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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) 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.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
Phone	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
target	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
code	Caller identity	Mandatory
action	Call (action=call)	Mandatory
record	Record the call Acceptable values: true / false If not provided set to false.	Optional
phonecallerid	Caller id of the phone Not supported by all providers	Optional
phonecallername	Caller name of the phone Not supported by all providers	Optional
targetcallerid	Caller id of the target Not supported by all providers	Optional
targetcallername	Caller name of the target Not supported by all providers	Optional
phonemaxdialtime	phone maximum dial time, in seconds. If not provided set to 60 seconds.	Optional
targetmaxdialtime	target maximum dial time, in seconds. If not provided set to 60 seconds.	Optional
maxduration	Maximum call duration in seconds. If not provided set to 7200 seconds.	Optional
phoneautoanswer	Only for Starkey / Voicenter extensions Expecting for true or 1 for phone automatic answer If not specified set to false	Optional
targetautoanswer	Only for Starkey / Voicenter extensions Expecting for true or 1 for target automatic answer If not specified set to false	Optional
checkphonedevicestate	Block call if extension offline	Optional
checktargetdevicestate	Block call if extension offline	Optional
language	Specify language for system recordings/prompts/etc.. Acceptable format is [he/en/ru/ etc...]	Optional
vm_id	Voicemail code. Only n case phone is Starkey /Voicenter extension	Optional
format	Control the format of the response Possible formats : • XML • JSON The default is XML	Optional
var_*	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
Phone	First destination to dial Phone number or Starkey / Voicenter extension Phone format can be 0***** as well as 972*****	Mandatory
code	Caller identity	Mandatory
action	Message (action=message)	Mandatory
pre_rec	Name of the record without extension First record to play	Optional
Dtmf	Numeric sequence Will be played number by number	Optional
loop_rec	After -number record (without extension)	Optional
post_rec	Last record to be played (without extension)	Optional
Record	Record the call. Acceptable variables true / false	Optional
targetcallerid	Caller id of the target Not supported by all providers	Optional
targetcallername	Caller name of the target Not supported by all providers	Optional
phonemaxdialtime	In seconds Phone maximum dial time If not provided set to 30	Optional
maxduration	In seconds, Maximum call duration If not provided set to 30.	Optional
phoneautoanswer	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
Phone	First destination to dial Phone number or Starkey / Voicenter extension Phone format can be 0***** as well as 972*****	Mandatory
code	Caller identity	Mandatory
action	Callference (action=callference)	Mandatory
bbbcode	Callference entry code	Optional
targetcallerid	Caller id of the target Not supported by all providers	Optional
targetcallername	Caller name of the target Not supported by all providers	Optional
phonemaxdialtime	In seconds Phone maximum dial time If not provided set to 30.	Optional
maxduration	In seconds Maximum call duration If not provided set to 30.	Optional
phoneautoanswer	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 }
```