



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 | <p>Caller identification for the target (phone number that customer will see on his phone display).</p> <p>If not appears or comes empty, the dialer system will try to apply caller id in below priority:</p> <ol style="list-style-type: none"> 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. <p>In case you want to hide caller id use "Anonymous"</p> |
| 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 | <p>Any custom data.</p> <p>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.</p> |

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": "afmksvosvo"
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": "adsdasd"
3 |     "Member": "adsdasd"
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": "xxxxxxxxx"
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" : "xxxxxxxxxxxxxxxxxxxxxxxx"
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": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx"
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 }
```