

# Workforce Connect

## Announcer REST API



**ZEBRA**

## Developer Guide

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## Publication Date

March 7, 2023

## Introduction

This document describes how to send an audio file through the Zebra Enterprise Messaging Service (ZEMS) Announcer REST API.

The ZEMS provides a method for applications to send an audio file to one or more PTT Pro users or groups. For example, a customer can press a help button on a kiosk in a retail store to send an audio announcement to store associates through the Announcer API. The help button generates a request containing an audio file and the destination target(s) to the Announcer API, which then broadcasts the audio to the requested destination(s).

## Authentication

The Announcer API validates all requests using the following methods:

- HTTP requests must use SSL (<https://>, not <http://>).
- The required `api_password` parameter is used for authentication.

## Announcer Endpoints

Applications can use the Announcer API to retrieve a list of endpoints.

### List Endpoints Request

Use the following format for a GET request:

```
GET https://<IWG_URL>/iwg/api/v1/list?api_password=<token>
```

**Table 1** List Endpoints Parameters

| Parameter    | Description  |
|--------------|--|
| api_password | Secure token found on Customer Details dialog in the ZEMS Customer Administrator Portal. |
| site         | Returns results for the specified Site (PTT Pro department).                             |

All parameters are query parameters.

### List Endpoints Response

When endpoints are successfully retrieved, the IWG sends the following response code:

200 Successfully retrieved list

The body contains a JSON object with the list of endpoints in the format:

```
{
  "site": "IwgDept1",
  "name": "EP.test.1",
  "proxy": "EP.test.1.proxy1",
  "target": "test.user.01",
  "contact": true
}
```

**Table 2** List Endpoints Response Fields

| Field   | Description  |
|---------|--|
| site    | Name of the site in ZEMS and the department in PTT Pro.            |
| name    | Name of the endpoint   |
| proxy   | Name of the proxy  |
| target  | Name of the recipient. This is a PTT Pro user or a PTT Pro group.  |
| contact | If true, the target is a user.<br>If false, the target is a group. |

If endpoints are not retrieved, the API sends one of the following error codes:

**Table 3** List Endpoints Success Response

| Response Codes | Description          |
|----------------|----------------------|
| 400            | Bad request          |
| 401            | Unauthorized access. |
| 404            | Record not found.    |
| 503            | Server error.        |

## Sending an Announcement

Use this request to send an audio announcement from an application.

### Request

Send a POST request in the following format:

POST [https://<IWG\\_URL>/iwg/api/v1/announcement?api\\_password=<token>](https://<IWG_URL>/iwg/api/v1/announcement?api_password=<token>)

**Table 4** Request Parameters

| Parameter    | Description  |
|--------------|--|
| api_password | Secure token found on Customer Details dialog in the ZEMS Customer Administrator Portal.                                 |
| file         | Audio files are encoded as multipart/form-data into the request body.  |
| eid          | Target endpoint ID obtained when retrieving the endpoint list. Only a single EID can be specified for each announcement. |
| src          | Optional string identifying the originator of the message. This is not sent to the recipients of the message.            |

All parameters are query parameters except for file, which is sent as a multipart/form-data in the request body.

## Audio Format

The Announcer API accepts any audio format. ZEMS converts the audio file to WAV by ZEMS. Audio announcements should be 30 seconds or less and less than 100Mb.

## Response

The Announcer API sends a response with one of the following response codes and a reason.

**Table 5** Announcer Endpoints Responses

| Resposne Codes | Description         |
|----------------|---------------------|
| 200            | OK                  |
| 400            | Bad request         |
| 401            | Unauthorized access |
| 404            | Record not found    |
| 503            | Server error.       |

The API returns an error when it occurs; a success response (200 OK) is not sent until the announcement finishes broadcasting.

