



6

Dialer API

6. Dialer API

6.1. Add Call to campaign;

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/AddCall>

Parameter list:

Name	Type	Appearance	Description
Campaign	string	mandatory	Campaign unique code.
Target	phone	mandatory	Campaign target, usually phone number of the customer / client / etc.
Callerid	phone	optional	Caller identification for the target (phone number that customer will see on his phone display). If not appears or comes empty, the dialer system will try to apply caller id in below priority: 1. Try to find dynamic caller id for target country. 2. Get caller id from worker's extension. 3. Get caller id from campaign settings. In case you want to hide caller id use "Anonymous"
OriginateTime	epoch	optional	Time to originate the call in Unix time epoch. Not available on all campaign types.
CustomerName	string	optional	Name of the customer
Priority	integer	optional	Priority of the call in current campaign. Calls with higher priority will be originated before others.
var_CustomData	string	optional	Any custom data. Will be used in popup notification or CDR to CRM systems. When using GET/POST, send all custom variables with "var_" prefix. In case of JSON usage send all custom variables with "var_" prefix as part of "CustomData" object.

REQUEST EXAMPLES

JSON

```

1  {
2    "Campaign": "xxxxxxxx",
3    "Target": "0502454545",
4    "CustomerName": "John Doe"
5    "Priority": 42,
6    "CustomData": {
7      "var_test1": 1,
8      "var_test2": "some value"
9    }
10 }
```

GET

```

1 https://api.voicenter.co.il/ForwardDialer/Dialer/AddCall?Campaign=xxxx&Target=yyyyy&-
2 var_test1=1&var_test2=somevalue
```

RESPONSE

```

1  {
2    "ErrorCode": 0,
3    "Description": "OK"
4  }
```

ErrorCode	Description
0	OK
1	Invalid campaign code
2	The target is invalid
3	Unexpected internal error
4	Invalid caller id

6.2. Remove Call from campaign

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/RemoveCall>

EXAMPLES

Request

```
1 | {
2 |   "Campaign": "xxxxxxxxx",
3 |   "Target": "0502454545",
4 | }
```

Response

```
1 | {
2 |   "ErrorCode": 0,
3 |   "Description": "OK"
4 | }
```

6.3. Get campaign list

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/GetCampaignList>

EXAMPLES

Request

```
1 | {
2 |   "Code": "adsdasdasd"
3 | }
```

Response

```
1 | {
2 |   "Data": [
3 |     {
4 |       "Name": "Campaign 1",
5 |       "StatusName": "Enabled",
6 |       "Code": "skdfvnjsivbniviv"
7 |     },
8 |     {
9 |       "Name": "Campaign leads",
10 |      "StatusName": "Disabled",
11 |      "Code": "afmksvosnvo"
12 |     }
13 |   ],
14 |   "ErrorCode": 0,
15 |   "Description": "OK"
16 | }
```

Possible campaign statuses:

1. Enabled
2. Disabled
3. Deleted

6.4. Get Members list

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/GetMembersList>

EXAMPLES

Request

```
{
  "Campaign": "adsdasdasd"
}
```

Response

```
1 {
2   "Data": [
3     {
4       "Member": "syhrhrhr",
5       "DisplayName": "Support 1",
6     },
7     {
8       "Member": "sssssssss",
9       "DisplayName": "Support 8",
10    }
11  ],
12  "ErrorCode": 0,
13  "Description": "OK"
14 }
```

6.5. Remove member

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/RemoveMember>

EXAMPLES

Request

```
1 {
2   "Campaign": "adsdasdasd"
3   "Member": "adsdasdasd"
4 }
5 }
```

Response

```
1 {
2   "Data": {
3     "TotalRemoved": 1,
4   },
5   "ErrorCode": 0,
6   "Description": "OK"
7 }
```

6.6. Add member

Accepts GET, POST and JSON

URL: <https://api.voicenter.co.il/ForwardDialer/Dialer/AddMember>

EXAMPLES

Request

```
1 | {  
2 |     "Campaign": "adsdasdasd"  
3 |     "Member": "adsdasdasd"  
4 | }
```

Response

```
1 | {  
2 |     "Data": {  
3 |         "TotalAdded": 1,  
4 |     },  
5 |     "ErrorCode": 0,  
6 |     "Description": "OK"  
7 | }
```

6.7. Stop campaign

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/StopCampaign>

EXAMPLES

Request

```
1 | {  
2 |     "Campaign": "xxxxxxxxxx"  
3 | }
```

Response

```
1 | {  
2 |     "ErrorCode": 0,  
3 |     "Description": "OK"  
4 | }
```

6.8. Start Campaign

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/StartCampaign>

EXAMPLES

Request

```
1 | {  
2 |   "Campaign": "xxxxxxxxx"  
3 | }
```

Response

```
1 | {  
2 |   "ErrorCode": 0,  
3 |   "Description": "OK"  
4 | }
```

6.9. UpdateCampaignStrategy

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/UpdateCampaignStrategy>

EXAMPLES

Request

```
1 | {  
2 |   "Campaign" : "xxxxxxxxxxxxxxxxxxxxxxxx",  
3 |   "setQueueForMonitoring" : 10000,  
4 |   "setQueueMaximumCallers" : 0,  
5 |   "setCoefficient" : 1  
6 | }
```

Response

```
1 | {  
2 |   "ErrorCode": 0,  
3 |   "Description": "OK"  
4 | }
```

6.10. ClearCampaignCalls

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/ClearCampaignCalls>

EXAMPLES

Request

```
1 {
2   "Campaign" : "xxxxxxxxxxxxxxxxxxxxxxx"
3 }
```

Response

```
1 {
2   ErrorCode: 0,
3   Description: "OK"
4 }
```

6.11. AddCallsBulk

Accepts JSON only !!!

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/AddCallsBulk>

EXAMPLES

Request

```
1 [
2   {
3     "Campaign": "xxxxxxxxxxxxxxxxxxxxxxx",
4     "Target": "0502454545",
5     "CallerID": "072776772",
6     "CallerName": "Dialer",
7     "CustomerName": "Customer 1",
8     "Priority": 1,
9     "CustomData": {
10      "var_test1": 1,
11      "var_tesy2": "some value"
12    }
13  },
14  {
15    "Campaign": "xxxxxxxxxxxxxxxxxxxxxxx",
16    "Target": "0502454545",
17    "CallerID": "072776772",
18    "CallerName": "Dialer",
19    "CustomerName": "Customer 2",
20    "Priority": 2,
21    "CustomData": {
22      "var_test1": 1,
23      "var_tesy2": "some value"
24    }
25  }
26 ]
```

Response

```
1 {
2   "ErrorCode": 0,
3   "Description": "OK"
4 }
```

6.12. GetCampaignPendingCalls

Accepts JSON only !!!

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/GetCampaignPendingCalls>

EXAMPLES

Request

```

1  {
2  |  "Campaign" : "xxxxxxxxxxxxxxxxxxxxxxx"
3  |  }

```

Response

```

1  {
2  |  "Data": {
3  |    "Calls": [
4  |      {
5  |        "Phone": "972544444444",
6  |        "CallerID": "",
7  |        "CallerName": "",
8  |        "OriginateTime": 0,
9  |        "Priority": 0,
10 |        "CustomerName": "Customer",
11 |        "CallStatus": {
12 |          "Status": 1,
13 |          "Description": "Pending"
14 |        },
15 |        "CustomData": {
16 |          "var_test1": 1,
17 |          "var_tesy2": "some value"
18 |        }
19 |      },
20 |      {
21 |        "Phone": "972544444444",
22 |        "CallerID": "",
23 |        "CallerName": "",
24 |        "OriginateTime": 0,
25 |        "Priority": 0,
26 |        "CustomerName": "Customer 1",
27 |        "CallStatus": {
28 |          "Status": 1,
29 |          "Description": "Pending"
30 |        },
31 |        "CustomData": {
32 |          "var_test1": 2,
33 |          "var_tesy2": "some value 2"
34 |        }
35 |      }
36 |    ],
37 |    "Campaign": {
38 |      "Name": "Test campaign",
39 |      "StatusName": "Enabled",
40 |      "TotalPendingCalls": 2,
41 |      "MaxPriority": 0,
42 |      "MinPriority": 0,
43 |      "Code": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx"
44 |    }
45 |  },
46 |  "ErrorCode": 0,
47 |  "Description": "OK"
48 | }

```


6.13. UpdateCall

Parameter list: see AddCall

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/UpdateCall>

EXAMPLES

Request

```
1  {
2    "Campaign": "xxxxxxxx",
3    "Target": "0502454545",
4    "CustomerName" : "John Doe",
5    "Priority" : 42,
6    "CustomData": {
7      "var_test1": 1,
8      "var_tesy2": "some value"
9    }
10 }
```

GET Request

```
1  https://api.voicenter.co.il/ForwardDialer/Dialer/UpdateCall?Campaign=xxxx&Tar-
2  get=yyyy&var_test1=1&var_tesy2=somevalue
```

Response

```
1  {
2    "ErrorCode": 0,
3    "Description": "OK"
4  }
```

6.14. GetCampaignDetails

Accepts GET, POST and JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/GetCampaignDetails>

EXAMPLES

JSON Request

```
1 {
2
3   "Campaign" : " xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx "
4
5 }
```

JSON Response example

```
1 {
2   "Data": {
3     "Name": "Morning messages",
4     "StatusName": "Enabled",
5     "TotalPendingCalls": 1,
6     "MaxPriority": 7,
7     "MinPriority": 7,
8     "Code": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx"
9   },
10  "ErrorCode": 0,
11  "Description": "OK"
12 }
```

6.15. ConfigureIvrCampaign

Accepts JSON

URI: <https://api.voicenter.co.il/ForwardDialer/Dialer/ConfigureIvrCampaign>

EXAMPLES

Request

```
1 {
2   "Campaign": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx",
3   "ConcurrentStrategy": {
4     "setMaxCalls" : 5
5   },
6   "RepresentativeList": [
7     "SIP1",
8     "SIP2",
9     "SIP3"
10  ]
11 }
```

Response

```
1 {
2   "ErrorCode": 0,
3   "Description": "OK"
4 }
```