



Genius Data API (DAPI)

Table of contents

Introduction	
Welcome	3
Version history	4
Connection and Authentication	
Connecting to the API	5
Authentication	6
API commands	
InsertRecord	8
UpdateRecord	10
KickAgent	12
SearchRecordHistory and SearchRecordHistoryExtended	13
RetrieveCallRecording	15
SearchPaymentHistory	17
AddToDNC	18
GetQueueInfo	19
PauseResumeRecording	20
QueryRecord	21
MergeRecords	23
RetrieveDialData	24
RetrieveCLIs	25
UpdateCLI	26
RetrieveMessage	27
RetrieveMessages	29
RetrieveMessageList	30
Appendix	
Generic errors	31
Example code	32
Call Types	34

Welcome

The Genius Data API (DAPI) is a synchronous service-based API, that allows customers to perform common maintenance and administrative actions on the Genius Dialler platform. It is designed to provide a generic, easy-to-use interface for most common functions.

Version history

V1.0 (12/11/2018) - Initial release

V1.1 (11/03/2019) - Update REST API, clarified capitalisation on JSON

V1.2 (27/05/2019) - [SearchPaymentHistory](#) implemented

V1.3 (01/08/2019) - Added endTime parameter to [SearchRecordHistory](#)

V1.4 (03/09/2019) - Added queueTime, ringTime and previewTime to [SearchRecordHistory](#) results

V1.5 (22/10/2019) - Added queueName to [SearchRecordHistory](#) results

V1.6 (11/02/2020) - [AddToDNC](#) implemented

V1.7 (03/02/2020) - [GetQueueInfo](#) implemented

V1.8 (04/01/2021) - [PauseResumeRecording](#) implemented

V1.9 (07/07/2021) - [QueryRecord](#) implemented

V1.10 (24/02/2022)

- Added [SearchRecordHistoryExtended](#)
- Added minCallID to [SearchRecordHistory/SearchRecordHistoryExtended](#)

V1.11 (29/09/2022) - updated [RetrieveCallRecording](#) will format options

V1.12 (21/10/2022) - [RetrieveDialData](#) implemented

V1.13 (25/10/2023) - Added holdTime and callEndedByAgent to [SearchRecordHistory/SearchRecordHistoryExtended](#)

V1.14 (04/03/2024) - Added [callType](#) descriptions

V1.15 (23/05/2024) - Added [RetrieveCLIs](#), [UpdateCLI](#), [RetrieveMessage](#), [RetrieveMessages](#) and [RetrieveMessageList](#)

Connecting to the API

The DAPI uses standard web-based interfaces - for flexibility, both SOAP and REST standards are supported. Both standards can be used interchangeably, giving customers and integrators the freedom to chose the protocol that provides the easiest path.

Address

All connections should be made to the address

<https://dapi.geniusppt.com> (SOAP)
<https://dapirest.geniusppt.com> (REST)

In accordance with industry guidelines, only TLS1.2 (and above) connections are supported.

WSDL

The SOAP interface provides a WSDL definition file. The WSDL file can be used to easily create an interface in applications such as Visual Studio.

The WSDL can be downloaded from <https://dapi.geniusppt.com/?singleWsd>

REST

When using the REST interface, the header

Content-Type: application/xml

or

Content-Type: application/json

should normally be included in the request. Data can be sent as JSON or XML format.

When specifying key/value pairs - for example, when sending record data - please ensure that "Key" and "Value" are capitalised.

Authentication

All requests to the DAPI, regardless of whether they're SOAP or REST, must include an **APIKey** and **secret**. Both are in the form of alphanumeric strings, for example:

APIKey: STxFMatd52QCnV4JfkJ6cMnrTINPuLyQ0DzPjQkmNiTyVVG65mYmU35G65mETdj
Secret: tYBT4xX5bsG1N1JZk3a8B5hl

These will be provided to customers and/or integrators by Genius.

In SOAP requests, the APIKey and Secret must be supplied in the request as parameters

In REST requests, the APIKey and Secret are included in the request headers, using the Basic authentication scheme (i.e. in an Authorization header)

Each APIKey is restricted in the scope and permissions - not all functions may be available for a particular account. If you are encountering any error regarding permissions, please contact Genius Support.

API commands

The commands below are all accepted by the DAPI service. In all requests, the APIKey and secret must be supplied (either as explicit parameters in a SOAP request, or in the Authorization header for REST requests).

REST requests will either be GET or POST requests - the required request type is included below.

InsertRecord

Inserts a new record into the dialler database for a campaign. Once the record has been inserted successfully, the campaign will automatically be reordered.

REST method

POST

Request

Field	Type	Description
campaign	string	The campaign name to insert the value into
URN	string	The URN of the new record. If this is NULL, then a new URN will be created.
option	InsertRecordOption 0 = Normal 1 = Immediate	When a record is marked as "immediate", it will be set to be dialled as soon as possible
values	Dictionary / Array of Key/Value pairs	A list of values as Key/Value pairs, where the Key is the column in the database, and Value is the value to be entered into that column. As many pairs can be included as necessary. The URN column is already added automatically, but can also be included here.

Expected response

InsertRecordResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
URN	string	The URN that was inserted, or created if no URN was supplied

Specific errors

Error	Severity	Description
URN already exists	Major	The specified URN already exists in the campaign database
Insert failed	Major	The record insert failed for an unknown reason

Error: <message>

Major

A specific SQL error occurred - the detail will be in the message

UpdateRecord

Updates an existing record in the dialler database for a campaign. Once the record has been update successfully, the campaign will automatically be reordered.

REST method

POST

Request

Field	Type	Description
campaign	string	The campaign name containing the record to be updated
URN	string	The URN of the new record
option	InsertRecordOption 0 = Normal 1 = Immediate 2 = Maintain	When a record is marked as "immediate", it will be set to be dialled as soon as possible. "Maintain" keeps the current record status.
values	Dictionary / Array of Key/Value pairs	A list of values as Key/Value pairs, where the Key is the column in the database, and Value is the value to be entered into that column. As many pairs can be included as necessary. The URN column is already added automatically, but can also be included here.

Expected response

UpdateRecordResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
URN	string	The URN that was updated

Specific errors

Error	Severity	Description
URN already exists	Major	The specified URN already exists in the campaign database
Insert failed	Major	The record insert failed for an unknown reason
Error: <message>	Major	A specific SQL error occurred - the

detail will be in the message

KickAgent

Forces a dialler agent to log out. This terminates any calls in progress, including calls that are not yet connected. This should be used sparingly on outbound campaigns, as it can result in abandoned calls.

REST method

POST

Request

Field	Type	Description
agentName	string	The agent name - note this is case sensitive

Expected response

Expected response

KickAgentResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description

Specific errors

Error	Severity	Description
Agent not logged in	Major	The specified agent was not found, or was already logged out
No access to tenant	Major	The specified API account does not have access to the tenant
No access to campaign	Major	The specified API account does not have access to the campaign

SearchRecordHistory and SearchRecordHistoryExtended

Searches the Genius Record History database for call records.

SearchRecordHistory returns information on each call. SearchRecordHistoryExtended returns the same information, with extra metadata about the agent who connected to each call (if at all).

REST method

GET

Request

Field	Type	Description
day	DateTime	The date and time to search for records from. If specified as a date then midnight on that day is implied.
endTime	DateTime	The end of the time period to search to. This must be within the same day as specified in the <i>day</i> parameter, otherwise the end of the specified day is assumed.
callID	integer	The unique call ID of the session or call in the Genius database. Omit this field or set to 0 to search for any call ID
campaign	string	Restrict the search for a particular campaign
URN	string	Restrict the search to a specific URN
agentName	string	Restrict the search to an agent
diallerResult	integer	Restrict the search to a specific dialler result
agentResult	integer	Restrict the search to a specific agent result
minCallID	integer	Only return calls with a callID greater than this ID.

All options, apart from "day", are optional.

Expected response

SearchRecordHistoryResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result

resultDetail	string	Result description
records	<p>Array of Record objects, consisting of:</p> <ul style="list-style-type: none"> timestamp (DateTime) URN (string) campaign (string) agent (string) phoneNumber (string) callType (int) talkTime (double) waitTime (double) wrapTime (double) queueTime (double) queueNumber (double) queueName (string) ringTime (double) previewTime (double) diallerResult (int) agentResult (int) callID (int) holdTime(double) callEndedByAgent(bool) <p><i>When using SearchRecordHistoryExtended:</i></p> <ul style="list-style-type: none"> Agent_FullName (string) Agent_EmployeeNumber (string) Agent_Aux1 (string) Agent_Aux2 (string) Agent_Aux3 (string) Agent_Aux4 (string) Agent_Aux5 (string) 	The list, if any, of records found using the supplied search parameters.

Specific errors

Error	Severity	Description
CallID could not be found	Major	The specified call ID was not found in the Genius database
You don't have access to that call	Major	The call was found, but the specified API account does not have access to the tenant and/or campaign.
Call recording could not be found	Major	The call was found, but there was no corresponding call recording available

RetrieveCallRecording

Attempts to retrieve a call recording from the Genius call recording archives.

REST method

GET

Request

Field	Type	Description
callID	integer	The unique call ID of the session or call in the Genius database. This may be supplied as part of an existing data feed to the customer, or can be obtained using the SearchRecordHistory function.
format	integer: 0 - MP3 1 - OPUS 2 - FLAC 3- WAV	Specifies the audio format of the recording. OPUS is the preferred format.

Expected response

RetrieveCallRecordingResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
filesize	double	The size of the recording in bytes
filename	string	The name of the recording file, as stored in the Genius call recording archive
audioData	byte array	The audio file, as a byte array. This will normally be a MP3 file (16bit 8Khz mono)

Specific errors

Error	Severity	Description
CallID could not be found	Major	The specified call ID was not found in the Genius database
You don't have access to that call	Major	The call was found, but the specified API account does not

Call recording could not be found Major

have access to the tenant and/or campaign.

The call was found, but there was no corresponding call recording available

SearchPaymentHistory

Searches payments made (successfully or otherwise) via the Genius Card Payment service

REST method

GET

Request

Field	Type	Description
day	DateTime	The day to search for payments on
campaign	string	Restrict the search for a particular campaign
URN	string	Restrict the search to a specific URN
agentName	string	Restrict the search to an agent

All parameters, apart from "day", are optional.

Expected response

SearchPaymentHistoryResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
payments	Array of Payment objects, consisting of: timestamp (DateTime) URN (string) campaign (string) agent (string) merchant (string) subaccount (string) paymentType (string) eventCode (nullable integer) eventDescription (string) cardLast4digits (string) cardType (string) cardName (string) cardExpiry (string) amount (int) currency (string) authCode (string) GeniusTransactionReference (string)	The list, if any, of records found using the supplied search parameters.

AddToDNC

Inserts a number or numbers to the campaign or tenant DNC list.

REST method

POST

Request

Field	Type	Description
campaign	string	The campaign name associated with the DNC list in use. If DNC is performed at a tenant level, this will be used to determine the tenant name.
numbers	array of numbers	A list of one or more numbers to be added

Expected response

AddToDNCResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description

Specific errors

Error	Severity	Description
Error adding <detail>	Major	A list of supplied numbers that could not be added

GetQueueInfo

Retrieves information about the current state of inbound queues

REST method

GET

Request

Field	Type	Description
tenant	string	The tenant to retrieve queue information for

Expected response

QueueInfoResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
queueInfo	array	Consists of the following fields: queueNumber - the unique number for the queue queueName - a descriptive name for the queue numberOfCallsInQueue - the current number of calls queueing and not yet answered numberOfAbandonedCalls - the number of calls that were queued but dropped before being answered averageAnswerTime - the average time spent in the queue totalNumberOfCalls - total number of calls queued so far today oldestCallInQueue - the timestamp that the oldest call not yet answered entered the queue

Specific errors

Error	Severity	Description
Error adding <detail>	Major	A list of supplied numbers that could not be added

PauseResumeRecording

Pauses, or resumes a previously paused, call recording

REST method

GET

Request

Field	Type	Description
tenant	string	The tenant the call was placed under.
agent	string	The agent whose current call is to be paused or resumed
pause	boolean (either "true" or "false")	"true" will pause the call. "false" will resume a previously paused call.

Expected response

PauseResumeResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description

Specific errors

Error	Severity	Description
Unknown agent	Major	The agent could not be located in the specified tenant
Agent in incorrect state	Major	The agent was not in an active call, a pause was requested for an already paused call or a resume was requested for a call already being recorded
Operation unsuccessful	Major	An unexpected error occurred. Please contact Genius Support.

QueryRecord

Retrieves the data held for a single record in the dialler database.

REST method

GET

Request

Field	Type	Description
campaign	string	The tenant the call was placed under.
URN	string	The Unique Reference Number of the record being queried

Expected response

QueryRecordResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDeniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
recordStatus	integer	The status of the record held in the dialler database: 0 - Fresh 1 - Retry 2 - Callback 100 - Complete (by agent) 101 - Complete (by max attempts) 102 - Complete (DNC) 103 - Complete (all numbers invalid) 104 - Complete (by retry regime) 105 - Complete (SMS delivery pending) 106 - Complete (SMS delivery complete) 107 - Complete (SMS delivery failed)
recordData	Array of key/value pairs	An array of the field name, and data contained within, each column.

Specific errors

Error	Severity	Description
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URN doesn't exist	Major	The specified record was not found
Operation unsuccessful	Major	An unexpected error occurred. Please contact Genius Support.

MergeRecords

Adds or updates records in bulk. Records are matched by their URN; if the record does not exist it will be created, otherwise it'll be updated.

REST method

POST

Request

Field	Type	Description
campaign	string	The campaign name to insert the value into
values	Dictionary / Array of Key/Value pairs	A list of values as Key/Value pairs, where the Key is the column in the database, and Value is the value to be entered into that column. As many pairs can be included as necessary. The URN column is already added automatically, but can also be included here.

Expected response

MergeRecordResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
actions	Array of Key/Value pairs	A list of URNs and the corresponding action that was performed - either Inserted or Updated

RetrieveDialData

Returns a bulk export of the dialler's input database. This will show all records that are currently available for dialling or that have recently been dialled.

WARNING: The dialler database can be large and this query may return an extremely large amount of data, as well as taking some time to run. We do not recommend you use this command during production hours, and it should never be run repeatedly within the same day - doing so may impact live dialler campaigns (even those not being queried by the command) and return inaccurate data.

Genius reserve the right to restrict, deprecate or remove access this command if we deem it is impacting production systems.

REST method

GET

Request

Field	Type	Description
campaign	string	The campaign name of the dial data to be retrieved
option	integer	0 - All records 1 - Only retries (records that have been previously dialled, but are incomplete) 2 - Only callbacks (records that have been previously dialled, but are set to call back the customer at a specific time) 3 - Only incomplete records (options 0,1 and 2 combined) 4 - All complete records (records that have been previously dialled, and are now marked complete and will not be dialled again)

Expected response

RetrieveDialDataResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
recordData	Array of Key/Value pairs	A array of arrays, containing each individual record's data.

RetrieveCLIs

Return a list of CLIs currently configured for the tenant

REST method

GET

Request

Field	Type	Description
tenant	string	The tenant to query for the list of CLIs

Expected response

RetrieveDialDataResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
CLList	Array	An array containing: <ul style="list-style-type: none"> • The CLI number • The description of the CLI

UpdateCLI

Updates the description of a specific CLI

REST method

GET

Request

Field	Type	Description
tenant	string	The tenant that owns the CLI to be updated
description	string	The new description of the CLI. This will overwrite the existing description. Maximum length of the description is 256 characters.

Expected response

RetrieveDialDataResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description

RetrieveMessage

Retrieves an individual offline (email, SMS) message.

REST method

GET

Request

Field	Type	Description
messageID	int	The unique message ID to be retrieved
attachments	bool	If true, include any attachments with the message.

Expected response

RetrieveDialDataResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
message	message object	<ul style="list-style-type: none"> ● ID - unique ID of the message ● timestampReceived - the timestamp when the message was sent or received by Genius ● Subject (email only) - the subject of the message ● Sender - the sender of the message ● Body - the body text of the message; for email, this may be plain text or HTML ● messageType - <ul style="list-style-type: none"> ○ 40 - outbound email ○ 41 - inbound email ○ 50 - outbound SMS ○ 51 - inbound SMS ● attachments - a list of attachment objects: <ul style="list-style-type: none"> ○ filename - the name of the attached filed ○ inline - a boolean indicating whether the attachment was embedded within the body of the message

- data - a byte array containing the attachment data

RetrieveMessages

Retrieves a list of offline (email, SMS) messages sent or received for a specific URN

REST method

GET

Request

FType	Description
id	
tenant string	The tenant name containing the record to be retrieved
URN Ustring	The URN of the record to be queries

Expected response

RetrieveDialDataResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
messages	Array of message object	A array of message objects, as detailed in RetrieveMessage . Note no attachments are included - these must be retrieved individually per message if required.

RetrieveMessageList

Retrieves the message ID of offline (email, SMS) messages sent or received for a specific URN. This can be used as a lightweight method of checking if any messages exist for a particular record.

REST method

GET

Request

FType	Description
id	
tenant string	The tenant name containing the record to be retrieved
urn Ustring	The URN of the record to be queried

Expected response

RetrieveDialDataResult object, consisting of:

Field	Type	Description
result	ErrorLevel: 0 - OK 1 - Minor 2 - Major 3 - AccessDeniedCredentials 4 - AccessDniedIP 5 - AccessDeniedFunction 6 - AccessDeniedExpired	The outcome result
resultDetail	string	Result description
recordData	Array of integers	A list of message IDs for the record

Generic errors

Any API request may fail with one of the following generic errors

Error	Severity	Description
Access denied credentials (no account)	AccessDeniedCredentials	The API account was not found
Access denied credentials (password wrong)	AccessDeniedCredentials	The secret sent as part of the request did not match
Access denied function	AccessDeniedFunction	The API account does not have the relevant permissions to carry out the requested function
Access denied expired	AccessDeniedExpired	The API account has expired
AccessDeniedIP	AccessDeniedIP	The API does not have access from the IP address

Example code

C#/.Net (SOAP)

```

EndpointAddress address = new EndpointAddress("https://dapi.geniusppt.com/DataAPI");

WSHttpBinding binding = new WSHttpBinding
{
    Security = { Mode = SecurityMode.Transport },

    SendTimeout = TimeSpan.FromSeconds(60),
    ReceiveTimeout = TimeSpan.FromSeconds(60),
    ReaderQuotas = new XmlDictionaryReaderQuotas
    {
        MaxStringContentLength = Int32.MaxValue,
        MaxArrayLength = Int32.MaxValue,
        MaxNameTableCharCount = Int32.MaxValue,
        MaxDepth = 32
    },
    MaxReceivedMessageSize = Int32.MaxValue
};

Console.WriteLine("Press RETURN to connect");
Console.ReadLine();

using (DataAPIServiceReference.DataAPIClient cl = new DataAPIClient(binding,
address))
{
    var result =
cl.InsertRecord("YES31gAngBgEiYZMYfIxnBu7AfadOqYpNNjOgJQed7ijkXDmHDMS7uGWKo24FW8",
    "qRd1wZZNsgEXYw5qd6rm84yH", new InsertRecordDetails
    {
        campaign = "Test",
        option = InsertRecordOption.Normal,
        URN = "123-test",
        values = new Dictionary<string, object>
        {
            { "CustomerName", "Test" }
        }
    });
    cl.Close();
}

```

REST (via HTTP POST)

```

POST /InsertRecord HTTP/1.1
Content-Type: application/json
Authorization: Basic
WUZWMAtnQw5nQmdFaVlaTVImSXhuWnZ3QWZhZX9xwXBOTmpPZ0pRZWQ3awprWERTSERNCzd1R1dLbzI0R1lc40nFSN
TF3YndOc2dFWF13NXfKnNjtODR5SA==
cache-control: no-cache

{
  "campaign": "Test",
  "InsertRecordOption": 0,
  "values": [
    { "Key": "URN", "Value": "12-Test" }
  ]
}

```


Call Types

CallType	Classification	Inbound/Outbound	Description
0	Voice	Outbound	Predictive call
3	Voice	Outbound	Progressive call
4	Voice	Outbound	Preview call
5	Voice	Inbound	Inbound call
9	Voice	Outbound	Manual call
10	Voice	Outbound	Redialled call
40	Email	Outbound	Outbound email
41	Email	Inbound	Inbound email
50	SMS	Outbound	Outbound SMS
51	SMS	Inbound	Inbound SMS
70	Chat	Inbound	Live chat