3CLogic REST API

# Introduction

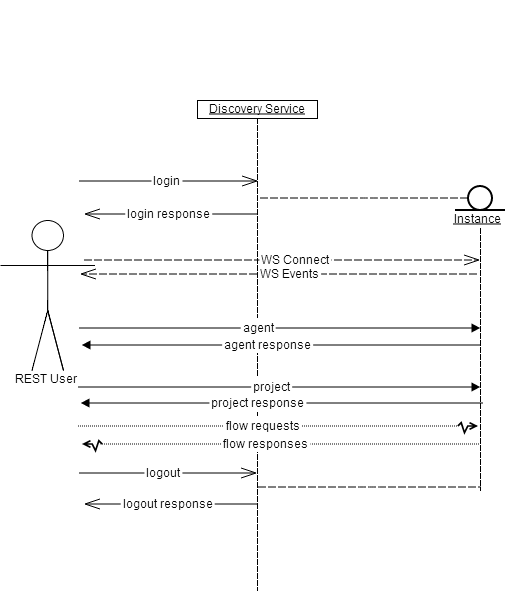
REST API provides a powerful, convenient, and simple Web services API for interacting with 3CLogic. Its advantages include ease of integration and development, and it’s an excellent choice of technology for use with web 2.0 projects.

### Perquisite

* HTML 5.0, Browsers supporting web sockets
* JavaScript
* REST

# Typical REST client flow

3CLogic REST user logs into the 3CLogic service via published 3CLogic Discovery URI. Usually this URI is <https://localhost:8081/ccclogic/api/discovery/instances>. Please contact 3CLogic support if your installation does not identify this URI. This URI provides 3 APIs for logging in, logging out and current state of logged in users. After successful login, REST user receives port addresses for REST and Web Socket services. APIs for agent and project configurations, flow statuses and telephony and business action on flows are available over REST API. REST User can also subscribe to events over Web Socket port. These events include changes in configuration, agent and flow statuses. Figure below is a sample sequence diagram of a typical REST client.



# Discovery

Discovery URI allows API user to login and logout users. This service is available on all machines where 3CLogic application is installed.

Note: *Login and Logout requests are asynchronous. They invoke the action after validating the username, sessions and/or password. The current state of the instance can only be determined by making a GET request to discovery.*

### Discovery

|  |  |
| --- | --- |
| URL | https://localhost:8081/ccclogic/api/discovery/instances |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **[{**  **"HttpPort"**: 8084**,**  **"TimeStamp"**: "/Date(1398850383733)/"**,**  **"Token"**: "<SESSION KEY>"**,**  **"UserName"**: "<USERNAME>"**,**  **"Version"**: "1.0"**,**  **"WebSocketPort"**: 2014  **}]** |
| Description | All sessions in progress. Provides them as array of JSON objects having the username, session and rest and web socket ports. |

### Login

|  |  |
| --- | --- |
| URL | https://localhost:8081/ccclogic/api/discovery/instances |
| HTTP Methods | POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "login"**,**  **"Config"**: **{**  **"Agent"**: true**,**  **"Cti"**: false**,**  **"Forced"**: true  **},**  **"DisconnectAfter"**: 60000**,**  **"Password"**: "<PASSWORD>"**,**  **"Token"**: "<SESSION KEY>"**,**  **"UserName"**: "<USERNAME>"  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | **login** | | **Config.Agent** | **true** | | **Config.Forced** | **true** | | **DisconnectAfter** | **Milliseconds after which the instance will auto-logoff, if no web socket listener exists** | | **Password** | **Agent password** | | **Token** | **Randomly generated session key** | | **UserName** | **Agent username** | |
| Response | **{**  **"Error": null,**  **"Result"**: **{**  **"HttpPort"**: 8084**,**  **"TimeStamp"**: "/Date(1398850383733)/"**,**  **"Token"**: "<SESSION KEY>"**,**  **"UserName"**: "<USERNAME>"**,**  **"ApiVersion"**: "1.0"**,**  **"WebSocketPort"**: 2014  **}**  **}** |
| Response Parameters | |  |  | | --- | --- | | **HttpPort** | **Port address for REST service** | | **WebSocketPort** | **Port address for Web Socket** | | **TimeStamp** | **Date** | | **UserName** | **Agent username** | | **Token** | **Agent session key** | | **ApiVersion** | **1.0** | |
| Description | Login to 3CLogic client. After logging in, the instance loads and configures itself. Once it is available for requests, API user will be able to connect to web socket port. |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 403 : Login Failed | {Error: "Unable to start instance"} | Invalid UserName or Password | |

### Logout

|  |  |
| --- | --- |
| URL | https://localhost:8081/ccclogic/api/discovery/instances |
| HTTP Methods | DELETE, POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "logout"**,**  **"Token"**: "<SESSION KEY>"**,**  **"UserName"**: "<USERNAME>"  **}** |
| Response | **{**  **"Result"**: **{**  **"HttpPort"**: 8084**,**  **"TimeStamp"**: "/Date(1398850383733)/"**,**  **"Token"**: "<SESSION KEY>"**,**  **"UserName"**: "<USERNAME>"**,**  **"ApiVersion"**: "1.0"**,**  **"WebSocketPort"**: 2014  **}**  **}** |
| Description | Logout the user against valid session key. |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 403 : Invalid Token | {**"Error"**: "Unable to perform action logout on node"} | Session in the logout request is invalid | | 404 : Invalid User | {**"Error"**: "Unable to perform action logout on node"} | UserName is invalid | |

# Events

Events can be subscribed by API user on the web socket port provided in the login response. Configuration changes, flow changes and updates are received as events. They are divided in two categories:

### Flow

Flow creation, update and removal events are sent with reason code, Flow

|  |  |  |
| --- | --- | --- |
| **Event** | **Sample** | **Description** |
| NewFlow | **{**  **"Event"**: "NewFlow"**,**  **"Entity"**: "Flow"**,**  **"Result"**: **{**  **"Id"**: "c5e694b7-9443-4cbb-ad25-b109bfd4267f"**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}**  **}** | This event is generated when new flow initiates for the agent. Background flows do not generate NewFlow event. |
| FlowEnded | **{**  **"Event"**: "FlowEnded"**,**  **"Entity"**: "Flow"**,**  **"Result"**: **{**  **"Id"**: "c5e694b7-9443-4cbb-ad25-b109bfd4267f"**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}**  **}** | This event is generated when a flow ends. |
| FlowStatusUpdated | **{**  **"Event"**: "FlowEnded"**,**  **"Entity"**: "Flow"**,**  **"Result"**: **{**  **"Id"**: "c5e694b7-9443-4cbb-ad25-b109bfd4267f"**,**  **"InteractionStatus"**: "Active"**,**  **"CallStatus"**: "Ringing"**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}**  **}** | This event is generated everytime the flow status is updated.  InteractionStatus can have values: Preview, Active, WrapUp.  CallStatus can have values: Dialing, Ringing, InProgress |
| CallMuteStatusUpdated | **{**  **"Event"**: "CallMuteStatusUpdated"**,**  **"Entity"**: "Flow"**,**  **"Result"**: **{**  **"Id"**: "c5e694b7-9443-4cbb-ad25-b109bfd4267f"**,**  **"IsMuted"**: false**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}**  **}** | This event is generated when call is muted/unmuted. |
| CallHoldStatusUpdated | **{**  **"Event"**: "CallMuteStatusUpdated"**,**  **"Entity"**: "Flow"**,**  **"Result"**: **{**  **"Id"**: "c5e694b7-9443-4cbb-ad25-b109bfd4267f"**,**  **"IsOnHold"**: false**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}**  **}** | This event is generated when call is on hold/unheld. |
| LeadInfoAvailable | **{**  **"Event"**: " LeadInfoAvailable"**,**  **"Entity"**: "Flow"**,**  **"Result"**: **{**  **"Id"**: "c5e694b7-9443-4cbb-ad25-b109bfd4267f"**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}**  **}** | This event is generated when lead for the flow is updated. |
| ResultCodeSuggested | **{**  **"Event"**: "ResultCodeSuggested"**,**  **"Entity"**: "Flow"**,**  **"Result"**: **{**  **"Id"**: "c5e694b7-9443-4cbb-ad25-b109bfd4267f"**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}**  **}** | This event is generated when system suggests a result code. |
| TransferStatusUpdated |  |  |
| RecordingStatusUpdated | **{**  **"Event"**: "RecordingStatusUpdated"**,**  **"Entity"**: "Flow"**,**  **"Result"**: **{**  **"Id"**: "c5e694b7-9443-4cbb-ad25-b109bfd4267f"**,**  **"Recording"**: "Paused"**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}**  **}** | This event is generated when recording status for the call changes. |

### Agent

Configuration and presence change events are sent with reason code, Agent

|  |  |  |
| --- | --- | --- |
| **Event** | **Sample** | **Description** |
| PresenceChanged | **{**  **"Event"**: "PresenceChanged"**,**  **"Entity"**: "Agent"**,**  **"Result"**: **{**  **"Id"**: "Preview"**,**  **"Reason"**: ""  **},**  **"TimeStamp"**: "/Date(1398850383733)/"  **}** | This event is generated when Agent Presence is changed. This reflects the current status of Agent. |
| ConfigurationRefreshed | **{**  **"Event"**: "ConfigurationRefreshed"**,**  **"Entity"**: "Agent"**,**  **"TimeStamp"**: "/Date(1398850383733)/"  **}** | This event is generated when configuration affecting the agent is changed. This includes changes in Result Codes, Projects, Caller Id, Agent and Project Variables. |

# REST API

Agent and Project configurations are available to API user via REST port received in login request. The URL for the request is based on the HttpPort address received in the login request. All URLs are relative to the base URL.

### Base URL

http://localhost:<HttpPort>/ccclogic/api/<Version>

### Agent (Complete)

|  |  |
| --- | --- |
| URL | /agent |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **{**  **"AgentStats"**: **{**  **"ActiveDuration"**: 30141**,**  **"AwayDuration"**: 2170607**,**  **"BusyDuration"**: 468106**,**  **"IdleDuration"**: 1890**,**  **"OnlineDuration"**: 662428**,**  **"TotalCalls"**: 2**,**  **"TotalScheduled"**: 0**,**  **"TotalSuccess"**: 0  **},**  **"CallerId"**: ""**,**  **"Id"**: "<UserName>"**,**  **"LoginTime"**: "/Date(1398934872882)/"**,**  **"Name"**: "user"**,**  **"PresenceCodes"**: **[**  **{**  **"Id"**: "Available"**,**  **"Reasons"**: **[ ]**  **},**  **{**  **"Id"**: "Away"**,**  **"Reasons"**: **[ ]**  **},**  **{**  **"Id"**: "Busy"**,**  **"Reasons"**: **[**  "Meeting"**,**  "Lunch"  **]**  **}**  **],**  **"Status"**: **{**  **"Id"**: "Available"**,**  **"Reason"**: ""  **},**  **"RequestedStatus"**: **{**  **"Id"**: "Available"**,**  **"Reason"**: ""  **},**  **"TimeZone"**: "US/Mountain"**,**  **"Variables"**: **[**  **{**  **"Key"**: "callcenterid"**,**  **"Value"**: "33"  **},**  **{**  **"Key"**: "agentname"**,**  **"Value"**: "user"  **},**  **{**  **"Key"**: "agentemail"**,**  **"Value"**: "user@email.com"  **},**  **{**  **"Key"**: "agentid"**,**  **"Value"**: "username"  **},**  **{**  **"Key"**: "nodetype"**,**  **"Value"**: "AGENT"  **}**  **],**  **"Version"**: "5.0.36.18495"  **}**  **}** |
| Response Parameters | |  |  | | --- | --- | | **AgentStats** | **Agent Statistics for the session. These include online durations and number of calls.** | | **CallerId** | **CallerId used by agent** | | **TimeStamp** | **Date** | | **LoginTime** | **DateTime when agent logged in** | | **Name** | **Agent’s name** | | **PresenceCodes** | **Array of presence codes that can be selected by agent. Each presence code is an Object with Id as the presence code and Reasons as Array of different reason codes available for the presence code.** | | **TimeZone** | **TimeZone where agent client is running** | | **Status** | **Current status of agent. It can be Preview, Active, WrapUp, Busy, Away or Available. If status is Busy or Away, a ReasonCode may also be available from the ReasonCodes configured for the agent.** | | **RequestedStatus** | **Status selected by agent. It can be Available, Away or Busy. Status may have ReasonCode selected by Agent.** | | **Variables** | **Custom variables created for the Agent with values as a Key and Value pair** | | **Version** | **Instance version** | |
| Description | This request describes the agent. It includes the available presence codes, current status and requested status for agent. It also includes the configured variables and agent stats. |

### Agent (Status)

|  |  |
| --- | --- |
| URL | /agent/status |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **{**  **"Status"**: **{**  **"Id"**: "Available"**,**  **"Reason"**: ""  **},**  **"RequestedStatus"**: **{**  **"Id"**: "Available"**,**  **"Reason"**: ""  **}**  **}**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Status** | **Current status of agent. It can be Preview, Active, WrapUp, Busy, Away or Available. If status is Busy or Away, a ReasonCode may also be available from the ReasonCodes configured for the agent.** | | **RequestedStatus** | **Status selected by agent. It can be Available, Away or Busy. Status may have ReasonCode selected by Agent.** | |
| Description | This request gets the current status of the agent. |

### Agent (Presence Codes)

|  |  |
| --- | --- |
| URL | /agent/presencecodes |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **{**  **"PresenceCodes"**: **[**  **{**  **"Id"**: "Available"**,**  **"Reasons"**: **[ ]**  **},**  **{**  **"Id"**: "Away"**,**  **"Reasons"**: **[ ]**  **},**  **{**  **"Id"**: "Busy"**,**  **"Reasons"**: **[**  "Meeting"**,**  "Lunch"  **]**  **}**  **]**  **}**  **}** |
| Response Parameters | |  |  | | --- | --- | | **PresenceCodes** | **Array of presence codes that can be selected by agent. Each presence code is an Object with Id as the presence code and Reasons as Array of different reason codes available for the presence code.** | |
| Description | This request fetches the available presence codes configured for agent. |

### Agent (Variables)

|  |  |
| --- | --- |
| URL | /agent/variables |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **{**  **"Variables"**: **[**  **{**  **"Key"**: "callcenterid"**,**  **"Value"**: "33"  **},**  **{**  **"Key"**: "agentname"**,**  **"Value"**: "user"  **},**  **{**  **"Key"**: "agentemail"**,**  **"Value"**: "user@email.com"  **},**  **{**  **"Key"**: "agentid"**,**  **"Value"**: "username"  **},**  **{**  **"Key"**: "nodetype"**,**  **"Value"**: "AGENT"  **}**  **]**  **}**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Variables** | **Array of custom variables created for the Agent with values as a Key and Value pair** | |
| Description | This request fetches variables associated with the agent. |

### Agent (Set Status)

|  |  |
| --- | --- |
| URL | /agent/presence |
| HTTP Methods | PUT, POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Id"**: "Busy"**,**  **"Reason"**: "Meeting"  **}** |
| Request Parameters | |  |  | | --- | --- | | **Id** | **Id of the presence code that has to be set after disposing current call.** | | **Reason** | **Reason code associated with the Presence Code** | |
| Response | **{**  **"Error": null,**  **"Result"**: **{**  **"Id"**: "Busy"**,**  **"Reason"**: "Meeting"  **}**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Id** | **Id of the presence code that has to be set after disposing current call.** | | **Reason** | **Reason code associated with the Presence Code** | |
| Description | Set the presence code for agent. Presence code will be updated only when current presence is different from the requested presence. If agent has an undisposed flow, presence will be changed after the call has been disposed. |
| Events | **PresenceChanged** event is generated. It may not generate or generate later, if the requested presence is same as current status or if the agent is active on a flow. |

### Projects (All)

|  |  |
| --- | --- |
| URL | /projects |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **[**  **{**  **"Id"**: 2**,**  **"IsDefault"**: true**,**  **"IsEnabled"**: true**,**  **"Name"**: "Sample Project 1"**,**  **"RequiredResultCodeSelection"**: true**,**  **"ResultCodes"**: **[**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Abandoned"**,**  **"Id"**: "BUSINESS/ABANDONED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Add to DNC"**,**  **"Id"**: "BUSINESS/ADD\_TO\_DNC"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Answering Machine"**,**  **"Id"**: "BUSINESS/ANSWERING\_MACHINE"**,**  **"Reschedule"**: true  **},**  **{**  **"ConfirmSelection"**: true**,**  **"Display"**: "Busy"**,**  **"Id"**: "BUSINESS/BUSY"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Connect"**,**  **"Id"**: "BUSINESS/CONNECT"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Failed"**,**  **"Id"**: "BUSINESS/FAILED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Fax"**,**  **"Id"**: "BUSINESS/FAX"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Wrong Party"**,**  **"Id"**: "BUSINESS/WRONG\_PARTY"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Other"**,**  **"Id"**: "BUSINESS/OTHER"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Transferred"**,**  **"Id"**: "BUSINESS/TRANSFERRED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "No Answer"**,**  **"Id"**: "BUSINESS/NO\_ANSWER"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Timeout"**,**  **"Id"**: "BUSINESS/TIMEOUT"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Network Error"**,**  **"Id"**: "BUSINESS/NETWORK\_ERROR"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Abandoned By Customer"**,**  **"Id"**: "BUSINESS/ABANDONED\_BY\_CUSTOMER"**,**  **"Reschedule"**: false  **}**  **],**  **"Variables"**: **[**  **{**  **"Key"**: "token"**,**  **"Value"**: "sampletoken"  **},**  **{**  **"Key"**: "user"**,**  **"Value"**: "user"  **},**  **{**  **"Key"**: "projectname"**,**  **"Value"**: "Sample Project"  **},**  **{**  **"Key"**: "projectid"**,**  **"Value"**: "2"  **},**  **{**  **"Key"**: "projectfailedcrm"**,**  **"Value"**: ""  **}**  **]**  **},**  **{**  **"Id"**: 1**,**  **...**  **}**  **]**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Id** | **3CLogic Id for project** | | **IsDefault** | **Identifies if the project is a default project. All manual calls happen on default project, unless defined.** | | **IsEnabled** | **Identifies if the project is enabled.** | | **Name** | **Name of the project** | | **Variables** | **Array of custom variable defined for the project.** | | **RequiredResultCodeSelection** | **If result code selection is mandated for the project, this variable will be true.** | | **ResultCodes** | |  |  | | --- | --- | | **Id** | **3CLogic Id for result code** | | **Display** | **User visible name for result code** | | **ConfirmSelection** | **If Agent is required to confirm selected result code, this will be true.** | | **Reschedule** | **If Agent should reschedule on selection of this result code, this will be true** | | |
| Description | This request gets an Array of all the projects assigned to logged-in user. The details have the name, attributes, custom variables and result codes defined for the project. |

### Projects (Individual)

|  |  |
| --- | --- |
| URL | /projects/{Id} |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **{**  **"Id"**: 2**,**  **"IsDefault"**: true**,**  **"IsEnabled"**: true**,**  **"Name"**: "Sample Project 1"**,**  **"RequiredResultCodeSelection"**: true**,**  **"ResultCodes"**: **[**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Abandoned"**,**  **"Id"**: "BUSINESS/ABANDONED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Add to DNC"**,**  **"Id"**: "BUSINESS/ADD\_TO\_DNC"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Answering Machine"**,**  **"Id"**: "BUSINESS/ANSWERING\_MACHINE"**,**  **"Reschedule"**: true  **},**  **{**  **"ConfirmSelection"**: true**,**  **"Display"**: "Busy"**,**  **"Id"**: "BUSINESS/BUSY"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Connect"**,**  **"Id"**: "BUSINESS/CONNECT"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Failed"**,**  **"Id"**: "BUSINESS/FAILED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Fax"**,**  **"Id"**: "BUSINESS/FAX"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Wrong Party"**,**  **"Id"**: "BUSINESS/WRONG\_PARTY"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Other"**,**  **"Id"**: "BUSINESS/OTHER"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Transferred"**,**  **"Id"**: "BUSINESS/TRANSFERRED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "No Answer"**,**  **"Id"**: "BUSINESS/NO\_ANSWER"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Timeout"**,**  **"Id"**: "BUSINESS/TIMEOUT"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Network Error"**,**  **"Id"**: "BUSINESS/NETWORK\_ERROR"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Abandoned By Customer"**,**  **"Id"**: "BUSINESS/ABANDONED\_BY\_CUSTOMER"**,**  **"Reschedule"**: false  **}**  **],**  **"Variables"**: **[**  **{**  **"Key"**: "token"**,**  **"Value"**: "sampletoken"  **},**  **{**  **"Key"**: "user"**,**  **"Value"**: "user"  **},**  **{**  **"Key"**: "projectname"**,**  **"Value"**: "Sample Project"  **},**  **{**  **"Key"**: "projectid"**,**  **"Value"**: "2"  **},**  **{**  **"Key"**: "projectfailedcrm"**,**  **"Value"**: ""  **}**  **]**  **}**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Id** | **3CLogic Id for project** | | **IsDefault** | **Identifies if the project is a default project. All manual calls happen on default project, unless defined.** | | **IsEnabled** | **Identifies if the project is enabled.** | | **Name** | **Name of the project** | | **Variables** | **Array of custom variable defined for the project.** | | **RequiredResultCodeSelection** | **If result code selection is mandated for the project, this variable will be true.** | | **ResultCodes** | |  |  | | --- | --- | | **Id** | **3CLogic Id for result code** | | **Display** | **User visible name for result code** | | **ConfirmSelection** | **If Agent is required to confirm selected result code, this will be true.** | | **Reschedule** | **If Agent should reschedule on selection of this result code, this will be true** | | |
| Description | This request gets individual project assigned to logged-in user. Project is identified by the Id provided in the API. The details have the name, attributes, custom variables and result codes defined for the project. |
| Error | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 404 : Invalid Parameter | {Error: "Project Not Found"} | Invalid Project Id | |

### Project (Result Codes)

|  |  |
| --- | --- |
| URL | /projects/{Id}/resultcodes |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **[**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Abandoned"**,**  **"Id"**: "BUSINESS/ABANDONED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Add to DNC"**,**  **"Id"**: "BUSINESS/ADD\_TO\_DNC"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Answering Machine"**,**  **"Id"**: "BUSINESS/ANSWERING\_MACHINE"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Busy"**,**  **"Id"**: "BUSINESS/BUSY"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Connect"**,**  **"Id"**: "BUSINESS/CONNECT"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Failed"**,**  **"Id"**: "BUSINESS/FAILED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Fax"**,**  **"Id"**: "BUSINESS/FAX"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Reschedule"**,**  **"Id"**: "BUSINESS/RESCHEDULE"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Wrong Party"**,**  **"Id"**: "BUSINESS/WRONG\_PARTY"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Other"**,**  **"Id"**: "BUSINESS/OTHER"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Transferred"**,**  **"Id"**: "BUSINESS/TRANSFERRED"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "No Answer"**,**  **"Id"**: "BUSINESS/NO\_ANSWER"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Timeout"**,**  **"Id"**: "BUSINESS/TIMEOUT"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Network Error"**,**  **"Id"**: "BUSINESS/NETWORK\_ERROR"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Abandoned By Customer"**,**  **"Id"**: "BUSINESS/ABANDONED\_BY\_CUSTOMER"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "Completed"**,**  **"Id"**: "BUSINESS/Completed"**,**  **"Reschedule"**: false  **},**  **{**  **"ConfirmSelection"**: false**,**  **"Display"**: "In Progress"**,**  **"Id"**: "BUSINESS/In Progress"**,**  **"Reschedule"**: false  **}**  **]**  **}** |
| Response Parameters | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **ResultCodes** | |  |  | | --- | --- | | **Id** | **3CLogic Id for result code** | | **Display** | **User visible name for result code** | | **ConfirmSelection** | **If Agent is required to confirm selected result code, this will be true.** | | **Reschedule** | **If Agent should reschedule on selection of this result code, this will be true** | | |
| Description | This request gets result codes defined for the individual project. Project should be assigned to logged-in user. Project is identified by the Id provided in the API request. |
| Error | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 404 : Invalid Parameter | {Error: "Project Not Found"} | Invalid Project Id | |

### Project (Variables)

|  |  |
| --- | --- |
| URL | /projects/{ProjectId}/variables |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **[**  **{**  **"Key"**: "token"**,**  **"Value"**: "token"  **},**  **{**  **"Key"**: "user"**,**  **"Value"**: "user"  **},**  **{**  **"Key"**: "projectname"**,**  **"Value"**: "Sample Project 1"  **},**  **{**  **"Key"**: "projectid"**,**  **"Value"**: "1"  **},**  **{**  **"Key"**: "projectfailedcrm"**,**  **"Value"**: ""  **}**  **]**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Variables** | **Array of custom variable defined for the project.** | |
| Description | This request gets variables defined for the individual project. Project should be assigned to logged-in user. Project is identified by the Id provided in the API request. |
| Error | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 404 : Invalid Parameter | {Error: "Project Not Found"} | Invalid Project Id | |

### Flow (Individual)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id} |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **{**  **"Id"**: "f526c561-5680-47e1-ac71-398f1fb53783"**,**  **"IsManual"**: false**,**  **"IsScheduled"**: false**,**  **"ProjectId"**: 1**,**  **"ResultCode"**: null**,**  **"Status"**: "WrapUp"**,**  **"Type"**: "Outbound"**,**  **"WithLead"**: true**,**  **"Interaction"**: **{**  **"Id"**: "ec97720e-8acc-4232-a62e-af72d8b17fa5"**,**  **"LocalParty"**: "8888888888"**,**  **"RemoteParty"**: "5555555555"**,**  **"Call"**: **{**  **"AmdDetected"**: false**,**  **"Duration"**: 0**,**  **"EndTime"**: -1**,**  **"Id"**: "ec97720e-8acc-4232-a62e-af72d8b17fa5"**,**  **"IsActive"**: false**,**  **"IsFailed"**: false**,**  **"IsMuted"**: false**,**  **"IsOnHold"**: false**,**  **"Recording"**: "Stopped"**,**  **"StartTime"**: -1**,**  **"Status"**: "Finished"  **},**  **"IsTransferred"**: false**,**  **"Participants"**: **[ ]**  **},**  **"IsActive"**: false  **}**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Id** | **Flow Id** | | **ProjectId** | **Project Id in which the call is received or placed.** | | **IsManual** | **True if the flow was instantiated manually.** | | **IsScheduled** | **True if the flow has been instantiated because of callback** | | **ResultCode** | **Current result code of the flow. It may be auto-suggested or set by agent.** | | **Status** | **Current status of the flow. It can be either of Preview, Active and WrapUp** | | **Type** | **Type of call. It can either be Outbound, Inbound or Internal** | | **WithLead** | **True if lead is associated with the flow.** | | **isActive** | **True if the call is still in progress for this flow** | | **Interaction** | |  |  | | --- | --- | | **Id** | **Interaction Id. This is different from Flow Id and can change when call is redialled or transferred from one agent to another. Remains same for a single call.** | | **LocalParty** | **Number on which the call was received or the caller id set for the agent or call center** | | **RemoteParty** | **Lead’s phone number** | | **IsTransferred** | **True if the flow is in WrapUp state and has successfully transferred the call to another endpoint** | | **Participants** | **Array of Flow Ids that are in conference with this flow.** | | **Call** | |  |  | | --- | --- | | **Status** | **Status can be Ringing, Dialling, InProgress or Finished** | | **IsMuted** | **True if call is muted** | | **IsOnHold** | **True if call is on hold** | | **Recording** | **This can be Stopped, Paused or Started** | | **StartTime** | **Start time of current call in the flow** | | **EndTime** | **End time current call in the flow** | | **Duration** | **Duration of current call leg** | | **AmdDetected** | **True if machine determines AMD** | | **Id** | **Call Id** | | | |
| Description | This request gets the flow details. The details includes the start time and status of the flow. Other fields in the response describe the flow |
| Error | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 404 : Call Not Found | {Error: "Call Not Found"} | Invalid Flow Id | |

### Flows (All)

|  |  |
| --- | --- |
| URL | /flows |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **[{**  **"Id"**: "f526c561-5680-47e1-ac71-398f1fb53783"**,**  **"IsManual"**: false**,**  **"IsScheduled"**: false**,**  **"ProjectId"**: 1**,**  **"ResultCode"**: null**,**  **"Status"**: "WrapUp"**,**  **"Type"**: "Outbound"**,**  **"WithLead"**: true**,**  **"Interaction"**: **{**  **"Id"**: "ec97720e-8acc-4232-a62e-af72d8b17fa5"**,**  **"LocalParty"**: "8888888888"**,**  **"RemoteParty"**: "5555555555"**,**  **"Call"**: **{**  **"AmdDetected"**: false**,**  **"Duration"**: 0**,**  **"EndTime"**: -1**,**  **"Id"**: "ec97720e-8acc-4232-a62e-af72d8b17fa5"**,**  **"IsActive"**: false**,**  **"IsFailed"**: false**,**  **"IsMuted"**: false**,**  **"IsOnHold"**: false**,**  **"Recording"**: "Stopped"**,**  **"StartTime"**: -1**,**  **"Status"**: "Finished"  **},**  **"IsTransferred"**: false**,**  **"Participants"**: **[ ]**  **},**  **"IsActive"**: false  **}]**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Id** | **Flow Id** | | **ProjectId** | **Project Id in which the call is received or placed.** | | **IsManual** | **True if the flow was instantiated manually.** | | **IsScheduled** | **True if the flow has been instantiated because of callback** | | **ResultCode** | **Current result code of the flow. It may be auto-suggested or set by agent.** | | **Status** | **Current status of the flow. It can be either of Preview, Active and WrapUp** | | **Type** | **Type of call. It can either be Outbound, Inbound or Internal** | | **WithLead** | **True if lead is associated with the flow.** | | **isActive** | **True if the call is still in progress for this flow** | | **Interaction** | |  |  | | --- | --- | | **Id** | **Interaction Id. This is different from Flow Id and can change when call is redialled or transferred from one agent to another. Remains same for a single call.** | | **LocalParty** | **Number on which the call was received or the caller id set for the agent or call center** | | **RemoteParty** | **Lead’s phone number** | | **IsTransferred** | **True if the flow is in WrapUp state and has successfully transferred the call to another endpoint** | | **Participants** | **Array of Flow Ids that are in conference with this flow.** | | **Call** | |  |  | | --- | --- | | **Status** | **Status can be Ringing, Dialling, InProgress or Finished** | | **IsMuted** | **True if call is muted** | | **IsOnHold** | **True if call is on hold** | | **Recording** | **This can be Stopped, Paused or Started** | | **StartTime** | **Start time of current call in the flow** | | **EndTime** | **End time current call in the flow** | | **Duration** | **Duration of current call leg** | | **AmdDetected** | **True if machine determines AMD** | | **Id** | **Call Id** | | | |
| Description | This request gets the array of flow details. The details includes the start time and status of the flow. Other fields in the response describe the flow |

### Flow (Mute/UnMute/Hold/UnHold)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id} |
| HTTP Methods | PUT,POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "Mute"  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | **Mute/UnMute/Hold/UnHold** | |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow Id on which action was taken.** | |
| Description | Mute/UnMute/Hold/UnHold a flow in progress. There is no-op in case of a flow in preview or wrapup. The state is reset on new interaction. |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 200 : OK | {Error: "CallOnMute"} | If command is Mute and call is already on mute. | | 200 : OK | {Error: "CallNotOnMute"} | If command is UnMute and call is already unmuted. | | 200 : OK | {Error: "CallOnHold"} | If command is Hold and call is already on hold. | | 200 : OK | {Error: "CallNotOnHold"} | If command is UnHold and call is already not on hold. | | 404 : Call Not Found | {Error: "CallNotFound"} | Invalid flow id in request | |
| Events | **CallMuteStatusUpdated** and **FlowStatusUpdated** are generated for successful response. |

### Flow (WrapUp)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id} |
| HTTP Methods | PUT,POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "WrapUp"**,**  **"WrapUpParams"**: **{**  **"AfterFinalizeSetPresenceTo"**: **{**  **"Id"**: "Busy"**,**  **"Reason"**: "Lunch"  **},**  **"CallFields"**: **[**  **{**  **"Key"**: "notes"**,**  **"Value"**: "Sample notes"  **},**  **{**  **"Key"**: "call field 2"**,**  **"Value"**: "Sample call field 2"  **}**  **],**  **"Result"**: "BUSINESS/ABANDONED"  **}**  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | **WrapUp** | | **WrapUpParams** | |  |  | | --- | --- | | **AfterFinalizeSetPresenceTo** | **Id and Reason code for presence to be set up after finalization of current flow. Optional.** | | **CallFields** | **Key/Value pair array of custom call fields.** | | **Result** | **Disposition code to be set on finalization** | | |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow Id on which action was taken.** | |
| Description | WrapUp a flow |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 200 : OK | {Error: "CallNotOnHold"} | If command is UnHold and call is already not on hold. | | 404 : Call Not Found | {Error: "CallNotFound"} | Invalid flow id in request | |
| Events | **FlowEnded** and **PresenceChanged** are generated for successful request. |

### Flow (Transfer)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id} |
| HTTP Methods | PUT,POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "Transfer"**,**  **"Uris"**: **[**  "5555555555"  **]**  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | **Transfer** | | **Uris** | **Array of single external number. More than single external number in this array will result in error.** | |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow Id on which action was taken.** | |
| Description | Cold transfer a call to external number |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 404 : Call Not Found | {Error: "CallNotFound"} | Invalid flow id in request | |
| Events | **FlowStatusUpdated, TransferStatusUpdated** and **PresenceChanged** are generated for successful request. |

### Flow (Call)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id} |
| HTTP Methods | PUT,POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "Call"  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | **Call** | |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow Id on which action was taken.** | |
| Description | Connect a flow to pick up from queue or dial a flow not in progress. |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 200 : OK | {Error: "CallAlreadyInProgress"} | Flow is already in progress and cannot be Called | | 404 : Call Not Found | {Error: "CallNotFound"} | Invalid flow id in request | |
| Events | **FlowStatusUpdated** and **PresenceChanged** are generated for successful request. |

### Flow (Disconnect)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id} |
| HTTP Methods | DELETE,POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "Disconnect"  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | **Disconnect** | |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow Id on which action was taken.** | |
| Description | Disconnect a flow in Progress |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 200 : OK | {Error: "CallNotInProgress"} | If call is not in progress | | 404 : Call Not Found | {Error: "CallNotFound"} | Invalid flow id in request | |
| Events | **FlowStatusChanged** and **PresenceChanged** are generated for successful request. |

### Flow (Redial)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id} |
| HTTP Methods | PUT,POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "Redial"  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | **Redial** | |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow Id on which action was taken.** | |
| Description | Disconnect a flow in Progress |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 200 : OK | {Error: "CallInProgress"} | If call is in progress | | 404 : Call Not Found | {Error: "CallNotFound"} | Invalid flow id in request | |
| Events | **FlowStatusChanged** and **PresenceChanged** are generated for successful request. |

### Flow (Recording)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id} |
| HTTP Methods | PUT,POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "StartRecording/PauseRecording/ResumeRecording/StopRecording"  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | **StartRecording/PauseRecording/ResumeRecording/StopRecording** | |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow Id on which action was taken.** | |
| Description | Start, stop, resume and pause recording on flow. |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 200 : OK | {Error: "RecordingOn"} | If command is StartRecording or ResumeRecording and recording is already in progress | | 200 : OK | {Error: "RecordingStopped"} | If command is StopRecording and recording is already not in progress | | 200 : OK | {Error: "RecordingPaused"} | If command is PauseRecording and recording is already not in progress | | 200 : OK | {Error: "CallNotInProgress"} | If call is not in progress. | | 404 : Call Not Found | {Error: "CallNotFound"} | Invalid flow id in request | |
| Events | **RecordingStatusUpdated** are generated for successful response. |

### Flow (Lead Fields)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id}/lead/fields |
| HTTP Methods | GET |
| HTTP Headers | Content-Type: application/json |
| Response | **{**  **"Error"**: null**,**  **"Result"**: **[**  **{**  **"Name"**: "olsentimezone"**,**  **"Value"**: "US/Central"  **},**  **{**  **"Name"**: "website"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "zippostalcode"**,**  **"Value"**: "32306"  **},**  **{**  **"Name"**: "country"**,**  **"Value"**: "USA"  **},**  **{**  **"Name"**: "homephone"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "id"**,**  **"Value"**: "422"  **},**  **{**  **"Name"**: "mobilephone"**,**  **"Value"**: "18004202244"  **},**  **{**  **"Name"**: "timezone"**,**  **"Value"**: "US/Central"  **},**  **{**  **"Name"**: "requirements"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "lastname"**,**  **"Value"**: "Snyder"  **},**  **{**  **"Name"**: "industry"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "prefix"**,**  **"Value"**: "Ms"  **},**  **{**  **"Name"**: "callable"**,**  **"Value"**: "0"  **},**  **{**  **"Name"**: "revenue"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "noofemployees"**,**  **"Value"**: "5"  **},**  **{**  **"Name"**: "workphone"**,**  **"Value"**: "8602730123"  **},**  **{**  **"Name"**: "company"**,**  **"Value"**: "TNR Corp."  **},**  **{**  **"Name"**: "dnc"**,**  **"Value"**: "0"  **},**  **{**  **"Name"**: "firstname"**,**  **"Value"**: "Kathy"  **},**  **{**  **"Name"**: "creationtime"**,**  **"Value"**: "2014-04-11T00:00:00"  **},**  **{**  **"Name"**: "guid"**,**  **"Value"**: "0f6296fa-5e4c-4b4c-8a44-d04eb0e31ac1"  **},**  **{**  **"Name"**: "street2"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "street1"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "state"**,**  **"Value"**: "CT"  **},**  **{**  **"Name"**: "city"**,**  **"Value"**: "Tallahassee"  **},**  **{**  **"Name"**: "test"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "source"**,**  **"Value"**: "Import"  **},**  **{**  **"Name"**: "email"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "salesforceid"**,**  **"Value"**: "00Q9000000JfoUT"  **},**  **{**  **"Name"**: "street"**,**  **"Value"**: "328 Westcott Building"  **},**  **{**  **"Name"**: "language"**,**  **"Value"**: null  **},**  **{**  **"Name"**: "dialcount"**,**  **"Value"**: 9  **}**  **]**  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Array of Name and Value pair of lead fields. Some of the fields should be** | |
| Description | Get the lead fields for the current flow. Once the flow is disposed, this method will return 404. |
| Error | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 404 : Call Not Found | {Error: "Call Not Found"} | Invalid Flow Id | |

### Flow (Set Lead Fields)

|  |  |
| --- | --- |
| URL | /flows/{Flow Id}/lead/fields |
| HTTP Methods | PUT,POST |
| HTTP Headers | Content-Type: application/json |
| Request | **[**  **{**  **"Name"**: "website"**,**  **"Value"**: "www.3clogic.com"  **},**  **{**  **"Name"**: "zippostalcode"**,**  **"Value"**: "11111"  **}**  **]** |
| Request Parameters |  |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow id of the flow updated** | |
| Description | Updates the fields of lead associated with the flow |
| Error | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 404 : Not Found | {Error: "Not Found"} | Invalid Flow Id | | 404 : Not Found | {Error: "Call Field field1 not Found"} | Invalid field name | |

### Manual Call

|  |  |
| --- | --- |
| URL | /projects/{Project Id}/calls |
| HTTP Methods | POST |
| HTTP Headers | Content-Type: application/json |
| Request | **{**  **"Command"**: "ManualCall",  **"Uri"**: "5555555555"  **}** |
| Request Parameters | |  |  | | --- | --- | | **Command** | ManualCall | | **Uri** | Uri or phone number to be dialled | |
| Response | **{**  **"Error"**: null**,**  **"Result"**: "e234b643-9cce-426d-af91-b95695636cbe"  **}** |
| Response Parameters | |  |  | | --- | --- | | **Result** | **Flow Id of the manual call** | |
| Description | Disconnect a flow in Progress |
| Errors | |  |  |  | | --- | --- | --- | | **Response Code** | **Response** | **Description** | | 404 : Not Found | {Error: "Project Id"} | Invalid project id in request | |  |  |  | |
| Events | **NewFlow** and **PresenceChanged** are generated for successful request. |

# Future API Enhancements

These additions will be done in future versions of API

### Events

|  |  |  |
| --- | --- | --- |
| **Event** | **Entity** | **Description** |
| ConferenceStatusUpdated | Flow | This event will be generated to handle conference scenarios. |
| SystemStatusUpdated | System | This event will be generated to handle system statuses. This is to separate agent login from system. |

### Flow

|  |  |
| --- | --- |
| **API** | **Description** |
| WarmTransfer | Warm Transfer to phone number, contact, uri or existing call |
| BargeIn | BargeIn to another agent |
| Coach/Whisper | Coach/Whisper a barged-in agent |
| Conference | Conference with any phone number, contact, uri or existing calls |
| Flow | Enhance Flow details with start time and WrapUp start time |
| Transfer | Transfer to existing call or contact. Transfer to phone number or external number is available in current version of API. |
| Schedule | Schedule a lead to future date |
| Call Fields | Setter and getter |
| Set Result Code | Setter for flow’s result code |

### Projects

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| **API** | **Description** |
| ProjectQueueFlows | Flows in a project queue, available for pickup. |
| Contacts | Other Agent Ids assigned in the project |