

APIs and reporting

Name the API family. Name the report layout. Name which clock you mean. The API names on the product page The APIs and SDKs page names CTI Web Services, Configuration Web Services, Reporting Web Services, Statistics Web Services, Web2Campaign, the CRM SDK, and Web Connectors. The same page also says REST. It does not, in the text this lab relied on, give a one-line SOAP-versus-REST label for every family. Reporting is a role Standard reports do not appear because you are an administrator. The community reporting article says you need the Reporting role and at least one reporting permission. Layouts, and the matrix that will not export The same reporting guidance describes three layouts: Tabular, Summary, and Matrix. A matrix answers a cross-tab question. It is not the layout you hand to a spreadsheet as a direct CSV. The call log is a window, not an archive The call log report is the place people look for one call. The community article on filters, dated 14 July 2026, describes a window of about 60 days unless retention has been extended. Call variables are not history Call variables can be reported when two things are true: the user has permission to edit them, and the variable is enabled for reporting. The community article is explicit that they are not historical. Turn the flag on today and yesterday's calls stay empty. Prebuilt UC and the connector that is not an adapter The product material names prebuilt connections for Zoom Phone and Microsoft Teams. A prebuilt path is a product. A Web Connector that opens a URL is also a product. They are not the bandwidth line you add for a Teams client on the agent's PC. What an extract is allowed to remember Reporting Web Services can move numbers out of the domain. Retention still applies to what Five9 keeps, not to the warehouse you built. Once a row is in your bucket, your policy owns it.

Sources and go deeper

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