API Document

1. Click2Call

Request:

URI	Method
http://<ipaddress>:5010/api/values?fromno=6501&tono=0502557231&action=makecall	GET

Parameter:

fromno = agent extension number (**e.g:** 6501)

tono = external/customer number (**e.g:** 0502557231)

action = Predefined name (**e.g:** makecall)

Response:

Format	On Success	On Failure

JSON	{
	    "status": 200,
	    "message": "success"
	}
		{
		    "status": 400,
		    "message": "failed"
		}

2. Agent Queue Login/Logout

Request:

URI	Method
http://<ipaddress>:5010/api/values?extension=6501&status=0&action=queuestatus	GET

Parameter:

extension = agent extension number (**e.g:** 6501)

status = if "**0**" means Queue Logout, if "**1**" means Queue Login

action = Predefined name (**e.g:** queuestatus)

Response:

Format	On Success	On Failure

JSON	{
	    "status": 200,
	    "message": "success"
	}
		{
		    "status": 400,
		    "message": "failed"
		}

3. Add/Update Queue details

Request:

URI	Method
http://<ipaddress>:5010/api/values?queueno=401&queuename=support&qagents=100,101,102 &action=adqueue	GET

Parameter:

queueno = queue number (**e.g:** 401)

queuename = agent extension number (**e.g:** support)

qagents = agent extension number (**e.g:** 100,101,102)

action = Predefined name (**e.g:** adqueue)

Response:

Format	On Success	On Failure

JSON	{
	    "status": 200,
	    "message": "success"
	}
		{
		    "status": 400,
		    "message": "failed"
		}