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Click 2 Call

# 1. Click 2 Call

Click 2 Call enables executing direct phone calls, with just the click of a button. It's super easy to implement and integrate, using our ready-to-use code. This great and versatile API integration can really make a difference, wherever you assimilate it:

- Initiating phone-calls from any available representative or salesperson - automatically! (Great performance booster, fully personalize to any duration).
- Trigger and initiate an automatic call-back to any 'Contact us' lead or customer, the moment they click the 'Apply/Send' button. Imagine their WOW, and your conversion rates.
- Integrate click 2 call to your CRM, will improve your performance and make sure you fully-deliver your SLA ([http://en.wikipedia.org/wiki/Service-level\\_agreement](http://en.wikipedia.org/wiki/Service-level_agreement)) as endorsed.

## 1.1. General Click to Call API description:

### API URL:

<https://api.voicenter.co.il/forwardDialer/click2call.aspx>

### Example:

[https://api.voicenter.co.il/ForwardDialer/click2call.](https://api.voicenter.co.il/ForwardDialer/click2call.aspx?phone=057XXXXXXX&target=03XXXXXXX&code=XXXXXXXXXXXX&action=call)

[aspx?phone=057XXXXXXX&target=03XXXXXXX&code=XXXXXXXXXXXX&action=call](https://api.voicenter.co.il/ForwardDialer/click2call.aspx?phone=057XXXXXXX&target=03XXXXXXX&code=XXXXXXXXXXXX&action=call)

### This API allows you to initiate any of the following 3 types of calls:

1. Simple call
2. Dial & play record
3. Conference call

### Acceptable request types:

1. POST
2. GET

### Possible Response formats:

To control the format of the response please provide your desired format in the request:

1. XML (default)
2. JSON

## 1.2. Call parameters

Parameter	Description	Appearance
<b>Phone</b>	First destination to dial. Phone number or Starkey/ Voicenter extension. Phone should be in E164 format, but without the leading plus (+) sign. If the phone is Israeli, format can be 0***** too. In case of dialing to an extension behind a SIP Trunk, please set Phone=SIPTRUNK. In case of extension dependency on user login please et phone=logincode phonelogincode=[login code]	Mandatory
<b>target</b>	Second destination to dial. Phone number or Starkey/ Voicenter extension. Phone should be in E164 format, but without the leading plus (+) sign. If the Target is Israeli, format can be 0***** too.	Mandatory
<b>code</b>	Caller identity	Mandatory
<b>action</b>	Call (action=call)	Mandatory
<b>record</b>	Record the call Acceptable values: true / false If not provided set to false.	Optional
<b>phonecallerid</b>	Caller id of the phone Not supported by all providers	Optional
<b>phonecallername</b>	Caller name of the phone Not supported by all providers	Optional
<b>targetcallerid</b>	Caller id of the target Not supported by all providers	Optional
<b>targetcallername</b>	Caller name of the target Not supported by all providers	Optional
<b>phonemaxdialtime</b>	phone maximum dial time, in seconds. If not provided set to 60 seconds.	Optional
<b>targetmaxdialtime</b>	target maximum dial time, in seconds. If not provided set to 60 seconds.	Optional
<b>maxduration</b>	Maximum call duration in seconds. If not provided set to 7200 seconds.	Optional
<b>phoneautoanswer</b>	Only for Starkey / Voicenter extensions Expecting for true or 1 for phone automatic answer If not specified set to false	Optional
<b>targetautoanswer</b>	Only for Starkey / Voicenter extensions Expecting for true or 1 for target automatic answer If not specified set to false	Optional
<b>checkphonedevicestate</b>	Block call if extension offline	Optional
<b>checktargetdevicestate</b>	Block call if extension offline	Optional
<b>language</b>	Specify language for system recordings/prompts/etc.. Acceptable format is [he/en/ru/ etc...]	Optional
<b>vm_id</b>	Voicemail code. Only n case phone is Starkey /Voicenter extension	Optional
<b>format</b>	Control the format of the response Possible formats : • XML • JSON The default is XML	Optional
<b>var_*</b>	Any custom parameter with "var_" prefix. For example: var_customer=2342 This parameter used in: • Voicenter chrome notification extension • Voicenter desktop notification program • CDR to CRM API The limit is 10 parameters.	Optional

### 1.3. Message (Dial & Play voice message)

Parameter	Description	Appearance
<b>Phone</b>	First destination to dial Phone number or Starkey / Voicenter extension Phone format can be 0***** as well as 972*****	Mandatory
<b>code</b>	Caller identity	Mandatory
<b>action</b>	Message (action=message)	Mandatory
<b>pre_rec</b>	Name of the record without extension First record to play	Optional
<b>Dtmf</b>	Numeric sequence Will be played number by number	Optional
<b>loop_rec</b>	After -number record ( without extension )	Optional
<b>post_rec</b>	Last record to be played (without extension)	Optional
<b>Record</b>	Record the call. Acceptable variables true / false	Optional
<b>targetcallerid</b>	Caller id of the target Not supported by all providers	Optional
<b>targetcallername</b>	Caller name of the target Not supported by all providers	Optional
<b>phonemaxdialtime</b>	In seconds Phone maximum dial time If not provided set to 30	Optional
<b>maxduration</b>	In seconds, Maximum call duration If not provided set to 30.	Optional
<b>phoneautoanswer</b>	Only for Starkey / Voicenter extensions Expecting for true or 1 for phone automatic answer If not specified set to false	Optional

### 1.4. Callference call

Parameter	Description	Appearance
<b>Phone</b>	First destination to dial Phone number or Starkey / Voicenter extension Phone format can be 0***** as well as 972*****	Mandatory
<b>code</b>	Caller identity	Mandatory
<b>action</b>	Callference (action=callference)	Mandatory
<b>bbbcode</b>	Callference entry code	Optional
<b>targetcallerid</b>	Caller id of the target Not supported by all providers	Optional
<b>targetcallername</b>	Caller name of the target Not supported by all providers	Optional
<b>phonemaxdialtime</b>	In seconds Phone maximum dial time If not provided set to 30.	Optional
<b>maxduration</b>	In seconds Maximum call duration If not provided set to 30.	Optional
<b>phoneautoanswer</b>	Only for Starkey / Voicenter extensions. Expecting for true or 1 for phone automatic answer If not specified set to false	Optional

## 1.5. Terminate

Parameter	Description	Appearance
Phone	Voicenter extension To hangup	Mandatory
code	Caller identity	Mandatory
action	terminate (action=terminate)	Mandatory

## 1.6. Response

Response is XML (XML-RPC structure) or JSON

Fields:

### 1. ERRORCODE (Integer) List

Code	Description
0	OK
1	Invalid request parameters
2	Application error
3	Extension representative offline
4	Extension blocked for Click2Call calls

### 2. ERRORMESSAGE (String)

A short sentence describing the

### 3. CALLID

String (32 chars)

Unique code of the call

In case of failure is empty

## XML response Example:

```

1 <methodResponse>
2   <params>
3     <param>
4       <value>
5         <struct>
6           <member>
7             <name>ERRORCODE</name>
8             <value><string>1</string></value>
9           </member>
10          <member>
11            <name>ERRORMESSAGE</name>
12            <value><string>Phone is missing</string></value>
13          </member>
14          <member>
15            <name>CALLID</name>
16            <value><string></string></value>
17          </member>
18        </struct>
19      </value>
20    </param>
21  </params>
22 </methodResponse>
  
```

### JSON response Example:

```
1 {
2     "ERRORCODE":0,
3     "ERRORMESSAGE":"OK",
4     "CALLID":"sdfsdfsdfsdfsdfsdfsdfsdfsdf0brp"
5 }
```

### 1.7. PHP Sample ( with XML response )

```
1 $params="code=$code&phone=$voicenter_code_phone&phonecallerid=0500000000&target=$target
2 &targetcallerid=$target&record=true";
3 $ch = curl_init("https://api.voicenter.co.il/ForwardDialer/click2call.aspx");
4 curl_setopt($ch, CURLOPT_POST,1);
5 curl_setopt($ch, CURLOPT_POSTFIELDS , $params);
6 curl_setopt($ch, CURLOPT_RETURNTRANSFER ,1);
7 $response = curl_exec($ch);
8 $callid = return_callid_from_string($response );
9 function return_callid_from_string($str) {
10     $xml_str = simplexml_load_string($str);
11     foreach($xml_str->params->param->value->struct->member as $a){
12         if($a->name == "CALLID") { return $a->value->string; }
13     }
14 }
```