

Getting started with your API

<https://docs.synthflow.ai/getting-started>

The Synthflow REST API provides API endpoints for Synthflow data types that allow to interact with your AI models remotely by sending and receiving JSON.

Authentication

Authentication to the Synthflow API is performed via **HTTP Bearer Authentication**.

Provide your API Key in the **Authorization** request header with the Bearer authentication scheme.

```
curl -H "Authorization: Bearer API_KEY" https://api.synthflow.ai/v2/...
```

Generate API Key

To generate the API Key:

1. Log into the Synthflow Dashboard.
2. Navigate to **INTEGRATIONS** → **REST API** → **"Create New API Key"** to generate a key.

Page 2

About webhooks

Note: Add a webhook URL to the request in order to receive information after the call.

Setting Up a Webhook

- **Specify the Webhook URL:** In your API request body, include the **external_webhook_url** key with the URL of your webhook receiver.
- **Test with the webhook:** For development and testing purposes, you can use **webhook.site** to simulate receiving webhook data.

API Request Example

Include the following key-value pair in your API request body:

```
"external_webhook_url": "www.exmaple.com/webhool_url"
```

Webhook Response Example

Upon completion of the call, the webhook URL will receive a response like the following:

```
{
  "status": "completed",
  "error_message": "agent_goodbye",
  "lead": {
    "name": "David",
    "phone_number": "+1234334546"
  },
  "call": {
    "status": "completed",
    "end_call_reason": "completed",
    "model_id": "1711241656808x745681686585854500",
    "timezone": "Europe/Berlin",
    "call_id": "1711646262471x768387119913843100",
    "duration": 32,
    "start_time": "2024-03-28T18:17:46.205134+01:00",
    "transcript": "\nbot: Hello, I am calling from Majestic Estates! I've seen you complete our form on the website about selling. Do you have a couple of minutes to finish the request? \nhuman: Yes. I want to buy a car.\nbot: Oh, that's exciting! But let's focus on your property for now. Are you planning to sell it or rent it out? \nhuman: I want to buy a car by"
  },
  "executed_actions": {
    "extract_info_1": {
      "name": "extract_info_1",
      "action_type": "extract_info_action_type",
      "description": "",
      "parameters_hard_coded": {
        "identifier": "purchase",
        "condition": "if user wants to purchase an item",
        "choices": null,
        "examples": [
```

```
        "car",
        "house"
    ]
},
"error_message": null,
"return_value": {
    "purchase": "car"
}
}
}
```

Understanding the Call Object States

The **call object** in the webhook response contains a **status** field which can have various values, each indicating a different state of the phone call:

Status Code	Description
completed	Phone call was successful.
failed	Phone call failed.
queue	Phone call is queued and will be executed.
paused	Phone call is put on hold.
initiated	Phone call has been started.
no-answer	Phone call has not been answered.
busy	Recipient's line is occupied with another call.
hangup_on_voicemail	Voicemail was detected and the call was terminated

End Call Reason

The **end_call_reason** parameter provides insight into the reason why a call ended:

Reason Code	Description
voicemail	The call was answered by voicemail.

human_goodbye	The call was answered by a human, and the human was the first to say goodbye.
agent_goodbye	The call was answered by a human, and the agent was the first to say goodbye.
human_pick_up_cut_off	The call was answered by a human but was cut off abruptly without a proper goodbye.
max_duration	The call exceeded the maximum set duration.
undefined	The reason for the call ending is not specified.

Page 3

Custom variables

Note: You can inject dynamically custom variables into your prompt.

Overview

Custom Variables allow you to dynamically inject data into your prompts, enhancing the capabilities and relevance of your Assistant. By integrating custom data fields via API requests, you can tailor the Assistant's responses to specific contexts, such as a user's role or company-specific information.

Use Cases

- **Personalization:** Tailor responses based on user-specific information (e.g., name, role, preferences).
- **Contextual Relevance:** Provide responses that are relevant to a specific business or operational context.
- **Dynamic Content:** Update the content of prompts based on changing variables.

How to Use Custom Variables

1. **Define Custom Variables:** Identify the key pieces of information that are relevant to your use case. For example, user roles, company names, or specific settings.
2. **Add Variables to API Request:** Incorporate these custom variables into your API request as a JSON object. This enables the Assistant to access and utilize this data in its responses.
3. **Integrate with Synthflow Dashboard:** Ensure that these variables are also recognized and managed within your Synthflow Dashboard for consistency and control.

Example of Custom Variables

```
"custom_variables": [  
  "Company: Synthflow",  
  "Role: Sales Specialist"  
]
```

Page 4

Dynamic prompt injection

Note: Customize the behavior of your Voice AI Phone Call Agents by dynamically changing the prompt the model uses.

Overview

Dynamic Prompt Injection allows you to tailor the interactions of your AI agents, providing a more personalized and contextually relevant experience. By sending customized prompts via API requests, you can guide the AI's conversation flow based on specific user needs or situational requirements.

Use Cases

- **Customized Interactions:** Adapt the AI agent's behavior to suit different scenarios, such as customer support, sales inquiries, or technical assistance.
- **Contextual Responses:** Generate responses that are relevant to the current conversation, taking into account the user's previous inputs or questions.

- **Per-conversation Adaptability:** Change the AI's approach or tone, depending on the conversation so far or the interaction the customer has had.

How to Use Dynamic Prompt Injection

- **Integrate Prompts into API Requests:** Send these custom prompts as part of your API request payload. This enables the AI to adapt its responses based on the provided prompt.

"prompt": "You are a customer service agent assisting with product inquiries."

Page 5

Dynamic prompt injection

Note: Customize the behavior of your Voice AI Phone Call Agents by dynamically changing the prompt the model uses.

Overview

Dynamic Prompt Injection allows you to tailor the interactions of your AI agents, providing a more personalized and contextually relevant experience. By sending customized prompts via API requests, you can guide the AI's conversation flow based on specific user needs or situational requirements.

Use Cases

- **Customized Interactions:** Adapt the AI agent's behavior to suit different scenarios, such as customer support, sales inquiries, or technical assistance.
- **Contextual Responses:** Generate responses that are relevant to the current conversation, taking into account the user's previous inputs or questions.
- **Per-conversation Adaptability:** Change the AI's approach or tone, depending on the conversation so far or the interaction the customer has had.

How to Use Dynamic Prompt Injection

- **Integrate Prompts into API Requests:** Send these custom prompts as part of your API request payload. This enables the AI to adapt its responses based on the provided prompt.

"prompt": "You are a customer service agent assisting with product inquiries."

Page 6

API changelog

Stay up to date with the latest changes to the Synthflow API.

You can also **subscribe via RSS** for updates.

September 9, 2025 — Subaccount Update: Import/Return Products

Added support to the **update subaccount endpoint** to manage importing objects like phone numbers from the parent workspace to subaccounts.

- **New optional field:** `operation_type` (*string*) — allowed values: `import`, `return`.
- **New optional field:** `products.phone_numbers[].number` — specify E.164 numbers to import to or return from the `subaccount_id`.

Endpoint:

PUT /subaccounts/:subaccount_id — Update a subaccount

September 8, 2025 — New timeout value for custom actions

You can now specify a `failure_timeout` field when creating or updating a custom action.

This allows you to control how long a custom action is allowed to run before it is automatically terminated if the timeout is reached.

September 1, 2025 — Deprecated Language Value

The **es** language code is no longer supported.
Please use **es-ES** for Spanish when creating or updating agents.

Endpoints:

POST /assistants/ — Create an agent
PUT /assistants/:model_id/ — Update an agent

August 12, 2025 — Phone books: new API endpoints

New endpoints added:

POST /phonebooks/ (Create a phone book)
GET /phonebooks/ (List phone books)
DELETE /phonebooks/:phone_book_id/ (Delete a phone book)
POST /phonebooks/:phone_book_id/entries/ (Create a phone book entry)
DELETE /phonebooks/:phone_book_id/entries/:entry_id (Delete a phone book entry)

August 8, 2025 — GPT-5 is now supported

Added **GPT-5 support** for agents.

Endpoints:

POST /assistants/ (Create an agent)
PUT /assistants/:model_id/ (Update an agent)

Example:

```
"agent": {  
  "llm": "gpt-5-chat"  
}
```

August 7, 2025 — Contacts and Memory stores: new API endpoints

Contacts

New endpoints added:

POST /contacts/ (Create a contact)
GET /contacts/ (List contacts)
GET /contacts/:contact_id/ (Get a contact)
PATCH /contacts/:contact_id/ (Update a contact)
DELETE /contacts/:contact_id (Delete a contact)

Memory stores

New endpoints added:

POST /memory_stores/ (Create a memory store)
GET /memory_stores/ (List memory stores)
PATCH /memory_stores/ (Update a memory store)
DELETE /memory_stores/ (Delete a memory store)
GET /memory_stores/:memory_store_id/ (Get memory stores by contact ID)

POST /memory_stores/:memory_store_id/assistants/:assistant_id/attach (Attach a memory store to an agent)
POST /memory_stores/:memory_store_id/assistants/:assistant_id/detach (Detach a memory store from an agent)

POST /memory_stores/:memory_store_id/contacts/:contact_id/memory_data (Get data for a specific memory store and contact)
POST /memory_stores/:memory_store_id/contacts/:contact_id/attach (Attach a contact to a memory store)
POST /memory_stores/:memory_store_id/contacts/:contact_id/detach (Detach a contact from a memory store)

Page 7

Agents

Create an agent

Endpoint:

POST https://api.synthflow.ai/v2/assistants
POST /v2/assistants

cURL Example

```
curl -X POST https://api.synthflow.ai/v2/assistants \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "agent": {},
    "name": "Synthflow Customer Service",
    "type": "outbound"
  }'
```

Response Example (200):

```
{}
```

Headers

Header	Type	Required	Description
Authorization	string	Yes	Bearer authentication of the form Bearer <token> , where token is your auth token.
Content-Type	string	Yes	Must be application/json .

Request Body

This endpoint expects an **object** with the following properties:

Field	Type	Required	Description
agent	object	Yes	Agent object. <i>(33 properties available)</i>
name	string	Yes	Agent name.
type	enum	Yes	Agent type. Allowed values: outbound , inbound , widget .
description	string	No	Agent description.

<code>external_webhook_url</code>	string	No	URL of the webhook that should receive data after the call, such as the transcript.
<code>inbound_call_webhook_url</code>	string	No	The URL for your inbound webhook. For details, see About inbound call webhooks .
<code>is_recording</code>	boolean	No	Whether the conversation should be recorded.
<code>max_duration</code>	object	No	Maximum duration settings (<i>2 properties available</i>).
<code>phone_number</code>	string	No	The phone number attached to the agent.

Response

200 — Successful

Field	Type	Description
<code>status</code>	string or null	Whether the request was successful.
<code>response</code>	object or null	Response object.
<code>details</code>	object or null	Additional details if available.

400 — Bad Request Error

Returned when the request body or parameters are invalid.

Update an agent

Endpoint:

PUT https://api.synthflow.ai/v2/assistants/:model_id
 PUT `/v2/assistants/:model_id`

cURL Example

```
curl -X PUT https://api.synthflow.ai/v2/assistants/model_id \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "agent": {
      "noise_cancellation": "advanced",
      "llm": "gpt-4.1-Mini",
      "language": "multi"
    },
    "name": "Cindy",
    "model_id": "1726005822670x239735712159542050"
  }'
```

Response Example (200):

```
{}
```

Description

Use this endpoint to **update an agent's name, phone number, or other parameters**. Only the provided parameters will be updated — others will not be removed or changed.

Path Parameters

Parameter	Type	Required	Description
<code>model_id</code>	string	Yes	Agent ID. You can find it on the agent's page in your dashboard.

Headers

Header	Type	Required	Description
Authorization	string	Yes	Bearer authentication of the form <code>Bearer <token></code> , where token is your auth token.

Content-Type string Yes Must be `application/json`.

Request Body

This endpoint expects an **object** with the following properties:

Field	Type	Required	Description
<code>agent</code>	object	No	Agent object (<i>31 properties available</i>).
<code>name</code>	string	No	Agent name.
<code>description</code>	string	No	Agent description.
<code>external_webhook_url</code>	string	No	Webhook URL that should receive data after the call (e.g., transcript).
<code>is_recording</code>	boolean	No	Whether the conversation should be recorded.
<code>max_duration</code>	object	No	Maximum duration settings (<i>2 properties available</i>).
<code>phone_number</code>	string	No	The phone number attached to the agent.

Response

200 — Updated

Field	Type	Description
<code>status</code>	string or null	Whether the request was successful.
<code>response</code>	object or null	Response object.
<code>details</code>	object or null	Additional details if available.

400 — Bad Request Error

Returned when the request body or parameters are invalid.

Delete an Agent

DELETE

https://api.synthflow.ai/v2/assistants/:model_id

DELETE

[/v2/assistants/:model_id](#)

```
curl -X DELETE https://api.synthflow.ai/v2/assistants/model_id \
-H "Authorization: Bearer <token>"
```

Try it

200

Deleted

```
{}
```

Use this endpoint to delete an agent.

Path Parameters

- **model_id** — *string* — **Required**
Agent ID. You can find it on the agent's page in your dashboard.

Headers

- **Authorization** — *string* — **Required**
Bearer authentication of the form **Bearer <token>**, where **token** is your auth token.

Response

- **200**
 - **status** — *string or null*
Whether the request was successful.

- **response** — *object or null*
 - **details** — *object or null*

Errors

- **400** — Bad Request Error

Page 9

Get an Agent

GET

https://api.synthflow.ai/v2/assistants/:model_id

GET

/v2/assistants/:model_id

curl https://api.synthflow.ai/v2/assistants/model_id \

-H "Authorization: Bearer <token>"

Try it

200

Retrieved

```
{  
  
  "status": "ok",  
  
  "response": {  
  
    "pagination": {  
  
      "total_records": 1,  
  
      "limit": 1,  
  
      "offset": 0
```

```
},  
"assistants": {  
  "agent": {  
    "timezone": "Europe/Berlin",  
    "voice_prompt": "Speak softly and calmly.",  
    "voice_stability": 0.5,  
    "voice_similarity_boost": 0.5,  
    "voice_optimise_streaming_latency": 2,  
    "voice_style": 1,  
    "voice_use_speaker_boost": true,  
    "allowed_idle_time_seconds": 12,  
    "initial_pause_seconds": 1,  
    "transcriber_keywords": [  
      "Synthflow"  
    ],  
    "ring_pause_seconds": 1,  
    "background_noise": {  
      "enabled": true,  
      "type": "cafe",  
      "volume": 20  
    },  
    "noise_cancellation": "standard",  
    "realistic_filler_words": true,  
    "is_transcript_disabled": true,
```

```
"synthesizer_filter_words": [  
  "Paris",  
  "Detroit",  
  "NYC"  
],  
"voice_synthesizer": "eleven_multilingual_v2",  
"suppression_level": 1.1,  
"interruption_fade_out": 1,  
"voice_speed": 1.2,  
"voice_volume": 1,  
"min_words_to_interrupt": 0,  
"prompt": "string",  
"greeting_message": "Hi, this is Cindy from Synthflow, how can I help you?",  
"llm": "gpt-4o",  
"language": "multi",  
"voice_id": "56WncaVghRJENNR1He3Y",  
"patience_level": "low",  
"send_user_idle_reminders": false,  
"reminder_after_idle_time_seconds": 4,  
"reminder_after_idle_message": "I'm still here. Do you have any questions?"  
},  
"description": "string",  
"external_webhook_url": "string",  
"is_recording": true,
```

```
"max_duration": {  
  "duration_seconds": 1200,  
  "is_enabled": true  
},  
"model_id": "4ba429e6-dc96-4c0b-966f-9bdf689ccfa6",  
"name": "Synthflow Customer Service",  
"phone_number": "+18284265151",  
"type": "outbound"  
}  
}  
}
```

Path Parameters

- **model_id** — *string* — **Required**
Agent ID. You can find it on the agent's page in your dashboard.

Headers

- **Authorization** — *string* — **Required**
Bearer authentication of the form **Bearer <token>**, where **token** is your auth token.

Response

- **200**
 - **status** — *string or null*
Whether the request was successful.

- **response** — *object or null*
 - **pagination** — *object*
 - **assistants** — *object*

Errors

- **400** — Bad Request Error

Page 10

List Agents

GET

<https://api.synthflow.ai/v2/assistants/>

GET

</v2/assistants/>

curl <https://api.synthflow.ai/v2/assistants/> \

-H "Authorization: Bearer <token>"

Try it

200

Retrieved

```
{  
  
  "status": "ok",  
  
  "response": {  
  
    "pagination": {  
  
      "total_records": 1,  
  
      "limit": 1,
```

"offset": 0

},

"assistants": {

"agent": {

"timezone": "Europe/Berlin",

"voice_prompt": "Speak softly and calmly.",

"voice_stability": 0.5,

"voice_similarity_boost": 0.5,

"voice_optimise_streaming_latency": 2,

"voice_style": 1,

"voice_use_speaker_boost": true,

"allowed_idle_time_seconds": 12,

"initial_pause_seconds": 1,

"transcriber_keywords": [

"Synthflow"

],

"ring_pause_seconds": 1,

"background_noise": {

"enabled": true,

"type": "cafe",

"volume": 20

},

"noise_cancellation": "standard",

"realistic_filler_words": true,

```
"is_transcript_disabled": true,

"synthesizer_filter_words": [

  "Paris",

  "Detroit",

  "NYC"

],

"voice_synthesizer": "eleven_multilingual_v2",

"suppression_level": 1.1,

"interruption_fade_out": 1,

"voice_speed": 1.2,

"voice_volume": 1,

"min_words_to_interrupt": 0,

"prompt": "string",

"greeting_message": "Hi, this is Cindy from Synthflow, how can I help you?",

"llm": "gpt-4o",

"language": "multi",

"voice_id": "56WncaVghRJENNR1He3Y",

"patience_level": "low",

"send_user_idle_reminders": false,

"reminder_after_idle_time_seconds": 4,

"reminder_after_idle_message": "I'm still here. Do you have any questions?"

},

"description": "string",

"external_webhook_url": "string",
```

```
"is_recording": true,

"max_duration": {

  "duration_seconds": 1200,

  "is_enabled": true

},

"model_id": "4ba429e6-dc96-4c0b-966f-9bdf689ccfa6",

"name": "Synthflow Customer Service",

"phone_number": "+18284265151",

"type": "outbound"

}

}

}
```

Lists all agents you have in your account.

Headers

- **Authorization** — *string* — **Required**
Bearer authentication of the form **Bearer <token>**, where **token** is your auth token.

Query Parameters

- **limit** — *integer* — *Optional*
Defaults to **20**. Agents displayed per page.
- **offset** — *integer* — *Optional*
Defaults to **0**. Index of the first agent to be returned.

Response

- **200**
 - **status** — *string or null*
Whether the request was successful.
 - **response** — *object or null*
 - **pagination** — *object*
 - **assistants** — *object*

Errors

- **400** — Bad Request Error

Calls

Page 11

Make a Call

POST

<https://api.synthflow.ai/v2/calls>

Request Example

POST

[/v2/calls](#)

```
curl -X POST https://api.synthflow.ai/v2/calls \
```

```
-H "Authorization: Bearer <token>" \
```

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

Try it

200

voice-call_example

```
{}
```

Initiates a real-time phone call through the AI agent.

Headers

- **Authorization** — *string* — **Required**
Bearer authentication of the form **Bearer <token>**, where **token** is your auth token.

Request

This endpoint expects an **object**.

- **model_id** — *string* — **Required**
Agent ID. You can find it on the agent's page in your dashboard.
- **phone** — *string* — **Required**
Call recipient's phone number.
- **name** — *string* — **Required**
Call recipient's name.
- **custom_variables** — *list of objects* — *Optional*
Key-value pairs of custom variables that you can dynamically inject into the prompt.

Properties:

- **lead_email** — *string* — *Optional*
The customer's email (e.g., for booking an appointment).
- **lead_timezone** — *string* — *Optional*
The customer's time zone (used for scheduling). [See full list of time zones.](#)
- **prompt** — *string* — *Optional*
The prompt the agent will use.

- **greeting** — *string* — *Optional*
The greeting the agent will use.

Response

- **200**
 - **status** — *string or null*
Whether the request was successful.
 - **response** — *object or null*
 - **eta** — *integer or null*
How long it will take to initialize the call (in seconds).

Errors

- **400** — Bad Request Error

Page 12

Get a Call

GET

https://api.synthflow.ai/v2/calls/:call_id

Request Example

GET

/v2/calls/:call_id

```
curl https://api.synthflow.ai/v2/calls/call_id \
```

```
-H "Authorization: Bearer <token>"
```

Try it

200

Retrieved

```
{  
  
  "status": "ok",  
  
  "response": {  
  
    "calls": [  
  
      {  
  
        "call_id": "string",  
  
        "model_id": "string",  
  
        "campaign_type": "live",  
  
        "phone_number_from": "+11234567890",  
  
        "phone_number_to": "+1098765432",  
  
        "name": "",  
  
        "transcript": "\nbot: Hey, you've called to [company]. How may I assist you today?\nhuman: Hello. I  
would like to know my preferences.\n...",  
  
        "duration": 0,  
  
        "recording_url": "https://api.twilio.com/.../Recordings/RE68bd7f17dc26a49caac7x3n2a59efb3",  
  
        "end_call_reason": "human_pick_up_cut_off",  
  
        "executed_actions": {},  
  
        "prompt_variables": {},  
  
        "type_of_call": "inbound",  
  
        "start_time": 1,  
  
        "timezone": "Europe/Madrid",  
  
        "telephony_hangup": "caller",  
  
      }  
    ]  
  }  
}
```

```
"telephony_disconnect_reason": "unknown",

"telephony_duration": 43200,

"telephony_start": "2025-07-29T13:41:55",

"telephony_end": "2025-07-29T13:41:55",

"status": "completed"

}

]

}

}
```

Retrieve the **transcript** and other metadata for a phone call.

Path Parameters

- **call_id** — *string* — **Required**
The Call ID. You can find it on the call's page in your dashboard.

Headers

- **Authorization** — *string* — **Required**
Bearer authentication of the form **Bearer <token>**, where **token** is your auth token.

Response

- **200**
 - **status** — *string or null*
Whether the request was successful.

- **response** — *object or null*
Contains an array of call objects with metadata such as transcript, duration, call status, and telephony details.

Errors

- **400** — Bad Request Error

Page 13

List Calls

Retrieve a list of calls made with your account.

Endpoint

GET <https://api.synthflow.ai/v2/calls>

GET </v2/calls>

Example Request

```
curl -G https://api.synthflow.ai/v2/calls \  
  -H "Authorization: Bearer <token>" \  
  -d model_id=model_id
```

Response: 200 OK

```
{  
  "status": "ok",  
  "response": {  
    "calls": [  
      {
```

```
"call_id": "string",

"model_id": "string",

"campaign_type": "Test",

"phone_number_from": "+10987654321",

"phone_number_to": "+12345678910",

"name": "test",

"transcript": "\nbot: Hey there\nhuman: Hello.\nbot: Hi, Eddie! \nbot: How are you today?
\nhuman: Good. And you?\nbot: Great to hear!",

"duration": 11,

"recording_url":
"https://api.twilio.com/2009-10-10/Accounts/ZGH0293d4b80d81cf5g946r34f3c99941bf/Recordings/RE9
ee05467410311202811f06205227138",

"end_call_reason": "human_pick_up_cut_off",

"telephony_hangup": "caller",

"telephony_disconnect_reason": "unknown",

"telephony_duration": 43200,

"telephony_start": "2025-07-29T13:41:55",

"telephony_end": "2025-07-29T13:41:55"

}

]

}

}
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>

Query Parameters

Name	Type	Required	Description
model_id	string	Yes	The model ID for which to retrieve calls
limit	integer	No	Number of calls per page (default: 20)
offset	string	No	Index of the first call to return

Response Properties

Field	Type	Description
status	string	Indicates success (ok) or failure
response.calls	array	List of calls with metadata, transcripts, and recordings

Errors

Code	Meaning
400	Bad Request Error

⚡ Use this endpoint to fetch and paginate through calls made by a specific model.

Actions

Page 14

List Actions

Retrieve a list of actions available in your account.

Endpoint

GET <https://api.synthflow.ai/v2/actions>
GET </v2/actions>

Example Request

```
curl https://api.synthflow.ai/v2/actions \  
-H "Authorization: Bearer <token>"
```

Response: 200 OK

```
{}
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>

Query Parameters

Name	Type	Required	Description
limit	integer	No	Number of actions per page (default: 20)
offset	integer	No	Index of the first action to return (default: 0)

Response Properties

Field	Type	Description
status	string or null	Indicates if the request was successful
response	object or null	Contains the list of actions

Errors

Code	Meaning
400	Bad Request Error

Use this endpoint to fetch all actions associated with your account, with optional pagination support.

Create an Action

Create a new action for your AI agent. Actions can include real-time booking, live transfers, sending SMS, or custom actions.

Endpoint

POST <https://api.synthflow.ai/v2/actions>

POST [/v2/actions](#)

Example Request

```
curl -X POST https://api.synthflow.ai/v2/actions \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json"
```

Response: 200 OK

```
{}
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>
Content-Type	string	Yes	Must be application/json

Request Body

This endpoint expects a JSON object. Supported action types:

Action Type	Type	Required	Description
REAL_TIME_BOOKING	object	Optional	Defines real-time booking action. <i>(7 properties available)</i>

INFORMATION_EXTRACT OR	object	Optional	Extracts structured data from conversations. (3 properties available)
LIVE_TRANSFER	object	Optional	Transfers call to a live agent. (10 properties available)
SEND_SMS	object	Optional	Sends SMS to a recipient. (2 properties available)
CUSTOM_ACTION	object	Optional	Defines a custom action with flexible behavior. (19 properties available)
CUSTOM_EVAL	object	Optional	Custom evaluation logic. (1 property available)

Response Properties

Field	Type	Description
status	string or null	Whether the request was successful
response	object or null	Contains details of the created action

Errors

Code	Meaning
400	Bad Request Error

Use this endpoint to create and configure custom actions that extend your AI agent's functionality.

Initialize a Custom Action

This endpoint initializes a previously created custom action by providing its `action_id` and optional variables.

Endpoint

POST <https://api.synthflow.ai/v2/actions/initialize>

POST [/v2/actions/initialize](#)

Example Request

```
curl -X POST https://api.synthflow.ai/v2/actions/initialize \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "action_id": "your-action-id",
    "variables": [
      { "key": "customer_name", "value": "Eddie" },
      { "key": "appointment_time", "value": "2025-09-19T15:00:00Z" }
    ]
  }'
```

Response: 200 OK

```
{}
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>
Content-Type	string	Yes	Must be application/json

Request Body

Field	Type	Required	Description
<code>action_id</code>	string	Yes	The unique ID of the action to initialize
<code>variables</code>	list of objects	Optional	Key-value pairs to pass into the action at runtime

Variable Object Properties

Field	Type	Description
<code>key</code>	string	Variable name
<code>value</code>	string	Variable value

Response Properties

Field	Type	Description
<code>status</code>	string or null	Whether the request was successful
<code>response</code>	object or null	Contains details about the initialized action

Errors

Code	Meaning
400	Bad Request Error

Use this endpoint to **trigger execution of custom actions** dynamically with specific runtime variables.

Update an Action

This endpoint updates an existing action in your Synthflow account. You can modify properties for **Real-Time Booking, Information Extraction, Live Transfer, SMS, or Custom Actions**.

Endpoint

PUT https://api.synthflow.ai/v2/actions/:action_id

PUT /v2/actions/:action_id

Example Request

```
curl -X PUT https://api.synthflow.ai/v2/actions/action_id \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "SEND_SMS": {
      "phone_number": "+1234567890",
      "message": "Your appointment has been confirmed!"
    }
  }'
```

Response: 200 OK

```
{}
```

Path Parameters

Field	Type	Required	Description
action_id	string	Yes	Unique ID of the action to update. You can find it in your Synthflow dashboard.

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>
Content-Type	string	Yes	Must be application/json

Request Body

This endpoint expects an **object** with one or more of the following optional properties:

- ◆ **REAL_TIME_BOOKING (object – optional)**

Supports **7 properties** (e.g., calendar integration, availability, time zone).

- ◆ **INFORMATION_EXTRACTOR (object – optional)**

Supports **4 properties** (e.g., extract structured details from calls).

- ◆ **LIVE_TRANSFER (object – optional)**

Supports **11 properties** (e.g., transfer settings, phone numbers, call routing).

- ◆ **SEND_SMS (object – optional)**

Supports **2 properties**:

- **phone_number** (string) – recipient's number
- **message** (string) – SMS content

- ◆ **CUSTOM_ACTION (object – optional)**

Supports **19 properties** for advanced custom workflows.

Response Properties

Field	Type	Description
status	string or null	Whether the request was successful
response	object or null	Contains updated action details

Errors

Code	Meaning
------	---------

Use this endpoint when you need to **modify existing actions** such as updating SMS messages, changing transfer rules, or adjusting booking settings.

Delete an Action

This endpoint deletes an action from your Synthflow account. Once deleted, the action cannot be recovered.

Endpoint

DELETE https://api.synthflow.ai/v2/actions/:action_id
DELETE /v2/actions/:action_id

Example Request

```
curl -X DELETE https://api.synthflow.ai/v2/actions/action_id \  
-H "Authorization: Bearer <token>"
```

Response: 200 OK

```
{}
```

Path Parameters

Field	Type	Required	Description
action_id	string	Yes	The unique ID of the action you want to delete. You can find it in your Synthflow dashboard.

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: <code>Bearer <token></code>

Response Properties

Field	Type	Description
status	string or null	Indicates if the request was successful
response	object or null	Always empty <code>{}</code> when deletion succeeds

Errors

Code	Meaning
400	Bad Request Error

Use this endpoint when you need to **remove an action permanently** from your account.

Page 19

Get an Action

This endpoint retrieves metadata and details about a specific action in your Synthflow account.

Endpoint

GET `https://api.synthflow.ai/v2/actions/:action_id`
GET `/v2/actions/:action_id`

Example Request

```
curl https://api.synthflow.ai/v2/actions/action_id \
-H "Authorization: Bearer <token>"
```

Response: 200 OK

```
{}
```

Path Parameters

Field	Type	Required	Description
<code>action_id</code>	string	Yes	The unique ID of the action. You can find it in your Synthflow dashboard.

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the format: <code>Bearer <token></code>

Response Properties

Field	Type	Description
<code>status</code>	string or null	Whether the request was successful
<code>response</code>	object or null	Metadata object containing details of the action

Errors

Code	Meaning
<code>400</code>	Bad Request Error

Use this endpoint when you need to **view the details or configuration of a specific action**.

Get an Action

This endpoint retrieves metadata and details about a specific action in your Synthflow account.

Endpoint

```
GET https://api.synthflow.ai/v2/actions/:action_id
GET /v2/actions/:action_id
```

Example Request

```
curl https://api.synthflow.ai/v2/actions/action_id \
-H "Authorization: Bearer <token>"
```

Response: 200 OK

```
{}
```

Path Parameters

Field	Type	Required	Description
action_id	string	Yes	The unique ID of the action. You can find it in your Synthflow dashboard.

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>

Response Properties

Field	Type	Description
-------	------	-------------

status	string or null	Whether the request was successful
response	object or null	Metadata object containing details of the action

Errors

Code	Meaning
400	Bad Request Error

Use this endpoint when you need to **view the details or configuration of a specific action**.

Page 20

Attach an Action

This endpoint allows you to attach one or more actions to a specific agent.

Endpoint

POST <https://api.synthflow.ai/v2/actions/attach>
POST [/v2/actions/attach](#)

Example Request

```
curl -X POST https://api.synthflow.ai/v2/actions/attach \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "model_id": "your-agent-id",
    "actions": ["action_id_1", "action_id_2"]
  }'
```

Response: 200 OK

```
{}
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>

Request Body

Field	Type	Required	Description
model_id	string	Yes	The ID of the agent you want to attach actions to
actions	list of strings	Optional	A list of action IDs to attach. You can find action IDs in your Synthflow dashboard

Response Properties

Field	Type	Description
status	string or null	Whether the request was successful
response	object or null	Response object with additional details

Errors

Code	Meaning
400	Bad Request Error

Use this endpoint when you want to **link actions (like SMS, booking, live transfer, etc.) to an agent.**

Detach an Action

This endpoint allows you to **remove one or more actions from a specific agent.**

Endpoint

POST <https://api.synthflow.ai/v2/actions/detach>

POST [/v2/actions/detach](#)

Example Request

```
curl -X POST https://api.synthflow.ai/v2/actions/detach \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "model_id": "your-agent-id",
    "actions": ["action_id_1", "action_id_2"]
  }'
```

Response: 200 OK

```
{}
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>

Request Body

Field	Type	Required	Description
model_id	string	Yes	The ID of the agent you want to detach actions from
actions	list of strings	Optional	A list of action IDs to detach. You can find action IDs in your Synthflow dashboard

Response Properties

Field	Type	Description
-------	------	-------------

status	string or null	Whether the request was successful
response	object or null	Response object with additional details

Errors

Code	Meaning
400	Bad Request Error

Use this endpoint when you want to **unlink actions from an agent** (for example, remove SMS, booking, or other connected actions).

Analytics

Page 21

Export Analytics Data

This endpoint lets you **programmatically export call and performance analytics** for blending with your BI dashboards or internal reporting tools.

Endpoint

GET <https://api.synthflow.ai/v2/analytics/>
GET [/v2/analytics/](#)

Example Request

```
curl
"https://api.synthflow.ai/v2/analytics/?from_date=2024-07-01&to_date=2024-07-25&model_id=b2fe44
36-760b-484e-a2d6-9daa0bdfdbea&type_of_call=outbound" \
-H "Authorization: Bearer <token>"
```

Headers

Name	Type	Required	Description
------	------	----------	-------------

Authorization	string	Yes	Bearer authentication in the format: Bearer <token>
---------------	--------	-----	--

Query Parameters

Field	Type	Required	Description
from_date	string	Optional	Start date for the query (defaults to last 7 days). Max range: 120 days
to_date	string	Optional	End date for the query
model_id	string	Optional	Filter analytics for a specific agent (found on agent’s dashboard)
type_of_call	string	Optional	Filter calls by type: inbound , outbound , or widget

Response: 200 OK

```
{
  "executed_actions": {
    "items": [
      {
        "name": "extract_info_action_type",
        "value": 1200,
        "series": [
          { "items": { "date": "2024-07-25", "value": 1200 } }
        ]
      }
    ]
  },
  "assistant_performance": {
    "by_minutes_used": [
      {
        "model_id": "b2fe4436-760b-484e-a2d6-9daa0bdfdbea",
        "name": "Jake",
        "minutes_used": 198.4,
        "percentage_change": 100
      }
    ]
  }
}
```

```
    }
  ]
},
"call_status_stat": {
  "items": [
    { "status": "completed", "value": 240, "percentage": 90.91 }
  ],
  "series": [
    { "date": "2025-07-25", "completed": 240, "failed": 0 }
  ]
},
"recent_call_history": {
  "items": [
    {
      "call_id": "test",
      "call_status": "completed",
      "duration": 38,
      "agent_name": "Jake",
      "lead_phone_number": "+4915758658647",
      "created_at": "2025-07-27T19:27:26.898000"
    }
  ]
},
"duration_metrics": {
  "total_minutes": 198.4,
  "average_duration": 0.75,
  "total_calls": 264
},
"end_call_reason_stat": {
  "items": [
    { "reason": "agent_goodbye", "value": 168, "percentage": 63.64 }
  ]
},
"sentiment_stat": {
  "positive_percentage": 90.91,
  "series": [
    { "date": "2025-07-25", "positive": 240, "total": 264 }
  ]
}
}
```

Response Properties

Field	Type	Description
<code>executed_actions</code>	object	List of actions executed during calls with counts and trends
<code>assistant_performance</code>	object	Breakdown by minutes used, calls made, and success rate
<code>call_status_stat</code>	object	Distribution of call statuses (completed, failed, etc.)
<code>recent_call_history</code>	object	Recent call log details
<code>duration_metrics</code>	object	Totals and averages for duration and calls
<code>end_call_reason_stat</code>	object	Reasons why calls ended (e.g., <code>human_goodbye</code> , <code>agent_goodbye</code>)
<code>sentiment_stat</code>	object	Sentiment analysis of calls

Troubleshooting

- **Missing Data:** Verify the `model_id` is correct and the agent is active
- **Date Range Errors:** Ensure the range is ≤ 120 days
- **Unauthorized:** Double-check your API token

This endpoint is perfect if you want to **stream analytics into BI tools** like Tableau, Power BI, or Looker.

Numbers

Page 22

Get Numbers

This endpoint retrieves all phone numbers assigned to a workspace.

Endpoint

GET https://api.synthflow.ai/v2/numbers
GET /v2/numbers

Example Request

```
curl -G "https://api.synthflow.ai/v2/numbers" \  
  -H "Authorization: Bearer <token>" \  
  -d "workspace=1710107690998x536152705164378100" \  
  -d "limit=50" \  
  -d "offset=0"
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>

Query Parameters

Field	Type	Required	Default	Description
workspace	string	Yes	—	Workspace ID where numbers are assigned
limit	integer	Optional	50	Number of phone numbers per page
offset	integer	Optional	0	Index of the first phone number to return (for pagination)

Response: 200 OK

```
{  
  "status": "Retrieved",  
  "response": {  
    "numbers": [  
      {  
        "phone_number": "+1234567890",  
        "workspace": "1710107690998x536152705164378100",  
        "assigned_to": "agent_id_or_model_id",  
      }  
    ]  
  }  
}
```

```

    "created_at": "2025-07-27T19:27:26.898000"
  }
]
}
}

```

Response Properties

Field	Type	Description
<code>status</code>	string	Status of the request (e.g., <code>"Retrieved"</code>)
<code>response</code>	object	Contains the list of numbers
<code>response.numbers[]</code>	array	List of assigned phone numbers
<code>phone_number</code>	string	The actual phone number
<code>workspace</code>	string	The workspace ID the number belongs to
<code>assigned_to</code>	string	ID of the agent/model the number is attached to
<code>created_at</code>	string	Timestamp when the number was added

Errors

- **400 Bad Request** → Invalid `workspace` ID or missing parameter
- **401 Unauthorized** → Invalid or missing API token

Use this endpoint if you need to **list, paginate, or verify phone numbers** linked to a workspace.

Voices

Page 23

Get Voices

This endpoint retrieves all the voices assigned to a workspace.

Endpoint

GET <https://api.synthflow.ai/v2/voices>

GET [/v2/voices](#)

Example Request

```
curl -G "https://api.synthflow.ai/v2/voices" \
  -H "Authorization: Bearer <token>" \
  -d "workspace=1710107690998x536152705164378100" \
  -d "limit=50" \
  -d "offset=0"
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>

Query Parameters

Field	Type	Required	Default	Description
workspace	string	Yes	—	Workspace ID (found in your dashboard)
limit	integer	Optional	50	Number of voices per page
offset	integer	Optional	0	Index of the first voice to return (for pagination)

Response: 200 OK

```
{
  "status": "Retrieved",
  "response": {
    "voices": [
      {
        "voice_id": "abc123",
```

```
{
  "name": "Sophia",
  "language": "en-US",
  "gender": "female",
  "workspace": "1710107690998x536152705164378100",
  "created_at": "2025-07-27T19:27:26.898000"
}
]
```

Response Properties

Field	Type	Description
<code>status</code>	string	Status of the request (e.g., <code>"Retrieved"</code>)
<code>response</code>	object	Contains the list of voices
<code>response.voices[]</code>	array	List of available voices
<code>voice_id</code>	string	Unique identifier for the voice
<code>name</code>	string	Voice name
<code>language</code>	string	Language/locale code (e.g., <code>en-US</code>)
<code>gender</code>	string	Voice gender (if available)
<code>workspace</code>	string	Workspace ID where the voice is assigned
<code>created_at</code>	string	Timestamp when the voice was added

Errors

- **400 Bad Request** → Invalid or missing `workspace` parameter
- **401 Unauthorized** → Invalid or missing API token

Use this endpoint to **list, paginate, or fetch metadata** for all voices available in a workspace.

Knowledge bases

Get a Knowledge Base

Retrieve details of a specific knowledge base, including its name and usage conditions.

Endpoint

GET https://api.synthflow.ai/v2/knowledge_base/:id
GET /v2/knowledge_base/:id

Example Request

```
curl "https://api.synthflow.ai/v2/knowledge_base/id" \  
  -H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
id	string	Yes	Knowledge base ID (found in your dashboard)

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the format: Bearer <token>

Response: 200 OK

```
{  
  "status": "Retrieved",  
  "response": {  
    "id": "kb_12345",  
    "name": "Support FAQs",  
    "use_condition": "Available for customer support workflows only"
```

```
}  
}
```

Response Properties

Field	Type	Description
<code>status</code>	string	Status of the request (e.g., "Retrieved")
<code>response</code>	object	Knowledge base metadata
<code>response.id</code>	string	Unique ID of the knowledge base
<code>response.name</code>	string	Name of the knowledge base
<code>response.use_condition</code>	string	Condition under which the KB can be used

Errors

- **400 Bad Request** → Invalid or missing `id`
- **401 Unauthorized** → Invalid or missing API token

Use this endpoint when you need to **fetch metadata for a specific knowledge base** before attaching it to an agent or action.

Page 25

Create a Knowledge Base

Create a new knowledge base and retrieve its unique ID.

Endpoint

POST https://api.synthflow.ai/v2/knowledge_base
POST [/v2/knowledge_base](#)

Example Request

```
curl -X POST https://api.synthflow.ai/v2/knowledge_base \
-H "Authorization: Bearer <token>" \
-H "Content-Type: application/json" \
-d '{
  "name": "Support FAQs",
  "rag_use_condition": "For customer support workflows"
}'
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication: Bearer <token>
Content-Type	string	Yes	Must be application/json

Request Body

This endpoint expects a JSON object.

Field	Type	Required	Description
name	string	Optional	Name of the knowledge base
rag_use_condition	string	Optional	Condition that defines when this KB should be used

Response: 200 OK

```
{
  "status": "Successful",
  "response": {
    "id": "kb_12345",
    "name": "Support FAQs",
    "rag_use_condition": "For customer support workflows"
  }
}
```

Response Properties

Field	Type	Description
<code>status</code>	string	Status of the request (e.g., "Successful")
<code>response</code>	object	Details of the created knowledge base
<code>response.id</code>	string	Unique ID of the created KB
<code>response.name</code>	string	Knowledge base name
<code>response.rag_use_condition</code>	string	Defined usage condition

Errors

- **400 Bad Request** → Invalid or missing parameters
- **401 Unauthorized** → Missing or invalid API key

Use this endpoint whenever you need to **add a new knowledge base** to your workspace before attaching it to agents or actions.

Page 26

Update a Knowledge Base

Update an existing knowledge base's name or usage condition.

Endpoint

PUT https://api.synthflow.ai/v2/knowledge_base/:id
PUT [/v2/knowledge_base/:id](#)

Example Request

```
curl -X PUT https://api.synthflow.ai/v2/knowledge_base/kb_12345 \  
-H "Authorization: Bearer <token>" \  
-H "Content-Type: application/json" \  
-d '{
```

```
"name": "Updated Support KB",
"rag_use_condition": "For advanced customer support workflows"
}'
```

Path Parameters

Name	Type	Required	Description
<code>id</code>	string	Yes	Unique ID of the knowledge base to update

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication: <code>Bearer <token></code>
<code>Content-Type</code>	string	Yes	Must be <code>application/json</code>

Request Body

This endpoint expects a JSON object.

Field	Type	Required	Description
<code>name</code>	string	Optional	New name of the knowledge base
<code>rag_use_condition</code>	string	Optional	Updated condition that defines when the KB should be used

Response: 200 OK

```
{
  "status": "Updated",
  "response": {
    "id": "kb_12345",
    "name": "Updated Support KB",
```

```
"rag_use_condition": "For advanced customer support workflows"
}
```

Response Properties

Field	Type	Description
<code>status</code>	string	Status of the request (e.g., "Updated")
<code>response</code>	object	Updated knowledge base details
<code>response.id</code>	string	Unique ID of the updated KB
<code>response.name</code>	string	Updated knowledge base name
<code>response.rag_use_condition</code>	string	Updated usage condition

Errors

- **400 Bad Request** → Invalid or missing parameters
- **401 Unauthorized** → Missing or invalid API key

Use this endpoint when you need to **rename a KB** or **adjust its usage conditions** without creating a new one.

Page 27

Delete a Knowledge Base

Permanently deletes a knowledge base from your workspace.

Endpoint

DELETE https://api.synthflow.ai/v2/knowledge_base/:id
DELETE /v2/knowledge_base/:id

Example Request

```
curl -X DELETE https://api.synthflow.ai/v2/knowledge_base/kb_12345 \
-H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
<code>id</code>	string	Yes	The ID of the knowledge base to delete

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "Deleted",
  "response": {}
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	Status of the request (" <code>Deleted</code> ")
<code>response</code>	object	Empty object on success

Errors

Code	Description
------	-------------

400 Bad Request – invalid or missing parameters

401 Unauthorized – missing or invalid token

Page 28

Attach a Knowledge Base

Links a knowledge base to an agent (model).

Endpoint

POST `https://api.synthflow.ai/v2/knowledge_base/:knowledge_base_id/attach`

POST `/v2/knowledge_base/:knowledge_base_id/attach`

Example Request

```
curl -X POST "https://api.synthflow.ai/v2/knowledge_base/kb_12345/attach?model_id=model_67890" \
-H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
<code>knowledge_base_id</code>	string	Yes	The ID of the knowledge base to attach

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>

Query Parameters

Name	Type	Required	Description
------	------	----------	-------------

<code>model_id</code>	string	Yes	The ID of the agent (model) to which the knowledge base will be attached
-----------------------	--------	-----	--

Response: 200 OK

```
{
  "status": "Successful",
  "response": {}
}
```

Response Fields

	Field	Type	Description
	<code>status</code>	string	Status of the request (" Successful ")
	<code>response</code>	object	Empty object on success

Errors

Code	Description
400	Bad Request – invalid or missing parameters
401	Unauthorized – missing or invalid token

Page 29

Detach a Knowledge Base

Removes the link between a knowledge base and an agent (model).

Endpoint

POST https://api.synthflow.ai/v2/knowledge_base/:knowledge_base_id/detach
 POST `/v2/knowledge_base/:knowledge_base_id/detach`

Example Request

```
curl -X POST https://api.synthflow.ai/v2/knowledge_base/kb_12345/detach \
-H "Authorization: Bearer <token>" \
-H "Content-Type: application/json" \
-d '{
  "model_id": "model_67890"
}'
```

Path Parameters

Name	Type	Required	Description
<code>knowledge_base_id</code>	string	Yes	The ID of the knowledge base to detach

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>
<code>Content-Type</code>	string	Yes	Must be <code>application/json</code>

Request Body

Field	Type	Required	Description
<code>model_id</code>	string	Yes	The ID of the agent (model) from which the knowledge base should be detached

Response: 200 OK

```
{
  "status": "Successful",
  "response": {}
}
```

Response Fields

Field	Type	Description
status	string	Status of the request ("Successful")
response	object	Empty object on success

Errors

Code	Description
400	Bad Request – invalid or missing parameters
401	Unauthorized – missing or invalid token

Page 30

Add a Knowledge Base Source

Attach a new source (PDF, text, or web URL) to an existing knowledge base.

Endpoint

POST https://api.synthflow.ai/v2/knowledge_base/:knowledge_base_id/sources
 POST /v2/knowledge_base/:knowledge_base_id/sources

Example Request

```
curl -X POST https://api.synthflow.ai/v2/knowledge_base/kb_12345/sources \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "name": "Company Policies",
    "type": "pdf",
    "url": "https://example.com/policies.pdf"
  }'
```

Path Parameters

Name	Type	Required	Description
knowledge_base_id	string	Yes	The ID of the knowledge base to which the source should be added

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>
Content-Type	string	Yes	Must be application/json

Request Body

Field	Type	Required	Description
name	string	No	A friendly name for the source
type	enum	No	Source type (pdf , text , web)
url	string	No	URL or link to the source

Response: 200 OK

```
{
  "status": "Successful",
  "response": {
    "id": "source_98765",
    "name": "Company Policies",
    "type": "pdf",
    "url": "https://example.com/policies.pdf"
  }
}
```

Response Fields

Field	Type	Description
status	string	Status of the request ("Successful")
response	object	Details of the created source

Errors

Code	Description
400	Bad Request – invalid or missing parameters
401	Unauthorized – missing or invalid token

Page 31

Delete a Knowledge Base Source

Removes a specific source (PDF, text, or web) from an existing knowledge base.

Endpoint

DELETE https://api.synthflow.ai/v2/knowledge_base/:knowledge_base_id/sources/:source_id
DELETE /v2/knowledge_base/:knowledge_base_id/sources/:source_id

Example Request

```
curl -X DELETE https://api.synthflow.ai/v2/knowledge_base/kb_12345/sources/source_98765 \
-H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
knowledge_base_id	string	Yes	The ID of the knowledge base
source_id	string	Yes	The ID of the source to delete

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>

Response: 200 OK

```
{
  "status": "Deleted",
  "response": {}
}
```

Response Fields

Field	Type	Description
status	string	Status of the request (" Deleted ")
response	object	Empty object after deletion

Errors

Code	Description
400	Bad Request – invalid or missing parameters
401	Unauthorized – missing or invalid token

Page no 32

Phone books



Create a Phone Book

Creates a new phone book and returns its unique ID.

Endpoint

POST https://api.synthflow.ai/v2/phonebooks
POST /v2/phonebooks

Example Request

```
curl -X POST https://api.synthflow.ai/v2/phonebooks \  
-H "Authorization: Bearer <token>" \  
-H "Content-Type: application/json" \  
-d '{  
  "name": "test"  
'
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>
Content-Type	string	Yes	Must be application/json

Request Body

Field	Type	Required	Description
name	string	Yes	The name of the phone book to create

Example:

```
{  
  "name": "test"  
}
```

Response: 200 OK

```
{  
  "status": "ok",  
  "response": {  
    "key": "a19da8ff-c89e-4628-94b6-d81193f883c6"  }  
}
```

```
}  
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	Status of the request ("ok")
<code>response</code>	object	Contains the unique phone book key
<code>key</code>	string	The ID of the newly created phone book

Errors

Code	Description
400	Bad Request – invalid or missing parameters
401	Unauthorized – missing or invalid token

Page 33

List Phone Books

Retrieves a list of all phone books in your workspace.

Endpoint

GET <https://api.synthflow.ai/v2/phonebooks>
GET /v2/phonebooks

Example Request

```
curl https://api.synthflow.ai/v2/phonebooks \  
-H "Authorization: Bearer <token>"
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>

Response: 200 OK

```
{
  "status": "ok",
  "response": {
    "total": 11,
    "page_size": 10,
    "page_number": 1,
    "items": [
      {
        "phone_book_id": "string",
        "workspace_id": "1706297038990x776227155126255600",
        "name": "Lus",
        "entry_count": 0,
        "agents": [
          "string"
        ]
      }
    ]
  }
}
```

Response Fields

Top-level

Field	Type	Description
status	string	Status of the request (e.g., "ok")
response	object	Contains metadata and list of phone books

Inside response

Field	Type	Description
total	integer	Total number of phone books in the workspace

<code>page_size</code>	integer	Number of phone books per page
<code>page_number</code>	integer	Current page number
<code>items</code>	array	List of phone book objects

Phone Book Object (`items[]`)

Field	Type	Description
<code>phone_book_id</code>	string	Unique ID of the phone book
<code>workspace_id</code>	string	The workspace ID the phone book belongs to
<code>name</code>	string	Name of the phone book
<code>entry_count</code>	integer	Number of entries in the phone book
<code>agents</code>	string[]	List of agent IDs associated with this phone book

Errors

Code	Description
400	Bad Request – invalid or missing parameters
401	Unauthorized – missing or invalid token

Delete a Phone Book

Deletes a specific phone book from your workspace by its ID.

Endpoint

DELETE `https://api.synthflow.ai/v2/phonebooks/:phone_book_id`
DELETE `/v2/phonebooks/:phone_book_id`

Example Request

```
curl -X DELETE https://api.synthflow.ai/v2/phonebooks/phone_book_id \
-H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
<code>phone_book_id</code>	string	Yes	The unique ID of the phone book to delete

L

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "ok"
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	Status of the request (e.g., <code>"ok"</code>)

Errors

Code	Description
400	Bad Request – invalid or missing parameters
401	Unauthorized – missing or invalid token
404	Not Found – phone book ID does not exist

Create a Phone Book Entry

Adds a new entry (phone number with transfer condition) to an existing phone book.

Endpoint

POST https://api.synthflow.ai/v2/phonebooks/:phone_book_id/entries

POST /v2/phonebooks/:phone_book_id/entries

Example Request

```
curl -X POST https://api.synthflow.ai/v2/phonebooks/:phone_book_id/entries \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "phone_number": "+123456789",
    "transfer_condition": "test condition"
  }'
```

Path Parameters

Name	Type	Required	Description
phone_book_id	string	Yes	The ID of the phone book where the entry will be created

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>
Content-Type	string	Yes	Must be application/json

Request Body

Field	Type	Required	Description
phone_number	string	Yes	Phone number to add (E.164 format recommended, e.g., +123456789)
transfer_condition	string	Yes	Condition under which the call should be transferred

Response: 200 OK

```
{
  "status": "ok",
  "response": {
    "key": "a19da8ff-c89e-4628-94b6-d81193f883c6"
  }
}
```

Response Fields

Field	Type	Description
status	string	Status of the request (e.g., "ok")
response	object	Contains the new entry key
key	string	Unique identifier for the created phone book entry

Errors

Code	Description
400	Bad Request – missing or invalid phone number / condition
401	Unauthorized – missing or invalid token
404	Not Found – phone book ID does not exist

Delete a Phone Book Entry

Removes an existing entry from a specified phone book.

Endpoint

DELETE https://api.synthflow.ai/v2/phonebooks/:phone_book_id/entries/:entry_id
DELETE /v2/phonebooks/:phone_book_id/entries/:entry_id

Example Request

```
curl -X DELETE https://api.synthflow.ai/v2/phonebooks/phone_book_id/entries/entry_id \
-H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
phone_book_id	string	Yes	The ID of the phone book containing the entry
entry_id	string	Yes	The ID of the phone book entry to delete

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>

Response: 200 OK

```
{
  "status": "ok"
}
```

Response Fields

	Field	Type	Description
	<code>status</code>	string	Indicates success (e.g., "ok")

Errors

Code	Description
400	Bad Request – missing or invalid entry ID
401	Unauthorized – missing or invalid token
404	Not Found – phone book or entry does not exist

Page 37

Subaccounts

Create a Subaccount

Creates a new subaccount under your main account. Optionally, you can invite a user to manage the subaccount and/or connect Twilio credentials.

Endpoint

POST `https://api.synthflow.ai/v2/subaccounts`

POST `/v2/subaccounts`

Example Request

```
curl -X POST https://api.synthflow.ai/v2/subaccounts \  
-H "Authorization: Bearer <token>" \  
-H "Content-Type: application/json" \  
-d '{  
  "subaccount_name": "Subaccount name",  
  "user_email": "user@example.com"
```

}

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>
Content-Type	string	Yes	Must be application/json

Request Body Parameters

Name	Type	Required	Description
subaccount_name	string	Yes	Unique name for the new subaccount
user_email	string	Optional	Email of the user invited to the subaccount (generates a sign-in link)
twilio_account_sid	string	Optional	Twilio Account SID to link with this subaccount
twilio_auth_token	string	Optional	Twilio Auth Token for the subaccount
concurrency	integer	Optional	Maximum number of concurrent calls allowed for the subaccount

Response: 200 OK

```
{
  "status": "ok",
  "response": {
    "subaccount_id": "string",
    "api_key": "1728280933011x309238759248988680",
    "user_email": "user@example.com",
    "sign_in_link": "https://fine-tuner.ai/invite/1728283043219x734227403245713700",
    "twilio_connected_successfully": true
  }
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	"ok" if successful
<code>response.subaccount_id</code>	string	Unique ID of the created subaccount
<code>response.api_key</code>	string	API key generated for the subaccount
<code>response.user_email</code>	string	Email of the invited user (if provided)
<code>response.sign_in_link</code>	string	One-time invite link for the user to sign in
<code>response.twilio_connected_successfully</code>	boolean	Whether Twilio credentials were successfully connected

Errors

Code	Description
400	Bad Request – missing <code>subaccount_name</code> or invalid input
401	Unauthorized – missing or invalid token

Page 38



Update a Subaccount

Update the configuration of an existing subaccount. You can change its name, invite users, manage Twilio integration, adjust concurrency, attach/detach pricing tiers, or import/return products from the parent workspace.

Endpoint

PUT https://api.synthflow.ai/v2/subaccounts/:subaccount_id
PUT /v2/subaccounts/:subaccount_id

Example Request

```
curl -X PUT https://api.synthflow.ai/v2/subaccounts/subaccount_id \
-H "Authorization: Bearer <token>" \
-H "Content-Type: application/json" \
-d '{
  "subaccount_name": "Updated Subaccount",
  "invite_user_email": "user@example.com",
  "permissions": {
    "can_manage_agents": true,
    "can_view_reports": true
  },
  "pricing_tiers_attach": [
    { "pricing_tier_id": "tier_123" }
  ],
  "pricing_tiers_detach": [
    { "pricing_tier_id": "tier_456" }
  ],
  "import_subscription": {
    "stripe_subscription_id": "sub_ABC123",
    "customer_id": "cus_XYZ789"
  },
  "twilio_account_sid": "ACXXXXXXXXXXXXXXXX",
  "twilio_auth_token": "your_twilio_auth_token",
  "concurrency": 20,
  "operation_type": "import",
  "products": {
    "phone_numbers": ["+123456789", "+987654321"]
  }
}'
```

Path Parameters

Name	Type	Required	Description
------	------	----------	-------------

<code>subaccount_id</code>	string	Yes	The ID of the subaccount you want to update
----------------------------	--------	-----	---

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>
<code>Content-Type</code>	string	Yes	Must be <code>application/json</code>

Request Body Parameters

Name	Type	Required	Description
<code>subaccount_name</code>	string	Optional	New name for the subaccount
<code>invite_user_email</code>	string	Optional	Email of a user to invite (returns a sign-in link)
<code>permissions</code>	object	Optional	Defines feature access for the subaccount (e.g., manage agents, reports)
<code>pricing_tiers_attach</code>	list of objects	Optional	Pricing tier IDs to add to this subaccount
<code>pricing_tiers_detach</code>	list of objects	Optional	Pricing tier IDs to remove from this subaccount
<code>import_subscription</code>	object	Optional	Import existing Stripe subscription into the subaccount
<code>stripe_subscription_id</code>	string	Optional	ID of the Stripe subscription
<code>customer_id</code>	string	Optional	ID of the Stripe customer
<code>twilio_account_sid</code>	string	Optional	Twilio Account SID
<code>twilio_auth_token</code>	string	Optional	Twilio Auth Token
<code>concurrency</code>	integer	Optional	Maximum number of concurrent calls allowed

operation_type	enum	Optional	Operation type for object handling: import or return
products	object	Optional	Objects to import or return (e.g., phone numbers, agents)

Response: 200 OK

```
{
  "status": "ok",
  "response": {
    "subaccount_id": "subaccount_id",
    "subaccount_name": "Updated Subaccount",
    "invite_user_email": "user@example.com",
    "permissions": {
      "can_manage_agents": true,
      "can_view_reports": true
    },
    "twilio_connected_successfully": true,
    "concurrency": 20
  }
}
```

Response Fields

Field	Type	Description
status	string	"ok" if successful
response.subaccount_id	string	ID of the updated subaccount
response.subaccount_name	string	Updated subaccount name
response.invite_user_email	string	Invited user email (if provided)
response.permissions	object	Subaccount permissions object
response.twilio_connected_successfully	boolean	Whether Twilio credentials were connected successfully

response.concurrency

integer

Updated concurrency limit

Errors

Code	Description
400	Bad Request – Invalid request body or missing required fields
401	Unauthorized – Missing or invalid token
404	Not Found – Subaccount ID does not exist

Page 39



Delete a Subaccount

Deletes an existing subaccount by its ID. This action is irreversible and will remove the subaccount and its related data.

Endpoint

DELETE https://api.synthflow.ai/v2/subaccounts/:subaccount_id
DELETE /v2/subaccounts/:subaccount_id

Example Request

```
curl -X DELETE https://api.synthflow.ai/v2/subaccounts/subaccount_id \  
-H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
------	------	----------	-------------

<code>subaccount_id</code>	string	Yes	The ID of the subaccount you want to delete
----------------------------	--------	-----	---

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "ok"
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	<code>"ok"</code> if the deletion was successful

Errors

Code	Description
400	Bad Request – Invalid request or malformed subaccount ID
401	Unauthorized – Missing or invalid token
404	Not Found – Subaccount ID does not exist



Retrieves detailed metadata about a specific subaccount by its ID.

Endpoint

GET `https://api.synthflow.ai/v2/subaccounts/:subaccount_id`

GET `/v2/subaccounts/:subaccount_id`

Example Request

```
curl https://api.synthflow.ai/v2/subaccounts/subaccount_id \
-H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
<code>subaccount_id</code>	string	Yes	The ID of the subaccount you want to retrieve

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "ok",
  "response": {
    "subaccount_id": "string",
    "subaccount_name": "string",
    "user_email": "string",
    "twilio_connected_successfully": true,
  }
}
```

```
"concurrency": 5
}
}
```

Response Fields

Field	Type	Description
status	string	"ok" if the request was successful
response.subaccount_id	string	The unique ID of the subaccount
response.subaccount_name	string	The name of the subaccount
response.user_email	string	Email of the invited user (if applicable)
response.twilio_connected_successfully	boolean	Whether Twilio was successfully connected
response.concurrency	integer	Maximum calls the subaccount can handle concurrently

Errors

Code	Description
400	Bad Request – Invalid subaccount ID
401	Unauthorized – Missing or invalid token
404	Not Found – Subaccount does not exist

Page 41

List Subaccounts

Retrieves all subaccounts associated with your account.

Endpoint

GET https://api.synthflow.ai/v2/subaccounts/
GET /v2/subaccounts/

Example Request

```
curl https://api.synthflow.ai/v2/subaccounts/ \  
-H "Authorization: Bearer <token>"
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>

Response: 200 OK

```
{  
  "status": "ok",  
  "response": [  
    {  
      "subaccount_id": "sub_12345",  
      "subaccount_name": "Marketing Team",  
      "user_email": "user1@example.com",  
      "twilio_connected_successfully": true,  
      "concurrency": 3  
    },  
    {  
      "subaccount_id": "sub_67890",  
      "subaccount_name": "Sales Department",  
      "user_email": "user2@example.com",  
      "twilio_connected_successfully": false,  
      "concurrency": 2  
    }  
  ]  
}
```

Response Fields

Field	Type	Description
status	string	"ok" if the request was successful
response	array	List of subaccounts
response[].subaccount_id	string	Unique ID of the subaccount
response[].subaccount_name	string	The name of the subaccount
response[].user_email	string	Email of the invited user (if applicable)
response[].twilio_connected_successfully	boolean	Whether Twilio was successfully connected
response[].concurrency	integer	Maximum calls the subaccount can handle concurrently

Errors

Code	Description
400	Bad Request – Could not retrieve subaccounts
401	Unauthorized – Missing or invalid token

Page 42

Contacts

Create a Contact

Creates a new contact within your account.

Endpoint

POST <https://api.synthflow.ai/v2/contacts/>
 POST /v2/contacts/

Example Request

```
curl -X POST https://api.synthflow.ai/v2/contacts/\  
  -H "Authorization: Bearer <token>" \  
  -H "Content-Type: application/json" \  
  -d '{  
    "name": "John Doe",  
    "phone_number": "+15551234567",  
    "email": "johndoe@example.com",  
    "contact_metadata": {  
      "source": "LinkedIn",  
      "notes": "Requested demo"  
    }  
  }'
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>
Content-Type	string	Yes	Must be <code>application/json</code>

Request Body Parameters

Field	Type	Required	Description
name	string	No	The contact’s full name
phone_number	string	No	The contact’s phone number (E.164 format recommended)
email	string	No	The contact’s email address
contact_metadata	object	No	Additional metadata (e.g., source, notes, tags)

Response: 200 OK

```
{
```

```
"status": "ok",
"response": {
  "id": "9ad09ad3-9c22-441e-ae35-c05016a09786"
}
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	"ok" if the request was successful
<code>response</code>	object	The created contact details
<code>response.id</code>	string	The unique ID of the new contact

Errors

Code	Description
400	Bad Request – Invalid input
401	Unauthorized – Missing or invalid token

Page 43

List Contacts

Retrieves a paginated list of contacts in your workspace.

Endpoint

GET <https://api.synthflow.ai/v2/contacts/>
GET </v2/contacts/>

Example Request

```
curl https://api.synthflow.ai/v2/contacts/ \
-H "Authorization: Bearer <token>"
```

With a search filter:

```
curl "https://api.synthflow.ai/v2/contacts/?search=+123456789" \  
-H "Authorization: Bearer <token>"
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>

Query Parameters

Field	Type	Required	Description
search	string	No	Filters results by contact phone number

Response: 200 OK

```
{  
  "status": "ok",  
  "response": {  
    "items": [  
      {  
        "id": "9ad09ad3-9c22-441e-ae35-c05016a09786",  
        "name": "test",  
        "phone_number": "+123456789",  
        "email": "email@synthflow.ai",  
        "contact_metadata": {},  
        "workspace_id": "abc",  
        "created_at": "2025-07-25T20:08:18.906448+00:00",  
        "updated_at": "2025-07-25T20:08:18.906448+00:00",  
        "memory_store_ids": [  
          "string"  
        ]  
      }  
    ]  
  }  
}
```

```
],  
  "total": 1,  
  "page_size": 10,  
  "page_number": 1  
}  
}
```

Response Fields

Top-level

Field	Type	Description
<code>status</code>	string	"ok" if the request was successful
<code>response</code>	object	Container for the contacts list

`response` object

Field	Type	Description
<code>items</code>	array	List of contact objects
<code>total</code>	int	Total number of contacts matching the query
<code>page_size</code>	int	Number of contacts returned per page
<code>page_number</code>	int	Current page number

Contact object (`items[]`)

Field	Type	Description
<code>id</code>	string	Unique ID of the contact
<code>name</code>	string	Contact's name
<code>phone_number</code>	string	Contact's phone number
<code>email</code>	string	Contact's email
<code>contact_metadata</code>	object	Additional metadata for the contact

<code>workspace_id</code>	string	ID of the workspace the contact belongs to
<code>created_at</code>	datetime	Timestamp when the contact was created
<code>updated_at</code>	datetime	Timestamp when the contact was last updated
<code>memory_store_ids</code>	array	List of memory store IDs linked to the contact

Errors

Code	Description
400	Bad Request – Invalid input
401	Unauthorized – Missing or invalid token

Page 44

Get a Contact

Retrieves detailed metadata about a specific contact by ID.

Endpoint

GET `https://api.synthflow.ai/v2/contacts/:contact_id`
 GET `/v2/contacts/:contact_id`

Example Request

```
curl https://api.synthflow.ai/v2/contacts/contact_id \
  -H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
<code>contact_id</code>	string	Yes	Unique ID of the contact to retrieve

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>

Response: 200 OK

```
{
  "status": "ok",
  "response": {
    "id": "6e23e60b-2d7f-4d32-9746-376380dfafcf",
    "name": "test2",
    "phone_number": "+123456789",
    "email": "test@synthflow.ai",
    "contact_metadata": {
      "company": "abc"
    },
    "workspace_id": "abc",
    "created_at": "2025-07-25T20:10:58.213615+00:00",
    "updated_at": "2025-07-25T20:11:06.710776+00:00",
    "memory_store_ids": [
      "string"
    ]
  }
}
```

Response Fields

Top-level

Field	Type	Description
status	string	"ok" if the request was successful
response	object	Contact object containing details

Contact object (response)

Field	Type	Description
id	string	Unique ID of the contact
name	string	Contact's name
phone_number	string	Contact's phone number
email	string	Contact's email
contact_metadata	object	Additional metadata (e.g., company info)
workspace_id	string	ID of the workspace the contact belongs to
created_at	datetime	Timestamp when the contact was created
updated_at	datetime	Timestamp when the contact was last updated
memory_store_ids	array	List of memory store IDs linked to the contact

Errors

Code	Description
400	Bad Request – Invalid input
401	Unauthorized – Missing or invalid token
404	Not Found – Contact ID does not exist

Page 45

Update a Contact

Updates the details of a specific contact by ID.

Endpoint

PATCH https://api.synthflow.ai/v2/contacts/:contact_id

PATCH /v2/contacts/:contact_id

Example Request

```
curl -X PATCH https://api.synthflow.ai/v2/contacts/contact_id \
-H "Authorization: Bearer <token>" \
-H "Content-Type: application/json" \
-d '{
  "name": "John Doe",
  "phone_number": "+1987654321",
  "email": "john.doe@example.com",
  "contact_metadata": {
    "company": "Example Corp",
    "position": "Manager"
  }
}'
```

Path Parameters

Name	Type	Required	Description
contact_id	string	Yes	Unique ID of the contact to update

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>
Content-Type	string	Yes	Must be "application/json"

Request Body

This endpoint expects an object. All fields are optional.

Field	Type	Description
name	string	Contact's name
phone_number	string	Contact's phone number

<code>email</code>	string	Contact's email
<code>contact_metadata</code>	object	Additional metadata (e.g., company, job title, notes)

Response: 200 OK

```
{
  "status": "ok"
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	"ok" if the update was successful

Errors

Code	Description
400	Bad Request – Invalid input
401	Unauthorized – Missing or invalid token
404	Not Found – Contact ID does not exist

Page 46

Delete a Contact

Deletes a specific contact by ID.

Endpoint

DELETE https://api.synthflow.ai/v2/contacts/:contact_id
 DELETE /v2/contacts/:contact_id

Example Request

```
curl -X DELETE https://api.synthflow.ai/v2/contacts/contact_id \
-H "Authorization: Bearer <token>"
```

Path Parameters

Name	Type	Required	Description
<code>contact_id</code>	string	Yes	Unique ID of the contact to delete

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication in the form: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "ok"
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	<code>"ok"</code> if the contact was successfully deleted

Errors

Code	Description
400	Bad Request – Invalid input
401	Unauthorized – Missing or invalid token
404	Not Found – Contact ID does not exist

Create a Memory Store

Creates a new memory store in your workspace.

Endpoint

POST https://api.synthflow.ai/v2/memory_stores

POST /v2/memory_stores

Example Request

```
curl -X POST https://api.synthflow.ai/v2/memory_stores \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "title": "Inbound Healthcare Customers",
    "description": "test"
  }'
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication in the form: Bearer <token>

Request Body

Field	Type	Required	Description
title	string	No	Memory store name
description	string	No	Description of the memory store

Response: 200 OK

```

{
  "status": "ok",
  "response": {
    "id": "9ad09ad3-9c22-441e-ae35-c05016a09786",
    "title": "Inbound Healthcare Customers",
    "description": "test",
    "workspace_id": "test",
    "number_of_contacts": 0,
    "number_of_agents": 0,
    "created_at": "2025-08-07T18:20:11.948299Z",
    "updated_at": "2025-08-07T18:20:11.948299Z"
  }
}

```

Response Fields

Field	Type	Description
<code>id</code>	string	Memory store ID
<code>title</code>	string	Memory store name
<code>description</code>	string	Memory store description
<code>workspace_id</code>	string	ID of the workspace
<code>number_of_contacts</code>	integer	Count of contacts in the memory store
<code>number_of_agents</code>	integer	Count of agents linked
<code>created_at</code>	string	Timestamp of creation
<code>updated_at</code>	string	Timestamp of last update

Errors

Code	Description
400	Bad Request – Invalid input
401	Unauthorized – Missing or invalid token

List Memory Stores

Retrieves a list of all memory stores in your workspace.

Endpoint

GET `https://api.synthflow.ai/v2/memory_stores`
GET `/v2/memory_stores`

Example Request

```
curl https://api.synthflow.ai/v2/memory_stores \
-H "Authorization: Bearer <token>"
```

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication: <code>Bearer <token></code>

Query Parameters

Parameter	Type	Required	Description
search	string	No	Filter memory stores by title

Response: 200 OK

```
{
  "status": "ok",
  "response": {
    "items": [
      {
        "id": "9ad09ad3-9c22-441e-ae35-c05016a09786",
        "title": "test",
        "workspace_id": "abc",
        "created_at": "2025-07-25T20:08:18.906448+00:00",
```

```
{
  "updated_at": "2025-07-25T20:08:18.906448+00:00",
  "contact_ids": [
    "string"
  ]
},
{
  "total": 1,
  "page_size": 10,
  "page_number": 1
}
}
```

Response Fields

Field	Type	Description
id	string	Memory store ID
title	string	Memory store title
workspace_id	string	Workspace ID
created_at	string	Creation timestamp
updated_at	string	Last update timestamp
contact_ids	array	List of contact IDs associated
total	integer	Total memory stores
page_size	integer	Number of items per page
page_number	integer	Current page number

Errors

Code	Description
400	Bad Request – Invalid input
401	Unauthorized – Missing or invalid token

Update a Memory Store

Updates the details of a specific memory store by ID.

Endpoint

PATCH `https://api.synthflow.ai/v2/memory_stores/:memory_store_id`
PATCH `/v2/memory_stores/:memory_store_id`

Example Request

```
curl -X PATCH https://api.synthflow.ai/v2/memory_stores/memory_store_id \
  -H "Authorization: Bearer <token>" \
  -H "Content-Type: application/json" \
  -d '{
    "title": "Updated Memory Store",
    "description": "Updated description"
  }'
```

Path Parameters

Parameter	Type	Required	Description
<code>memory_store_id</code>	string	Yes	The ID of the memory store to update

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication: <code>Bearer <token></code>
<code>Content-Type</code>	string	Yes	<code>application/json</code>

Request Body

Field	Type	Required	Description
title	string	No	Memory store name
description	string	No	Memory store description

Response: 200 OK

```
{
  "id": "3d2d52ff-c248-47a3-a1bb-ae320ba494cf"
}
```

Response Fields

Field	Type	Description
id	string	ID of the updated memory store

Errors

Code	Description
400	Bad Request – Invalid input
401	Unauthorized – Missing or invalid token

Page 50

Delete a Memory Store

Deletes a specific memory store by ID.

Endpoint

DELETE https://api.synthflow.ai/v2/memory_stores/:memory_store_id
DELETE /v2/memory_stores/:memory_store_id

Example Request

```
curl -X DELETE https://api.synthflow.ai/v2/memory_stores/memory_store_id \
```

-H "Authorization: Bearer <token>"

Path Parameters

Parameter	Type	Required	Description
<code>memory_store_id</code>	string	Yes	The ID of the memory store to delete

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "ok"
}
```

Response Fields

Field	Type	Description
<code>status</code>	string	Indicates if the deletion was successful

Errors

Code	Description
400	Bad Request – Invalid or missing <code>memory_store_id</code>
401	Unauthorized – Missing or invalid token

Get a Memory Store

Retrieves detailed metadata about a specific memory store by ID.

Endpoint

GET https://api.synthflow.ai/v2/memory_stores/:memory_store_id
GET /v2/memory_stores/:memory_store_id

Example Request

```
curl https://api.synthflow.ai/v2/memory_stores/memory_store_id \  
-H "Authorization: Bearer <token>"
```

Path Parameters

Parameter	Type	Required	Description
memory_store_id	string	Yes	The ID of the memory store to retrieve

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication: Bearer <token>

Response: 200 OK

```
{  
  "status": "ok",  
  "response": {  
    "id": "ec5ffb64-58c2-4b4d-a913-acf6568dbe99",  
    "title": "test",  
    "workspace_id": "abc",  
    "created_at": "2025-07-25T20:22:12.827762+00:00",  
    "updated_at": "2025-07-25T20:22:12.827762+00:00",  
    "contact_ids": [  
      "string"  
    ]  
  }  
}
```

Response Fields

Field	Type	Description
<code>id</code>	string	Memory store ID
<code>title</code>	string	Memory store name
<code>workspace_id</code>	string	Workspace ID associated with the store
<code>created_at</code>	datetime	Timestamp when the store was created
<code>updated_at</code>	datetime	Timestamp of the last update
<code>contact_ids</code>	array	List of contact IDs associated with this memory store

Errors

Code	Description
400	Bad Request – Invalid or missing <code>memory_store_id</code>
401	Unauthorized – Missing or invalid token

Page 52

Attach a Memory Store to an Agent

Associates a memory store with a specific agent so the agent can access its contacts and data.

Endpoint

POST `https://api.synthflow.ai/v2/memory_stores/:memory_store_id/assistants/:assistant_id/attach`
POST `/v2/memory_stores/:memory_store_id/assistants/:assistant_id/attach`

Example Request

```
curl -X POST
https://api.synthflow.ai/v2/memory_stores/memory_store_id/assistants/assistant_id/attach \
-H "Authorization: Bearer <token>"
```

Path Parameters

Parameter	Type	Required	Description
<code>memory_store_id</code>	string	Optional	ID of the memory store to attach
<code>assistant_id</code>	string	Optional	Model ID of the agent to attach to

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication: <code>Bearer <token></code>

Response: 200 OK

```
{  
  "status": "ok"  
}
```

Errors

Code	Description
400	Bad Request – Invalid memory store or assistant ID
401	Unauthorized – Missing or invalid token

Page 53

Detach a Memory Store from an Agent

Removes the association between a memory store and an agent, so the agent no longer has access to its contacts and data.

Endpoint

POST https://api.synthflow.ai/v2/memory_stores/:memory_store_id/assistants/:assistant_id/detach

POST /v2/memory_stores/:memory_store_id/assistants/:assistant_id/detach

Example Request

curl -X POST

https://api.synthflow.ai/v2/memory_stores/memory_store_id/assistants/assistant_id/detach \\\n-H "Authorization: Bearer <token>"

Path Parameters

Parameter	Type	Required	Description
memory_store_id	string	Optional	ID of the memory store to detach
assistant_id	string	Optional	Model ID of the agent to detach from

Headers

Name	Type	Required	Description
Authorization	string	Yes	Bearer authentication: Bearer <token>

Response: 200 OK

```
{\n  "status": "ok"\n}
```

Errors

Code	Description
400	Bad Request – Invalid memory store or assistant ID
401	Unauthorized – Missing or invalid token

Get Data for a Specific Memory Store and Contact

Retrieves the memory data associated with a particular contact inside a memory store.

Endpoint

GET `https://api.synthflow.ai/v2/memory_stores/:memory_store_id/contacts/:contact_id/memory_data`
GET `/v2/memory_stores/:memory_store_id/contacts/:contact_id/memory_data`

Example Request

```
curl https://api.synthflow.ai/v2/memory_stores/memory_store_id/contacts/contact_id/memory_data \
-H "Authorization: Bearer <token>"
```

Path Parameters

Parameter	Type	Required	Description
<code>memory_store_id</code>	string	Optional	ID of the memory store
<code>contact_id</code>	string	Optional	ID of the contact

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "ok",
  "response": {
    "memory_store_id": "19f62a6e-2073-4d3b-9cfd-178f90bb950b",
    "memory_store_title": "test memory",
    "memory": "abc abc asdaiosdnai",
  }
}
```

```
"created_at": "2025-07-25T17:20:06.150341+00:00",  
"updated_at": "2025-07-25T17:20:06.150341+00:00"  
}  
}
```

Returned Properties

Property	Type	Description
<code>memory_store_id</code>	string	ID of the memory store
<code>memory_store_title</code>	string	Title of the memory store
<code>memory</code>	string	Memory content related to the contact
<code>created_at</code>	string	Timestamp when memory was created
<code>updated_at</code>	string	Timestamp when memory was last updated

This endpoint is useful to **retrieve historical or stored contextual data** for a contact in a memory store, which agents can use to provide personalized responses.

Page 55

Attach a Contact to a Memory Store

This endpoint links a specific contact to a memory store so that the contact's data can be stored and accessed within that memory store.

Endpoint

POST `https://api.synthflow.ai/v2/memory_stores/:memory_store_id/contacts/:contact_id/attach`
POST `/v2/memory_stores/:memory_store_id/contacts/:contact_id/attach`

Example Request

```
curl -X POST https://api.synthflow.ai/v2/memory_stores/memory_store_id/contacts/contact_id/attach \  
-H "Authorization: Bearer <token>"
```

Path Parameters

Parameter	Type	Required	Description
<code>memory_store_id</code>	string	Optional	ID of the memory store
<code>contact_id</code>	string	Optional	ID of the contact

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "ok"
}
```

- Indicates that the contact was successfully attached to the memory store.

This is useful when you want a **contact's interactions, context, or memory** to be stored in a particular memory store for agents to access during conversations.

Page 56

Detach a Contact from a Memory Store

This endpoint removes a contact from a memory store, so the contact's data is no longer linked to that memory store.

Endpoint

POST `https://api.synthflow.ai/v2/memory_stores/:memory_store_id/contacts/:contact_id/detach`
 POST `/v2/memory_stores/:memory_store_id/contacts/:contact_id/detach`

Example Request

```
curl -X POST https://api.synthflow.ai/v2/memory_stores/memory_store_id/contacts/contact_id/detach \
-H "Authorization: Bearer <token>"
```

Path Parameters

Parameter	Type	Required	Description
<code>memory_store_id</code>	string	Optional	ID of the memory store
<code>contact_id</code>	string	Optional	ID of the contact

Headers

Name	Type	Required	Description
<code>Authorization</code>	string	Yes	Bearer authentication: <code>Bearer <token></code>

Response: 200 OK

```
{
  "status": "ok"
}
```

- Indicates that the contact was successfully detached from the memory store.

This is useful for **removing a contact's data from an agent's memory context** or cleaning up memory stores that are no longer needed for specific contacts.