									
series	ARRAY Array elements contain the following properties: <table border="1"><tbody><tr><td>name</td><td>STRING</td><td>The name of the series.</td></tr><tr><td>series_id</td><td>STRING</td><td>ts:z81de899-207k-8ej4-ba5q-046zb73gte74</td></tr><tr><td>groups</td><td>ARRAY</td><td>List of group_ids assigned to this series, like so: gr:04207209-7f61-5801-a3bd-958ecff19f77</td></tr></tbody></table>	name	STRING	The name of the series.	series_id	STRING	ts:z81de899-207k-8ej4-ba5q-046zb73gte74	groups	ARRAY	List of group_ids assigned to this series, like so: gr:04207209-7f61-5801-a3bd-958ecff19f77
name	STRING	The name of the series.								
series_id	STRING	ts:z81de899-207k-8ej4-ba5q-046zb73gte74								
groups	ARRAY	List of group_ids assigned to this series, like so: gr:04207209-7f61-5801-a3bd-958ecff19f77								

Surveys

POST /survey/initiate

Request

Property	Description
survey_id	REQUIRED The survey id (e.g., sv:z81de899-207k-8ej4-ba5q-046zb73gte74) of the survey to send to the individual. This survey begins immediately with the introduction text (if defined) and the first question.
contact_id or to_number	The contact id (e.g., co:l93a8313-kuq7-25aq-366z-49332azkelb2) of the individual/phone number to subscribe to the series. A contact ID <i>or</i> to_number MUST be specified. Both are not required, only one or the other.
to_number or contact_id	Phone number to send to. This must be in E.164 format, e.g., +18885553333
from_number or group_id	Phone number to send from; this will determine which group the message sends from, and must be an active number from one of your groups. This must be in E.164 format, e.g., +18885552222
group_id or from_number	The group id of the group to send the messages from, which must have a phone number associated with it. (Must be a group id: gr:04207209-7f61-5801-a3bd-958ecff19f77)

Response

```
{"code":200,"status":"success","message":"Survey initiated."}
```

Property	Description
message	Human readable message reflective of the status. Upon success, "Survey initiated."
status	<code>success</code> indicates the survey was initiated.

GET /surveys

Response

```
{"code":200,"status":"success","surveys":[]}
```

Property	Description						
surveys	<p>ARRAY Array elements contain the following properties:</p> <table border="1"> <tbody> <tr> <td>name</td> <td>STRING</td> <td>The name of the survey.</td> </tr> <tr> <td>survey_id</td> <td>STRING</td> <td>sv:z81de899-207k-8ej4-ba5q-046zb73gte74</td> </tr> </tbody> </table>	name	STRING	The name of the survey.	survey_id	STRING	sv:z81de899-207k-8ej4-ba5q-046zb73gte74
name	STRING	The name of the survey.					
survey_id	STRING	sv:z81de899-207k-8ej4-ba5q-046zb73gte74					

Other Programmatic Options

GET|POST /authorization-check

Ping this URL to verify your authorization credentials.

Response

```
{"code":200,"status":"success","message":"Authorization successful."}
```


Property	Description
message	Human readable message reflective of the status. Upon success, "Text sent."
status	<code>success</code> indicates the message was sent.

Webhooks

Events

When a given event triggers, a POST request will be made to your Webhooks URL with the given data.

Contact Created

```
{  
  "event": "contact-created",  
  "contact": CONTACT,  
}
```

Contact Updated

```
{  
  "event": "contact-updated",  
  "contact": CONTACT,  
}
```

Contact Deleted

```
{  
  "event": "contact-deleted",  
  "contact": CONTACT,  
}
```

Contact Restored

```
{  
  "event": "contact-restored",  
  "contact": CONTACT,  
}
```

Text Received

```
{  
  "event": "text-received",  
  "text": TEXT,  
}
```

Interaction Closed

```
{  
  "event": "interaction-closed",  
  "log_url": STRING, // "https://pidjdemo.gopidj.com/log/ti:be478500-86f1-5192-966c-58ed97fd0e72",  
  "contact": CONTACT?, // either CONTACT or null  
}
```

Consent Given

```
{
  "event": "consent-given",
  "phone": STRING, // "+18005552424" (E.164 format)
  "group_uuid": STRING, // "gr:04207209-7f61-5801-a3bd-958ecff19f77"
}
```

Opt Out

```
{
  "event": "opt-out",
  "phone": STRING, // "+18005552424" (E.164 format)
  "group_uuid": STRING, // "gr:04207209-7f61-5801-a3bd-958ecff19f77"
}
```

Opt In

```
{
  "event": "opt-in",
  "phone": STRING, // "+18005552424" (E.164 format)
  "group_uuid": STRING, // "gr:04207209-7f61-5801-a3bd-958ecff19f77"
}
```

Data Examples

Contact

```
{
  "uuid": STRING, // "co:be478500-86f1-5192-966c-58ed97fd0e72"
  "first_name": STRING, // "John"
  "last_name": STRING, // "Doe"
  "business_name": STRING, // "John Doe's Business"
  "display_name": STRING, // "John Doe" or "Johnny" (if contact has a nickname value)
```

```
"email_address": STRING, // "example@domain.com"
"phone": STRING, // "+18005552424" (E.164 format)
"phone_office": STRING, // "+18005552424" (E.164 format)
"phone_fax": STRING, // "+18005552424" (E.164 format)
"timezone": STRING, // "America/Denver"
"tags": ARRAY(STRING), // ["Tag 1", "Tag 2"]
"external_id": STRING, // "exCo48"
}
```

Text

```
{
  "message": STRING, // "Hey John, this is a text message."
  "phone_to": STRING, // "+18885552222" (E.164 format)
  "phone_from": STRING, // "+18885552222" (E.164 format)
  "group": GROUP,
  "contact": CONTACT?, // If "phone_from" is recognized as a Contact, this will be populated with the CONTACT data, else null
}
```

Group

```
{
  "uuid": STRING, // "gr:04207209-7f61-5801-a3bd-958ecff19f77"
  "name": STRING, // "Primary"
  "phone": STRING, // "+18005552424" (E.164 format)
}
```