

# Front Contacts API

Product Description for the connection  
between Front WEB-app and customer contact database



Applies to:  
Front WEB-interface

Development Manual  
V1.01 – 2025-06-31

Contact API – Interface Description

## Contacts API

Version 1.0.0 – April 24, 2024

Version 1.0.1 – June 31, 2025

### 1 Introduction

#### 1.1 JSON

The API uses [JSON](#) as the content type for sending and receiving data. Most programming languages include libraries for automatically converting data structures to and from JSON.

When posting or putting JSON data to the API, ensure that you set the correct HTTP header:

```
Content-Type: application/json
```

#### 1.2 HTTP Status Codes

The API returns HTTP status codes to indicate whether an operation was successful or failed. Please check the HTTP status code before processing the result.

An HTTP status code of 2xx indicates success.

An HTTP status code of 4xx indicates a problem with the request.

An HTTP status code of 5xx indicates an error on the server. Please contact us if the problem persists.

#### 1.3 Authentication

The Contacts API uses HTTP basic authentication (<https://datatracker.ietf.org/doc/html/rfc7617>). Your username and password will be provided by Front. Username and password for this API are associated with a specific user but are not affected by changes to the user's login password or username, and have access to all accounts the user is associated with. If the user's access to an account is removed, API queries to the account will be rejected.

For example, if one has been provided with the username "Aladdin" and password "OpenSesame", the value for the Authorization HTTP header should be the base 64 encoding of "Aladdin:OpenSesame" or QWxhZGRpbjpPcGVuU2VzYW1l.

```
Authorization: Basic QWxhZGRpbjpPcGVuU2VzYW1l
```

#### 1.4 Versioning

The API uses [semantic versioning](#). The desired version of the API should be included in the Accept-Version HTTP request header. If no Accept-Version header is present in the request, version 1.0.\* will be assumed.

Examples of allowed versions:

- **1.0.1** - Current version
- **1.0.\* - Recommended.** Use this version or patch versions of the current version
- **1.\*** - Use the most recent version without breaking changes (currently 1.1.0). May include minor changes such as addition of new fields.
- **\*** - Use the most recent version of the API. Warning: May include breaking changes!

Accept-Version: 1.0.\*

## 2 Data Model

### 2.1 Account

A user has access to one or more accounts. Each account has an independent set of contacts. Only one contact with a given mobile number may exist per account. You will be supplied with the account id for your account when you are provided with API credentials.

### 2.2 Contact

A contact is a person, uniquely identifiable by their mobile number. The system will always maintain the constraint that only one contact may exist with a given mobile number for the account. For example, when attempting to create a new contact with the mobile number of an existing contact, the existing contact will be updated. Attempting to update the mobile number of an existing contact to that of another contact will result in an error.

Parameter	Description	Accepted values	Comment
id	Server identifier	Integer 0-9	Required - Unique identifier
created	Date when contact was first created	ISO 8601 datetime, eg. 2024-01-30T14:40:00Z	Optional (read-only). The date the contacted was created.
lastModified	Date when last modified	ISO 8601 datetime, eg. 2024-01-30T14:40:00Z	Optional (read-only). The date the contact was last modified.
accountId	Account identifier	Integer 0-9	Required. Account id for the current account where contacts are to be updated
name	Contact full name	String, max 100 chars	Optional – Contact's full name (Should be set to firstName + space + lastName if these are used)
firstName	Contact first name	String, max 50 chars	Optional – First name of contact
lastName	Contact first name	String, max 50 chars	Optional – Last name of contact
mobile	International Mobile Number	International phone number with country code <b>+47</b> 99999999	Required. Contact's mobile number in E164 format (unique per account). The system will attempt to convert numbers to E164 format if possible. Numbers other than valid mobile numbers will be rejected.
speedDial	Your ID or reference	String, max 20 chars A-Z, 0-9	Optional. Quick access string for sending to contact (unique per account when not empty string)
comment	Comment	String, max 2000 chars	Optional. User comment on contact
address	Address	String, max 2000 chars	Optional. Street address.
postalCode	Postal Code	String, max 10 chars	Optional. Postal code of address.
city	City	String, max 100 chars	Optional. City of address.

Parameter	Description	Accepted values	Comment
stop	Contact belongs to the stop list	0=No, 1=Yes	Optional. Default 0. If the mobile number is in the stop list, the system will prevent it from receiving outbound messages.
autoCreated	Date if auto Created contact	ISO 8601 datetime, eg. 2024-01-30T14:40:00Z	Optional. Date when the contact was created from rules for incoming message. String, nullable
autoCreatedNumber	Number if auto Created contact	String, max 20 chars	Optional. If the contact was created from rules for incoming message, the short or long code at which the message was received, otherwise an empty string.
email	e-mail address for contact	String, max 255 chars	Optional. Contact's email address. If configured on the account, an email copy of a text message will be sent to the registered email address, when present.
active	Contact status	0=Deactivated, 1=Activated	Optional. If parameter is 0, messages will not be sent to the contact when sending to a contact group or all contacts.
contactGroupIds	Group ID	Array of integers	Optional. The ids of the contact groups to which the contact belongs.
contactGroups	Group Name	Array of strings	Optional. The names of the contact groups to which the contact belongs. This may be supplied when adding, updating or replacing contacts instead of the contactGroupIds. Any new contact groups will be automatically created.

#### Example

```
{
  "id": 7020139,
  "lastModified": "2022-06-01T09:09:26.000Z",
  "created": "2022-03-24T09:46:41.000Z",
  "accountId": 12345,
  "name": "First M. Last",
  "mobile": "+4799999999",
  "comment": "Company Name AS",
  "speedDial": "1",
  "address": "Storgata 1",
  "postalCode": "0663",
  "city": "OSLO",
  "stop": 0,
  "autoCreated": "2022-03-24T09:46:41.000Z",
  "autoCreatedNumber": "26114",
  "firstName": "First M.",
  "lastName": "Last",
  "email": "first.last@example.com",
  "active": 1,
  "contactGroupIds": [26974]
}
```

### 2.3 Contact Group

A contact group is a list of contacts, which allows users to efficiently send texts to a subset of the account's contacts. A contact can belong to multiple contact groups.

Parameter	Description	Accepted values	Comment
Id	Unique identifier	Integer 0-9	Required - Unique group identifier
created	Date when group was first created	ISO 8601 datetime, eg. 2024-01-30T14:40:00Z	Optional (read-only). The date the group was created.
lastModified	Date when last modified	ISO 8601 datetime, eg. 2024-01-30T14:40:00Z	Optional (read-only). The date the group was last modified.
accountId	Account identifier	Integer 0-9	Required. Account id for the current account where contact group are to be updated
name	Contact group name	String, max 40 chars	Optional – Name of contact group

#### Example

```
{
  "id": 26974,
  "lastModified": "2023-04-17T09:02:23.000Z",
  "created": "2023-04-17T09:02:23.000Z",
  "accountId": 12345,
  "name": "Test group"
}
```

### 2.4 Stop List

Each account has a dedicated stop list. If a contact is in this list, the system will block all outbound messages to that contact.

Contacts are typically added to the stop list when they unsubscribe by replying with a "STOP" message. In most jurisdictions, written consent (e.g., email or text message) is required to remove a contact from the stop list.

A contact in the stop list is indicated by the field stop: 1. In the Front web interface (Pling), such contacts will no longer appear in ordinary contact groups. Instead, they can be found under "Stop List" in the "Contact Groups" section.

In the API, there is no specific group labeled "Stop List". Instead, the stop parameter is used to identify whether a contact is blocked:

stop: 0 → the contact is active

stop: 1 → the contact is blocked and in the stop list

To remove a contact from the stop list via the API, update the stop field to 0. The contact will then reappear in all previous groups and become eligible to receive messages again.

## 2.5 Replace Contacts Response

Parameter	Comment
addedContactCount	Number of new contacts that have been added (integer)
modifiedContactCount	Number of existing contacts that have been updated (integer)
unchangedContactCount	Number of existing contacts with no changes (integer)
invalidContactCount	Number of invalid contacts that were ignored (integer)
invalidContacts	Any contacts from the request that had validation errors and were ignored, including a validation error message (Array of Objects)

### Example

```
{
  "addedContactCount": 50,
  "modifiedContactCount": 222,
  "unchangedContactCount": 1000,
  "invalidContactCount": 1,
  "invalidContacts": [
    {
      "mobile": "9522713",
      "contactGroups": [
        "Gruppe 1"
      ],
      "error": "Invalid mobile number: 9522713"
    }
  ]
}
```

## 3 API

### 3.1 List Contacts and Contact Groups

URL: <https://login.pling.as/api/contacts>

#### Query Parameters

Parameter		Description
accountId	Required. Integer	The ID of the account whose contact groups will be listed. Note: With just this parameter, all contacts will be listed, including those in the stop list.
contactGroupId	Optional. Integer	Restrict the result to contacts belonging to the specified contact group. By default, it will only include active contacts (not in the stop list). May be combined with stop=1 (see below) to list the stop list contacts that previously belonged to the contact group.

stop	Optional. Integer 0 or 1	Default (without this parameter) will include all contacts regardless of whether or not they are in the stop list. 0: Only include contacts that are not in the stop list 1: Only include contacts that are in the stop list
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#### Response

HTTP status: 200

Body: Object containing an Array of Contacts and an Array of Contact Groups

#### Example response

```
{
  contacts: [],
  contactGroups: []
}
```

### 3.2 Get Contact

GET <https://login.pling.as/api/contacts/:id>

#### URL Parameters

Parameter		Description
:id	Required. Integer	The ID of the contact

#### Response

HTTP status: 200

Body: A single Contact object

### 3.3 Add Contact

POST <https://login.pling.as/api/contacts>

#### Body

Single Contact object, only accountId and mobile fields are required, all other fields will be populated with default values unless provided.

#### Response

HTTP status: 201

Body: The saved contact

### 3.4 Modify Contact

PUT <https://login.pling.as/api/contacts/:id>

#### URL Parameters

Parameter		Description
:id	Required. Integer	The ID of the contact

### Body

Single Contact object

### Response

HTTP status: 200

Body: The saved contact

### 3.5 Delete Contact

DELETE <https://login.pling.as/api/contacts/:id>

### URL Parameters

Parameter		Description
:id	Required. Integer	The ID of the contact

### Response

HTTP Status: 204

Body: Empty

### 3.6 List Contact Groups

GET <https://login.pling.as/api/contact-groups>

### Query Parameters

Parameter		Description
accountId	Required. Integer	The ID of the account whose contact groups will be listed

### Response

Array of contact groups

### 3.7 Get Contact Group

GET <https://login.pling.as/api/contact-groups/:id>

### URL Parameters

Parameter		Description
:id	Required. Integer	The ID of the contact group

### Response

HTTP status: 200

Body: A single Contact Group object

### 3.8 Add Contact Group

POST <https://login.pling.as/api/contact-groups>

### Body

Single contact group object



### Response

HTTP status: 201

Body: The saved contact group

### 3.9 Edit Contact Group

PUT <https://login.pling.as/api/contact-groups/:id>

### URL Parameters

Parameter		Description
:id	Required. Integer	The ID of the contact group

### Body

Single contact group object

### Response

HTTP status: 200

Body: The saved contact group

### 3.10 Delete Contact Group

DELETE <https://login.pling.as/api/contact-groups/:id>

### URL Parameters

Parameter		Description
:id	Required. Integer	The ID of the contact group

### Query Parameters

Parameter		Description
deleteContacts	Optional. Boolean	If "true", all contacts in the contact group will be deleted
deleteContactsNotInOtherGroup	Optional. Boolean	If "true", any contacts in the contact group that do not belong to another contact group will be deleted

### Response

HTTP Status: 204

Body: Empty

### 3.11 Replace Contacts

This is an operation which completely updates the account's contacts. Any existing contacts which are not included in the request (based on mobile number) will be removed. Existing contacts included in the request will be updated. New contacts and contact groups will be created as necessary. Any existing contact groups no longer in use will be removed.

POST <https://login.pling.as/api/contacts/replace>

#### *Query Parameters*

Parameter		Description
accountId	Required. Integer	The ID of the account whose contacts will be replaced

#### *Body*

Array of contacts

#### *Response*

HTTP Status: 200

Body: Replace Contacts Response