P3 Application Programming Interface | API Guide

TCN PLATFORM 3.0

Application Programming Interface

Version 5.4

162 North 400 Eeast, B 200

St. George, Utah 84770

Phone: 888-235-3149

Fax: 435-627-2109

tcn@tcnp3.com

www.tcnp3.com

1. Introduction & Developer Requirements
1.1 Introduction

In an effort to better meet the needs of our customers that wish to integrate or otherwise make use of TCN Incorporated Interactive Voice Messaging suite of tools in a software environment other than the TCN provided web-application; TCN has developed and makes available an Application Programming Interface (API). This document describes the functionality and usage of the TCN API.

In order to streamline our customer's development and alleviate confusion this document is generally streamlined and customized to a specific customer's needs. If you feel you are in need of functionality that is not listed or described here, please notify your TCN representative.

1.2 Developer Requirements

1.2.1 Communications

All communications between TCN and remote users of the API is done via the web (usually using standard https posts). As the http protocol is ubiquitous across nearly all development environments this makes software development, testing, and rollout a little easier for all parties.

1.2.2 Software

TCN's API back end is written in Java. However, any development language you choose will work so long as it supports sending and receiving files and information via https protocol.

1.2.3 Usernames, Passwords, URLs

Usernames, passwords will be provided in a separate medium.

The TCN URL is https://api.tcnp3.com/ or one of the URLs listed in the table below, depending on the region. All functions will be available at that URL followed by the function access name.

Canada	https://ca-api.tcnp3.com/
EU	https://eu-api.tcnp3.com/
Singapore	https://sg-api.tcnp3.com/
Australia	https://au-api.tcnp3.com/

2. Function Summary

Function Name	Description	Access URL (all URLS start with: https://api.tcnp3.com/)	Parameters	Returns
Management Remote Login	Allows remote Login	backoffice/BackofficeLogin	userName password	Access to application
Import / Schedule Calls	Allows importation or scheduling of calls	backoffice/FtpReceptionServlet	file	String
Download Outbound Report	Allows to download reports	backoffice/FtpReportServlet	username password templateNumber taskSid	.csv file or string
Download Inbound Report	Allows to download reports	backoffice/FtpInboundReportServlet	username password templateNumber groupSid	.csv file or string
Download Manual Dial Report	Allows to download reports	backoffice/FtpManualDialReportServlet	username password templateNumber groupSid	.csv file or string
Download Outbound Report As Of	Allows downloading of report from the last call or record id	backoffice/FtpReportAsOfServlet	username password templateNumber taskSid startId	.csv file or string
Download Inbound Report As Of	Allows downloading of report from the last call id	backoffice/FtpInboundReportAsOfServlet	username password templateNumber groupSid startId	.csv file or string
Download Manual Dial As Of	Allows downloading of report from the last call id	backoffice/FtpManualDialReportAsOfServlet	username password templateNumber groupSid startId	.csv file or string
Get Broadcast Template List	Gets a list of Broadcast Templates	backoffice/RemoteBroadcastTemplateList	username password	.csv file or string
Get Import Template List	Gets a list of Import Templates	backoffice/RemoteImportTemplateList	username password extend	.csv file or string
Get Report Template List	Gets a list of Report Templates	backoffice/RemoteReportTemplateList	username password	.csv file or string

Get Task Group Status	Gets the task group status for one or more broadcasts	backoffice/RemoteBroadcastStatusList	username password taskSid startDate endDate	String
Get Manual Dial Group Status	Gets the group status from one or more manual dial groups	backoffice/RemoteManualDialGroupStatusList	username password taskSid startDate endDate	String
Get Inbound Group Status	Gets the inbound group status for one or more groups	backoffice/RemoteInboundGroupStatusList	username password groupSid startDate endDate	String
Broadcast Control Stop / Pause / Play	Allows for broadcast control	backoffice/RemoteBroadcastControl	username password action taskSid	String
Inbound Group Control Stop / Pause / Play	Allows for inbound group control	backoffice/RemoteInboundGroupControl	username password action groupSid	String
Broadcast Change Lines	Allows for changing lines	backoffice/RemoteBroadcastLineControl	username password inbound outbound taskSid	String
Purge Outbound Do Not Call List	Deletes the entire DNCL	backoffice/RemoteDNCLPurge	username password	String
Purge Inbound Do Not Call List	Deletes the entire Inbound DNCL	backoffice/RemoteInboundDNCLPurge	username password	String
Purge Expired Outbound Do Not Call List	Deletes the expired Outbound dncl entries	backoffice/RemoteDNCLPurgeExpired	username password	String
Purge Expired Inbound Do Not Call List	Deletes the expired Inbound dncl entries	backoffice/RemoteInboundDNCLPurgeExpired	username password	String
Add Outbound Do Not Call List	Adds numbers to the Outbound DNCL	backoffice/RemoteDNCLAdd	username password file phone number replace	String
Add Inbound Do Not Call List	Adds numbers to the Inbound DNCL	backoffice/RemoteInboundDNCLAdd	username password file phone number replace	String

Purge Number from Outbound DNCL List	Removes a specific number from the dncl	backoffice/RemoteDNCLPurgeNumbers	username Password dncl_numbers country	String
Purge Number from Inbound DNCL List	Removes a specific number from the dncl	backoffice/RemoteInboundDNCLPurgeNumbers	username Password dncl_numbers country	String
Get Outbound DNCL List	Exports all or part of a clients dncl list	backoffice/RemoteDNCLExport	username password country	.csv file or string of dncl list
Get Inbound DNCL List	Exports all or part of a clients dncl list	backoffice/RemoteInboundDNCLExport	username password country	.csv file or string of dncl list
Remote Agent Login	Allows remote login on the agent interface	agentlogin/RemoteAgentLogin	username Password	Access to application
Get Outbound Recordings	Get the Outbound link call recordings	backoffice/RemoteBroadcastRecordingsList	username password taskSid startDate endDate recordingType	.zip file or String
Get Inbound Recordings	Get the Inbound link call recordings	backoffice/RemoteInboundRecordingsList	username password groupSid startDate endDate recordingType	.zip file or String
Get Manual Dial Recordings	Get the Manual Dial link call recordings	backoffice/RemoteManualDialRecordingsList	username password groupSid startDate endDate recordingType	.zip file or String
Get Number Activity Report	Get the history of a dialed number	Backoffice/ RemoteNumberActivityList	username password dialed_number caller_id days_of_history	.csv file or String
Get Recording File	Get individual recording file	backoffice/RetrieveRecordingFile	hash cs cls	File of .wav recording or string

Post Integration Message	Posts a message to the clients partner messaging	backoffice/PostIntegrationMessage	username password client_id message event event_code key	
Schedule A Callback	Schedules a callback to the Agent Gateway	backoffice/ScheduleACallback	username password callbackName phoneNumber callerId startTime endTimeInterval timeZone targetAgentId skills notes [Additional]	String
Schedule Callbacks	Schedules one or more callbacks to the Agent Gateway	backoffice/ScheduleCallbacks	username password file callbackName phoneNumber callerId startTime endTimeInterval timeZone targetAgentId skills notes [Additional]	String
Remote Agent List	Get a list of all agents	backoffice/RemoteAgentList	username password	.csv file or string
Remote Agent Skills List	Get a list of the names of all agent skills	backoffice/RemoteAgentSkillsList	username password	String
Account Management – List agents	Get a list of all agents	backoffice/AgentAcctMgmt	apiKey clientSid function	json
Account Management – Add, Update or Delete Agents	Add, Update or Delete Agents	backoffice/AgentAcctMgmt	apiKey clientSid agentAccts function	json

SMS Standard Report	Get a standard SMS report	backoffice/SmsReport	username password reportType fromDay fromMonth fromYear toDay toMonth toYear	json
SMS Detailed Report	Get a detailed SMS report	backoffice/SmsReport	username password reportType groupSid	json
Get SMS Contact Group List	Get a list of all contact groups for SMS	backoffice/ContactGroupList	username password	json
SMS Group Control	SMS broadcast control	backoffice/SmsGroupControl	username password function smsGroupSid	json
SMS Schedule	Schedule SMS broadcast	backoffice/SmsSchedule	username password pace templateSid SrcNum phoneNumCol contactGroupSid start/stop parameters	json
SMS Import Schedule	Schedule SMS broadcast using a file	backoffice/SmsScheduleWithFile	file	
Get SMS Template List	Get a list of all templates for SMS	backoffice/SmsTemplateList	username password	json
Get SMS Source Number List	Get a list of all source numbers for SMS	backoffice/SmsSourceNumList	username password	json
Email Standard Report	Get a standard Email report	backoffice/EmailReport	username password reportType fromDay fromMonth fromYear toDay toMonth toYear	json
Email Detailed Report	Get a detailed Email report	backoffice/EmailReport	username password reportType groupSid	json
Get Email Contact Group List List	Get a list of all Contact Groups for Email Campaign	backoffice/ContactGroupList	username password	json

Email Group Control	Email broadcast control	backoffice/EmailGroupControl	username password funtion emailGroupSid	json
Email Schedule	Schedule Email broadcast	backoffice/EmailSchedule	username password pace templateSid fromAddress emailCol contactGroupSid Start Stop parameters	json
Email Import Schedule	Schedule Email broadcast using a file	backoffice/EmailScheduleWithFile	file	
Get Email Template List	Get a list of Email templates	backoffice/EmailTemplateList	username password	json
Get Email From Address List	Get a list of email from addresses	backoffice/EmailFromAddressList	username password	json

3. Management Remote Login

This function will allow Remote Applications to direct customers to the TCN System.

3.1 Usage/Parameters/Return Values

3.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/BackofficeLogin

3.1.2 Parameters

'userName : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

3.1.3 Example

Following is an example using the remote login function with a simple html form.

```html
<html>

<head>

<title>RemoteLoginPostExample</title>

</head>

<body>


  <form action="https://api.tcnp3.com/backoffice/BackofficeLogin" method="post">

    <table cellspacing="0" cellpadding="0" border="0" align="left">

    <tbody>

      <tr valign="top">

        <td width="50" align="left">Username:</td>

        <td>

          <input width="100" type="text" height="12" name="userName" style="background-color: rgb(220, 221, 223);" />

        </td>

      </tr>

      <tr valign="top">

        <td width="50" align="left">Password:</td>

        <td><input width="101" type="password" height="12" name="password" style="background-color: rgb(220, 221, 223);" /></td>

      </tr>

      <tr>

        <td><input type="Submit" \></td>

      </tr>

    </tbody>

    </table>

  </form>


</body>

</html>
```

3.1.4 Return Values

On Success: the start page of the TCN application

On Failure: the login page of the TCN application

4. Agent Gateway Remote Login

This function will allow Remote Applications to direct customers to the TCN System.

4.1 Usage/Parameters/Return Values

4.1.1 Usage

Access is via https post at: https://agent.tcnp3.com/agentlogin/RemoteAgentLogin

4.1.2 Parameters

'userName : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

4.1.3 Example

Following is an example using the remote login function with a simple html form.

```html
<html>

<head>

<title>RemoteLoginPostExample</title>

</head>

<body>


  <form action="https://agent.tcnp3.com/agentlogin/RemoteAgentLogin" method="post">

    <table cellspacing="0" cellpadding="0" border="0" align="left">

    <tbody>

      <tr valign="top">

        <td width="50" align="left">Username:</td>

        <td>

          <input width="100" type="text" height="12" name="userName" style="background-color: rgb(220, 221,
223);" />

        </td>

      </tr>

      <tr valign="top">

        <td width="50" align="left">Password:</td>

        <td><input width="101" type="password" height="12" name="password" style="background-color: rgb(220, 221,
223);" /></td>

      </tr>

      <tr>

        <td><input type="Submit" \></td>

      </tr>

    </tbody>

    </table>

  </form>


</body>

</html>
```

4.1.4 Return Values

On Success: the start page of the TCN application

On Failure: the login page of the TCN application

5. Import / Schedule Calls

This function allows for clients to send up calls lists into the TCN system for dialing.

5.1 Usage/Parameters/Return Values

5.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/FtpReceptionServlet

5.1.2 Parameters

'file' : The File containing the remote upload header and the list of numbers to be uploaded and or scheduled.

The file has a required header with parameter settings as follows:

Parameter	Description	Format
login. username=	Username	String
login. password=	Password	String
file.1. description=	Call List Description	String
file.1. country=	Call List Country	United States / Canada
file.1. start_time=	(military time)	mm/dd/yyyy HH:mm
file.1. end_time=	(military time)	mm/dd/yyyy HH:mm
file.1. dial_order=	Dial Order	'first number' 'natural order' 'custom order'
file.1. randomize_contacts=	Contact Group order	'true' : Uploaded contacts will be inserted in random order
file.1. timezone=	Time zone	America/New_York America/Indianapolis America/Chicago America/Phoenix America/Denver America/Los_Angeles America/Anchorage Pacific/Honolulu (see appendix B)
file.1. timezone_override=	Allow calls after hours	'true' : calls may go out after 9 PM and before 8 AM 'false' : calls will not go out after 9 PM and before 8 AM Default is false;
file.1. import_template_number=	The number of the import template describing this import	

file.1. schedule_template_number=	The number of the template describing the campaign to be sent	
file.1. scrub_cell_phone_calls=	Do not call cell phone numbers	'true': numbers detected as cell phone numbers will not be called 'false' calls all numbers in the list. Default is false.
file.1. follow_the_sun=	Dial numbers from east coast to west coast	'true': Numbers will be dialed from east coast to west coast 'false': Numbers will be dialed in default order
file.1. caller_ids=	Allows a caller ids to be specified in place of the ones that are already specified into the schedule template	A comma separated list of numbers up to 10. Only digits no punctuation exception commas.
file.1. use_caller_id_from_contacts=	Allows for use of caller ID from contacts	'true': uses the feature 'false': uses the account default. Default is false
file.1. caller_id_contact_field=	The name of the contact field (Field Definition)	This should be exactly the same as it is in the account, case sensitive, and included in the import. Default is Contact Field in Client Properties. If none, it will use the caller ID in the template.
file.1. sha_digest_override=	If false or omitted, the TCN system will attempt to verify file uniqueness over a 24 hour period. If duplicates are found the duplicates are failed	'true' : Do not attempt to verify file uniqueness over the last 24 hours 'false' : Attempt to verify file uniqueness over the last 24 hours. Default is false
file.1. custom_calling_rules=	If true the TCN will use the custom calling rules defined in the account	Default is false. If client preference is set for custom calling rules that will be used.
file.1. duplicate_handle=	Specifies how to handle duplicate phone numbers	'Keep and Discard': Meaning, keep the record, discard the number (default) 'Allow': Meaning, keep the record and keep the number 'Discard': Meaning discard the record 'Duplicate List': create a duplicate list
file.1. zip_code_scrub=	Specifies how to handle zip code scrubbing	'true' : will scrub based on the client preference for zip code fields 'false' : will not scrub based on zip code 'default' : default is false. If client preference is set to use zip code scrub that value will be default
file.1. default_area_code	Specifies a default area code to use with upload (optional)	Specifies a default area code to use with upload
file.1. campaign_link_id=	Specifies the link id to use for the campaign linking	Link ID to use for this campaign. Link ID must already exist on TCN account.
file.1. completion_threshold=	Specifies the completion percentage at which to execute the campaign linking	0 – 100
file.1. do_campaign_linking=	Allows overriding the default campaign linking setting for using campaign linking	Default is set on client settings
file.1. schedule_rule=	Allows selection of a schedule rule (input by name)	If blank or omitted default is from the client settings

file.1. absent_num ber_handle=	Controls what to do with records which have no numbers	'Discard', discards records 'Keep', default
____DATA-START____	Signals Data Start	

Full Example File:

login.username=username

login.password=password

file.1.description=Testing 123

file.1.country=United States / Canada

file.1.start_time=

file.1.end_time=

file.1.dial_order=first number

file.1.timezone=America/Denver

file.1.timezone_override=false

file.1.import_template_number=2

file.1.schedule_template_number=1

file.1.scrub_cell_phone_calls=false

____DATA-START____

joe,bloggs,8015551234

5.1.3 HTML Post Example

The html code will post a file to the TCN scheduling gateway and display the response body in the window.

<html>

<head>

<title>Import / Schedule Calls Example</title>

</head>

<body>

 <form action="https://api.tcnp3.com/backoffice/FtpReceptionServlet" method="post" enctype="multipart/form-data">

 <table cellspacing="0" cellpadding="0" border="0" align="left">

 <tbody>

  <tr valign="top">

   <td width="120" align="left">Select TCN File:</td>

   <td>

    <input width="100" type="file" height="12" name="file"

style="background-color: rgb(220, 221, 223);" />

   </td>

```
   </tr>

   <tr>

     <td><input type="Submit" value="Send File" \></td>

   </tr>

  </tbody>

  </table>


 </form>

 </body>

 </html>
```

5.1.4 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Required Input File not Found!	Failure
400	Invalid Login Information!	Failure
400	Specified Country name invalid or unknown!	Failure
400	Specified Template is invalid!	Failure
400	Specified Contact Group invalid!	Failure
200	Contact Group saved.	Partial Success, Contact Group Saved but not scheduled
200	Contact Group saved.	Partial Success, Contact Group Saved but not scheduled
200	$[task group sid] example : 998547	Success
400	An error occurred during the uploading of the https file!	Failure
400	An error occurred while attempting to read the input file header!	Failure
400	The uploaded Contact Group has already been uploaded within the last 24 hours!	Failure
400	An error occurred while attempting to verify the uniqueness of the new Contact Group!	Failure
400	Contact Group Saved. Broadcast not scheduled! One or more messages or message files are missing!	Failure
200	Contact Group Saved. Broadcast not scheduled! The given start time is invalid or is already passed!	Partial Success, Contact Group Saved but not scheduled

1.866.745.1900 | service@tcnp3.com | www.tcnp3.com

200	Contact Group Saved. Broadcast not scheduled! The given end time is invalid or is not after the start time	Partial Success, Contact Group Saved but not scheduled
200	Contact Group Saved. Broadcast not scheduled! An error occurred while attempting to add the Contact Group to the broadcast!	Partial Success, Contact Group Saved but not scheduled
400	The given start ID is not valid!	Failure
400	The given Template Number is not valid!	Failure
400	The given order by value is not valid!	Failure
400	The given filter type is not valid!	Failure
400	One or more filter values are not valid!	Failure
400	A valid phone number is required in order to schedule a callback!	Failure
400	A valid caller ID is required in order to schedule a callback!	Failure

6. New Lead Drip Drop

This function allows for clients to set up a lead drip campaign. Contacts are optional for this service. A lead drip campaign will allow one to inject contacts into the campaign until it is stopped.

6.1. Usage/Parameters/Return Values

6.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/NewLeadDripCampaign

6.1.2 Parameters

'file' : The File containing the remote upload header and the list of numbers to be uploaded and or scheduled.

The file has a required header with parameter settings as follows:

Parameter	Description	Format
login.username=	Username	String
login.password=	Password	String
file.1.description=	Call List Description	String
file.1.country=	Call List Country	United States / Canada
file.1.start_time=	(military time)	mm/dd/yyyy HH:mm
file.1.end_time=	(military time)	mm/dd/yyyy HH:mm
file.1.dial_order=	Dial Order	'first number' 'natural order' 'custom order'
file.1.timezone=	Time zone	America/New_York America/Indianapolis America/Chicago America/Phoenix America/Denver America/Los_Angeles America/Anchorage Pacific/Honolulu
file.1.timezone_override=	Allow calls after hours	'true' : calls will go out after 9 PM and before 8 AM 'false' : calls will not go out after 9 PM and before 8 AM Default is false;
file.1.import_template_number=	The number of the import template describing this import	
file.1.schedule_template_number=	The number of the template describing the campaign to be sent	
file.1.scrub_cell_phone_calls=	Do not call cell phone numbers	'true': numbers detected as cell phone numbers will not be called 'false' calls all numbers in the list. Default is false.
file.1.follow_the_sun=	Dial numbers from east coast to west coast	'true': Numbers will be dialed from east coast to west coast 'false': Numbers will be dialed in default order

file.1.caller_ids=	Allows a caller ids to be specified in place of the ones that are already specified into the schedule template	A comma separated list of numbers up to 10. Only digits no punctuation exception commas.
file.1. custom_calling_rule s=	If true the TCN will use the custom calling rules defined in the account	Default is false. If client preference is set for custom calling rules that will be used.
file.1. zip_code_scrub=	Specifies how to handle zip code scrubbing	'true' : will scrub based on the client preference for zip code fields 'false' : will not scrub based on zip code 'default' : default is false. If client preference is set to use zip code scrub that value will be default
file.1. default_area_code	Specifies a default area code to use with upload (optional)	Specifies a default area code to use with upload
____DATA-START____	Signals Data Start	

Full Example File:

login.username=username

login.password=password

file.1.description=Testing 123

file.1.country=United States / Canada

file.1.start_time=

file.1.end_time=

file.1.dial_order=first number

file.1.timezone=America/Denver

file.1.timezone_override=false

file.1.import_template_number=2

file.1.schedule_template_number=1

file.1.scrub_cell_phone_calls=false

____DATA-START____

joe,bloggs,8015551234

6.1.3 HTML Post Example

The html code will post a file to the TCN scheduling gateway and display the response body in the window.

<html>

<head>

<title>Lead Drip Campaign Start</title>

</head>

<body>

<form action="https://api.com/backoffice/NewLeadDripCampaign" method="post" enctype="multipart/form-data">

<table cellspacing="0" cellpadding="0" border="0" align="left">

<tbody>

  <tr valign="top">

    <td width="120" align="left">Select TCN File:</td>

    <td>

      <input width="100" type="file" height="12" name="file"

style="background-color: rgb(220, 221, 223);" />

    </td>

  </tr>

  <tr>

    <td><input type="Submit" value="Send File" \></td>

  </tr>

</tbody>

</table>

</form>

</body>

</html>

6.1.4 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Required Input File not Found!	Failure
400	Invalid Login Information!	Failure
400	Specified Country name invalid or unknown!	Failure
400	Specified Template is invalid!	Failure
200	$[task group sid] example : 998547	Success
400	An error occurred during the uploading of the https file!	Failure
400	An error occurred while attempting to read the input file header!	Failure
400	Broadcast not scheduled! Broadcast Template absent!	
400	Broadcast not scheduled! Invalid Broadcast Template!	
400	Broadcast not scheduled! One or more messages or message files are missing!	
400	Broadcast not scheduled! The given start time is invalid or is already passed!	

| 400 | Broadcast not scheduled! The given end time is invalid or is not after the start time! | |
| 400 | Broadcast not scheduled! One or more TTS Fields are missing! | |

7. Lead Drip Drop

This function allows the injection of contacts into a lead drip campaign.

7.1 Usage/Parameters/Return Values

7.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/LeadDripDrop

7.1.2 Parameters

'file' : The File containing the remote upload header and the list of numbers to be injected.

The file has a required header with parameter settings as follows:

Parameter	Description	Format
login.username=	Username	String
login.password=	Password	String
file.1.task_sid=	Campaign identifier returned from the lead drip starting	String
file.1.country=	Call List Country	United States / Canada
file.1.import_template_number=	The number of the import template describing this import	
file.1.default_area_code	Specifies a default area code to use with upload (optional)	Specifies a default area code to use with upload
____DATA-START____	Signals Data Start	

Full Example File:

login.username=username

login.password=password

file.1.country=United States / Canada

file.1.import_template_number=2

file.1.default_area_code=435

file.1.task_sid=00000000

____DATA-START____

joe,bloggs,8015551234

7.1.3 HTML Post Example

The html code will post a file to the TCN scheduling gateway and display the response body in the window.

<html>

<head>

<title>Lead Drip Injection</title>

</head>

<body>

  <form action="https://api.tcnp3.com/backoffice/LeadDripDrop" method="post" enctype="multipart/form-data">

  <table cellspacing="0" cellpadding="0" border="0" align="left">

  <tbody>

```
    <tr valign="top">

      <td width="120" align="left">Select TCN File:</td>

      <td>

        <input width="100" type="file" height="12" name="file"

style="background-color: rgb(220, 221, 223);" />

      </td>

    </tr>

    <tr>

      <td><input type="Submit" value="Send File" \></td>

    </tr>

  </tbody>

  </table>


</form>

</body>

</html>
```

7.1.4 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Required Input File not Found!	Failure
400	Invalid Login Information!	Failure
400	Specified Country name invalid or unknown!	Failure
200	$[task group sid] example : 998547	Success
400	An error occurred during the uploading of the https file!	Failure
400	An error occurred while attempting to read the input file header!	Failure
400	Specified Template is invalid!	Failure
400	An error occurred while getting the Broadcast ID!	Failure

1.866.745.1900 | service@tcnp3.com | www.tcnp3.com

8. Download Outbound Report

This function allows for customers to download reports remotely.

8.1 Usage/Parameters/Return Values

8.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/FtpReportServlet

8.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'templateNumber' : The report template number to use for report formatting.

'taskSid' : Each task id to be included in report.

'filterValues' : A comma separated list of result codes (see Appendix A).

'filter' : Either exclude or include. Specifies how to treat the filterValues option.

'orderby' : The order the report will be delivered in possible values are (must be exact):

ORDER_BY_NO_PREFERENCE (default)

ORDER_BY_DELIVERY_COST

ORDER_BY_DELIVERY_LENGTH

ORDER_BY_DIALED_NUMBER

ORDER_BY_LINKBACK_COST

ORDER_BY_LINKBACK_LENGTH

ORDER_BY_SCHEDULE_TIME

ORDER_BY_TOTAL_COST

ORDER_BY_TOTAL_LENGTH

8.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while reading the Broadcast IDs!	Failure
400	Specified Report Template is invalid!	Failure
400	An error occurred while initializing the report!	Failure
400	HTTP Status 404: File Not Found	Failure
400	An error occurred while exporting the report!	Failure
400	One or more of the given Broadcast IDs is invalid!	Failure
200	$[Report Body]	Success

9. Download Inbound Report

This function allows for customers to download reports remotely.

9.1 Usage/Parameters/Return Values

9.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/FtpInboundReportServlet

9.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'templateNumber' : The report template number to use for report formatting.

'groupSid' : Each inbound group id to be included in report.

'orderby' : The order the report will be delivered in possible values are (must be exact):

ORDER_BY_NO_PREFERENCE (default)

ORDER_BY_DELIVERY_COST

ORDER_BY_DELIVERY_LENGTH

ORDER_BY_DIALED_NUMBER

ORDER_BY_LINKBACK_COST

ORDER_BY_LINKBACK_LENGTH

ORDER_BY_SCHEDULE_TIME

ORDER_BY_TOTAL_COST

ORDER_BY_TOTAL_LENGTH

9.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the Inbound Group ID!	Failure
400	Specified Report Template is invalid!	Failure
400	An error occurred while initializing the report!	Failure
400	HTTP Status 404: File Not Found	Failure
400	An error occurred while exporting the report!	Failure
200	$[Report Body]	Success

10. Download Manual Dial Report

This function allows for customers to download reports remotely.

10.1 Usage/Parameters/Return Values

10.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/FtpManualDialReportServlet

10.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'templateNumber' : The report template number to use for report formatting.

'groupSid' : Each manual dial group id to be included in report.

'orderby' : The order the report will be delivered in possible values are (must be exact):

ORDER_BY_NO_PREFERENCE (default)

ORDER_BY_DELIVERY_COST

ORDER_BY_DELIVERY_LENGTH

ORDER_BY_DIALED_NUMBER

ORDER_BY_LINKBACK_COST

ORDER_BY_LINKBACK_LENGTH

ORDER_BY_SCHEDULE_TIME

ORDER_BY_TOTAL_COST

ORDER_BY_TOTAL_LENGTH

10.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the Manual Dial Group ID!	Failure
400	Specified Report Template is invalid!	Failure
400	An error occurred while initializing the report!	Failure
400	HTTP Status 404: File Not Found	Failure
400	An error occurred while exporting the report!	Failure
200	$[Report Body]	Success

11. Download Scheduled Callback Report

This function allows for customers to download reports remotely.

11.1 Usage/Parameters/Return Values

11.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/FtpScheduledCallbackReportServlet

11.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'templateNumber' : The report template number to use for report formatting.

'startDate': Start date range of query in format yyyy/mm/dd HH:mm in military (time zone is pacific).

'endDate': End date range of query in format yyyy/mm/dd HH:mm in military (time zone is pacific).

11.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Invalid date range! The start date must be before the end date, and the range may not exceed one month!	Failure
400	Specified Report Template is invalid!	Failure
400	Given report template is not for the Scheduled Callback report type!	Failure
400	An error occurred while initializing the report!	Failure
400	HTTP Status 404: File Not Found	Failure
400	An error occurred while exporting the report!	Failure
200	$[Report Body]	Success

12. Download Outbound As Of Report

This function allows for customers to download reports remotely as they are completing. This is accomplished by providing a start id that is either the call id (for a call report) or the record id (for a record report). Only one campaign may be requested at a time. For proper utilization the report must include the call id (for call report) or record id (for record report). On subsequent requests the greatest previously returned call or record id should be passed in as the start id.

12.1 Usage/Parameters/Return Values

12.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/FtpReportAsOfServlet

12.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'templateNumber' : The report template number to use for report formatting.

'taskSid' : The task id to include in the report.

'startId' : The start id from which the report should start (not inclusive). If left off the report will start from the beginning.

12.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while reading the Broadcast IDs!	Failure
400	Specified Report Template is invalid!	Failure
400	An error occurred while initializing the report!	Failure
400	HTTP Status 404: File Not Found	Failure
400	An error occurred while exporting the report!	Failure
400	One or more of the given Broadcast IDs is invalid!	Failure
200	$[Report Body]	Success

13. Download Inbound As Of Report

This function allows for customers to download reports remotely as they are completing. This is accomplished by providing a start id that is the call id. Only one campaign may be requested at a time. On subsequent requests the greatest call id received from the previous request should be passed in as the start id.

13.1 Usage/Parameters/Return Values

13.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/FtpInboundReportAsOfServlet

13.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'templateNumber' : The report template number to use for report formatting.

'groupSid' : The inbound group id to include in the report.

'startId' : The start id from which the report should start (not inclusive). If left off the report will start from the beginning.

13.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the Inbound Group ID!	Failure
400	Specified Report Template is invalid!	Failure
400	An error occurred while initializing the report!	Failure
400	HTTP Status 404: File Not Found	Failure
400	An error occurred while exporting the report!	Failure
200	$[Report Body]	Success

14. Download Manual Dial As Of Report

This function allows for customers to download reports remotely as they are completing. This is accomplished by providing a start id that is the call id. Only one campaign may be requested at a time. On subsequent requests the greatest call id received from the previous request should be passed in as the start id.

14.1 Usage/Parameters/Return Values

14.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/FtpManualDialReportAsOfServlet

14.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login,

'templateNumber' : The report template number to use for report formatting.

'groupSid' : The manual dial group id to include in the report.

'startId' : The start id from which the report should start (not inclusive). If left off the report will start from the beginning.

14.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the Manual Dial Group ID!	Failure
400	Specified Report Template is invalid!	Failure
400	An error occurred while initializing the report!	Failure
400	HTTP Status 404: File Not Found	Failure
400	An error occurred while exporting the report!	Failure
200	$[Report Body]	Success

15. Get Broadcast Templates

This function allows for customers to get a listing of all the broadcast templates available for use with a given username and password.

15.1 Usage/Parameters/Return Values

15.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteBroadcastTemplateList

15.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

15.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the list of Broadcast Templates!	Failure
400	An error occurred while attempting to display Broadcast Template info!	Failure
400	An error occurred while attempting to display Broadcast Template info	Failure
200	$[Broadcast Template Info]	Success, Format of data is a .csv file with columns for 'Number', 'Name', 'Type', 'Last Modify Date'

16. Get Import Templates

This function will allow download of a .CSV file listing all the import templates available for use

16.1 Usage/Parameters/Return Values

16.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteImportTemplateList

16.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'extend': (default false) with a value of "true" or "yes" an extra column will be added in the return which will include the field names for the templates, as well as the template Name.

16.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the list of Import Templates!	Failure
400	An error occurred while attempting to display Import Template info.	Failure
400	An error occurred while attempting to display Import Template info.	Failure
200	$[Contact Import Template Info]	Success, Format of data is a .csv file with columns for 'Number', 'Description, 'Fixed Width Boolean', 'Quote Character', 'Field Delimiter Character', 'Field Count'

17. Get Report Templates

This function will allow download of a .CSV file listing all the report templates available for use

17.1 Usage/Parameters/Return Values

17.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteReportTemplateList

17.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

17.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the list of Import Templates!	Failure
400	An error occurred while getting the list of Report Templates!	Failure
400	An error occurred while attempting to display Report Template info. .	Failure
200	$[Report Template Info]	Success, Format of data is a .csv file with columns for 'Number', 'Name', 'Description, 'Type', 'Fixed Width Boolean', 'Quote Character', 'Delimiter Character', 'End of Line Sequence', 'Header Boolean', 'Column Count'

18. Get Task Group Status

This allows the remote status lookup for task groups by id or date range. This function can only do look-ups by date range or by taskSids. The taskSids parameter has priority over the date range and will be listed first.

18.1 Usage/Parameters/Return Values

18.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteBroadcastStatusList

18.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'taskSid' : Each task id to be included in report (comma separated value optionally).

'startDate': Start date range of query in format yyyy/mm/dd HH:mm in military (time zone is pacific).

'endDate': End date range of query in format yyyy/mm/dd HH:mm in military (time zone is pacific).

'extended': (default false) with a value of "true" causes the following three columns to be appended onto the report: "Cost", "Billed Minutes", and "Outbound Lines".)

18.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the list of Import Templates!	Failure
400	An error occurred while getting the Broadcast ID!	Failure
400	An error occurred while attempting to display status info!	Failure
200	$[Status Info]	Success, Format of data is a .csv file with columns for 'Broadcast ID', 'Status Code'

All of the possible task group statuses follow:

Code	Description
1000	Preparing
1100	Scheduled
1200	Running
1210	Paused
1220	Waiting
1300	Completed
1310	Completed - Timeout

1320	User Canceled
1330	Admin Canceled
1400	Completed / Billing Complete
1410	Completed – Timeout Billing Complete
1420	User Canceled Billing Complete
1430	Admin Canceled Billing Complete
1500	Completed / Billing Complete (plus admin use)
1510	Completed – Timeout Billing Complete (plus admin use)
1520	User Canceled Billing Complete (plus admin use)
1530	Admin Canceled Billing Complete (plus admin use)

19. Get Inbound Group Status

This allows the remote status lookup for inbound groups by id or date range. This function can only do look-ups by date range or by groupSids. The groupSids parameter has priority over the date range and will be listed first.

19.1 Usage/Parameters/Return Values

19.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteInboundGroupStatusList

19.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'groupSid' : Each inbound group id to be included in report (comma separated value optionally).

'startDate': The start date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'endDate': The end date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'extended': (default false) with a value of "true" causes the following two columns to be appended onto the report: "Cost" and "Billed Minutes".)

19.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the list of Import Templates!	Failure
400	An error occurred while getting the Inbound Group ID!	Failure
400	An error occurred while attempting to display status info!	Failure
200	$[Status Info]	Success, Format of data is a .csv file with columns for 'Inbound Group ID', 'Status Code'

All of the possible inbound group statuses follow:

Code	Description
5000	Preparing
5100	Scheduled
5200	Running
5210	Paused
5300	Completed
5310	Cancelled - Timeout
5320	User Canceled
5330	Admin Canceled
5400	Completed / Billing Complete
5410	Cancelled – Timeout Billing Complete
5420	User Canceled Billing Complete
5430	Admin Canceled Billing Complete

5500	Completed / Billing Complete (plus admin use)
5510	Cancelled – Timeout Billing Complete (plus admin use)
5520	User Canceled Billing Complete (plus admin use)
5530	Admin Canceled Billing Complete (plus admin use)

20. Get Manual Group Status

This allows the remote status lookup for manual dial groups by id or date range. This function can only do look-ups by date range or by groupSids. The groupSids parameter has priority over the date range and will be listed first.

20.1 Usage/Parameters/Return Values

20.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteManualDialGroupStatusList

20.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'groupSid' : Each inbound group id to be included in report (comma separated value optionally).

'startDate': The start date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'endDate': The end date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'extended': (default false) with a value of "true" causes the following two columns to be appended onto the report: "Cost" and "Billed Minutes".)

20.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the list of Import Templates!	Failure
400	An error occurred while getting the Manual Dial Group ID!	Failure
400	An error occurred while attempting to display status info!	Failure
200	$[Status Info]	Success, Format of data is a .csv file with columns for 'Inbound Group ID', 'Status Code'

All of the possible inbound group statuses follow:

Code	Description
6000	Preparing
6100	Scheduled
6200	Running
6210	Paused
6300	Completed
6310	Cancelled - Timeout
6320	User Canceled
6330	Admin Canceled
6400	Completed / Billing Complete

6410	Cancelled – Timeout Billing Complete
6420	User Canceled Billing Complete
6430	Admin Canceled Billing Complete
6500	Completed / Billing Complete (plus admin use)
6510	Cancelled – Timeout Billing Complete (plus admin use)
6520	User Canceled Billing Complete (plus admin use)
6530	Admin Canceled Billing Complete (plus admin use)

1.866.745.1900 | service@tcnp3.com | www.tcnp3.com

21. Broadcast Control Stop / Pause / Play

This function will allow remote control of broadcasts and allow them to be stopped, played, or paused.

21.1 Usage/Parameters/Return Values

21.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteBroadcastControl

21.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'action' : The action to be taken, exactly one of the following ('pause', 'play', 'stop').

'taskSid' : The id of the broadcasts to attempt the action on.

21.1.3 Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred during the receipt of the API control request!	Failure
400	An error occurred while getting the Broadcast ID!	Failure
400	Specified action is invalid!	Failure
200	$[List of Updated Broadcast Groups]	Success

22. Inbound Group Stop / Pause / Play

This function will allow remote control of inbound groups and allow them to be stopped, played, or paused.

22.1 Usage/Parameters/Return Values

22.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteInboundGroupControl

22.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'action' : The action to be taken, exactly one of the following ('pause', 'play', 'stop').

'groupSid' : The id of the inbound groups to attempt the action on.

22.1.3 Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred during the receipt of the API control request!	Failure
400	An error occurred while getting the Inbound Group ID!	Failure
400	Specified action is invalid!	Failure
200	$[List of Updated Broadcast Groups]	Success

23. Broadcast Change Lines

This function allows broadcasts to have the line numbers (inbound and outbound lines, not to be confused with inbound and outbound broadcasts) remotely changed.

23.1 Usage/Parameters/Return Values

23.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteBroadcastLineControl

23.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'inbound' : The new line value or 'same' if no change.

'outbound' : The new outbound line value or 'same' if no change.

'taskSid' : The id of the broadcasts to attempt the action on.

23.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred while getting the list of Import Templates!	Failure
400	An error occurred while getting the Broadcast ID!	Failure
400	Unable to read the new inbound throttle value!	Failure
400	Unable to read the new outbound throttle value!	Failure
400	An error occurred during the receipt of the API control request!	Failure
200	$[List of Updated Broadcast Groups]	Success

24. Get Outbound DNCL List

This function returns all or portions of a clients Outbound DNCL list based on country filter. Parameter "country" is optional. If given it limits the returned list entries to the specified country. When country is not given the entire Outbound DNCL is returned.

24.1 Usage/Parameters/Return Values

24.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteDNCLExport

24.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'country' : The country of the DNCL list to return. Country is by name and is the same list of countries as listed for template importing. If omitted all countries exported.

24.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	No DNCL entries exist for the given country.	Success
400	An error occurred while preparing the Do Not Call List for export!	Failure
200	The DNCL is empty.	Success
200	[$Do Not Call List]	Success

25. Get Inbound DNCL List

This function returns all or portions of a clients Inbound DNCL list based on country filter. Parameter "country" is optional. If given it limits the returned list entries to the specified country. When country is not given the entire Inbound DNCL is returned.

25.1 Usage/Parameters/Return Values

25.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteInboundDNCLExport

25.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'country' : The country of the DNCL list to return. Country is by name and is the same list of countries as listed for template importing. If omitted all countries exported.

25.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	No Inbound DNCL entries exist for the given country.	Success
400	An error occurred while preparing the Inbound Do Not Call List for export!	Failure
200	The Inbound DNCL is empty.	Success
200	[$Do Not Call List]	Success

26. Purge Outbound Do Not Call List

This function will purge the entire outbound do not call list.

26.1 Usage/Parameters/Return Values

26.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteDNCLPurge

26.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

26.1.3 Success Return Value

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred during the Do Not Call List purge!	Failure
200	N/A	Success

27. Purge Inbound Do Not Call List

This function will purge the entire inbound do not call list.

27.1 Usage/Parameters/Return Values

27.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteInboundDNCLPurge

27.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

27.1.3 Success Return Value

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred during the Inbound Do Not Call List purge!	Failure
200	N/A	Success

28. Purge Expired Outbound Do Not Call List

This function will purge only expired do not call list.

28.1 Usage/Parameters/Return Values

28.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteDNCLPurgeExpired

28.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

28.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred during the purging of the expired Do Not Call List.	Failure
200	N/A	Success

29. Purge Inbound Do Not Call List

This function will purge only expired do not call list.

29.1 Usage/Parameters/Return Values

29.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteInboundDNCLPurgeExpired

29.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

29.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred during the Inbound Do Not Call List purge!	Failure
200	N/A	Success

30. Purge Outbound Do Not Call List Number

This function will purge numbers included in parameters.

30.1. Usage/Parameters/Return Values

30.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteDNCLPurgeNumbers

30.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'dncl_numbers' : A comma separated list of numbers.

'country' : The country (see section 5).

30.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred during the deletion of the Do Not Call List numbers!	Failure
200	A CSV file showing the success or failure of each numbers' deletion.	Success
400	An error occurred while attempting to read the Do Not Call List numbers to delete!	Failure

31. Purge Inbound Do Not Call List Number

his function will purge numbers included in parameters.

31.1 Usage/Parameters/Return Values

31.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteInboundDNCLPurgeNumbers

31.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'dncl_numbers' : A comma separated list of numbers.

'country' : The country (see section 5).

31.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	An error occurred during the deletion of the Inbound Do Not Call List numbers!	Failure
200	A CSV file showing the success or failure of each numbers' deletion.	Success
400	An error occurred while attempting to read the Inbound Do Not Call List numbers to delete!	Failure

32. Add Outbound Do Not Call List

This function will replace or append to the outbound do not call list. The function will process both the phone number list from a file and up-to 5 phone numbers from parameters.

32.1 Usage/Parameters/Return Values

32.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteDNCLAdd

32.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'file' : A csv file with NO quotes containing the DNCL numbers to add. The file can have two columns optionally. The first column is to be the phone number to add and the second column is to be the expiration date. The expiration date, if wanted, is in this format yyyy/MM/dd HH:mm in military time. All times will be processed as if they were Pacific time.

'exp_date' : The expiration date of all the added phone numbers. The date in the file will take precedence over the date in this parameter.

'replace' : Use a "true" value (case insensitive) if and only if the DNCL should be purged before processing the list.

'dncl' : A comma separated list of phone numbers to add (up to 5).

'country_name' : The name of the country for which the numbers are added. (see appendix B)

'restrictive': "true" or "false" (default false). If the value is "true" the system will compare the given expiration and the existing expiration and will use whichever is more restrictive. If default or value is "false", the API will replace the old expiration with the new one.

32.1.3 Success Return Value

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Required input file not found!	Failure
400	An error occurred during the Do Not Call List purge!	Failure
200	DNCL Upload Successful!	Success
400	One or more DNCL numbers are required for adding to the list!	Failure
400	An error occurred while attempting to read the given DNCL numbers!	Failure
200	The amount of DNCL numbers given exceeds the allowed amount of 5. To add more than this, please feel free to use the file upload feature. The first 5 provided DNCL numbers were added to the list.	Partial Success (Only 5 of the passed DNCL numbers were added)

33. Add Inbound Do Not Call List

This function will replace or append the inbound do not call list. The function will process both the phone number list from a file and up-to 5 phone numbers from parameters.

33.1 Usage/Parameters/Return Values

33.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteInboundDNCLAdd

33.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'file' : A csv file with NO quotes containing the DNCL numbers to add. The file can have two columns optionally. The first column is to be the phone number to add and the second column is to be the expiration date. The expiration date, if wanted, is in this format yyyy/MM/dd HH:mm in military time. All times will be processed as if they were Pacific time.

'exp_date' : The expiration date of all the added phone numbers. The date in the file will take precedence over the date in this parameter.

'replace' : Use a "true" value (case insensitive) if and only if the DNCL should be purged before processing the list.

'dncl' : A comma separated list of phone numbers to add (up to 5).

33.1.3 Success Return Value

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Required input file not found!	Failure
400	An error occurred during the Do Not Call List purge!	Failure
200	N/A	Success
400	One or more Inbound DNCL numbers are required for adding to the list!	Failure
400	An error occurred while attempting to read the given Inbound DNCL numbers!	Failure
200	The amount of Inbound DNCL numbers given exceeds the allowed amount of 5. To add more than this, please feel free to use the file upload feature. The first 5 provided Inbound DNCL numbers were added to the list.	Partial Success (Only 5 of the passed dncl numbers was added)

34. Get Outbound Recordings

This allows access to download outbound voice-mail and link-call recordings.

34.1 Usage/Parameters/Return Values

34.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteBroadcastRecordingsList

34.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'taskSid' : Each task id to be included in report (comma separated value optionally).

'startDate': The start date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'endDate': The end date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'recordingType' : The type of recordings that you want to download 'voiceMail' or 'linkback'.

34.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Unable to read task groups from parameter or retrieve task groups from given date range	Failure
400	No recordings found for the specified tasks/data range!	Failure
400	An error occurred during the generation of the recordings zip file!	Failure
400	An error occurred while exporting the report!	Failure
200	Zip File with Recordings	Success

35. Get Inbound Recordings

This allows access to download inbound voice-mail and link-call recordings.

35.1 Usage/Parameters/Return Values

35.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteInboundRecordingsList

35.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'groupSid' : Each inbound group id to be included in report (comma separated value optionally).

'startDate': The start date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'endDate': The end date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'recordingType' : The type of recordings that you want to download 'voiceMail' or 'linkback'.

35.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Unable to read inbound groups from parameter or retrieve inbound groups from given date range	Failure
400	No recordings found for the specified groups/date range!	Failure
400	An error occurred during the generation of the recordings zip file!	Failure
400	An error occurred while exporting the report!	Failure
200	Zip File with Recordings	Success

36. Get Manual Dial Recordings

This allows access to download manual dial voice-mail and link-call recordings.

36.1 Usage/Parameters/Return Values

36.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteManualDialRecordingsList

36.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'groupSid' : Each manual dial group id to be included in report (comma separated value optionally).

'startDate': The start date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'endDate': The end date range of query in format yyyy/mm/dd HH:mm in military (time zone is Pacific).

'recordingType' : The type of recordings that you want to download 'voiceMail' or 'linkback'.

36.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Unable to read manual dial groups from parameter or retrieve manual dial groups from given date range	Failure
400	No recordings found for the specified groups/date range!	Failure
400	An error occurred during the generation of the recordings zip file!	Failure
400	An error occurred while exporting the report!	Failure
200	Zip File with Recordings	Success

1.866.745.1900 | service@tcnp3.com | www.tcnp3.com

37 Remote Schedule Rule List

This method allows for the retrieval of schedule rules.

37.1 Usage/Parameters/Return Values

37.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/ RemoteScheduleRuleList

37.1.2 Parameters

'username' : Username for login (optional if using client_id auth).

'password' : Password for login (optional if using client_id auth).

'client_id' : Client id for client to post message to (optional with username / password).

'exteneded' : (default false) Parameter to tell if the schedule rule output should be more verbose

37.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	One or more given parameters are not valid!	Failure
400	An error occurred!	Failure
200	Response Body.	Csv output of the fules

38. Get Phone Number Activity Report

This allows access to specific phone number history reports up to 180 days.

38.1 Usage/Parameters/Return Values

38.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RemoteNumberActivityList

38.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'dialed_number' : The number dialed.

'caller_id': Optionally the caller id used to send the call.

'days_of_history': How far back to retrieve records (up to 180 days).

38.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	No valid dialed number received	Failure
400	An error occurred while initializing the report the report!	Failure
200	.CSV file with records	Success

39. Get Recording File

This allows one to retrieve a recording file for an individual call.

39.1 Usage/Parameters/Return Values

39.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/RetrieveRecordingFile

39.1.2 Parameters

'hash : The recording hash key.

'cs' : The call id for the call.

'cls' : The call log id for the call.

'type' : The type of the recording to retrieve: 'manual', 'outbound', 'inbound'.

39.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	No Recording Found!	Failure
400	Recording no longer available!	Failure
200	.WAV file with recording	Success

40. Post Integration Message

This method allows integration partners to post messages to the client's integration message page. For authentication, both username / password and client id will be checked. The key parameter is required in both cases as it authenticates the request generally.

40.1 Usage/Parameters/Return Values

40.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/PostIntegrationMessage

40.1.2 Parameters

'username' : Username for login (optional if using client_id auth).

'password' : Password for login (optional if using client_id auth).

'client_id' : Client id for client to post message to (optional with username / password).

'message' : Message to post to client.

'event' : Event.

'event_code' : Event code.

'key' : Key assigned to integration partner.

40.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	One or more given parameters are not valid!	Failure
400	An error occurred while trying to save the integration message!	Failure
200	Message Saved.	Success

1.866.745.1900 | service@tcnp3.com | www.tcnp3.com

41. Schedule a callback

This function allows for clients to set up a scheduled callback for a specific agent or agents with certain skills.

41.1 Usage/Parameters/Return Values

41.1.1 Usage

Access is via https post at: https://api.tcnp3.com/ backoffice/ScheduleACallback

41.1.2 Parameters

'username' : Username for login.

'password' : Password for login.

'callbackName' : The name assigned to the callback.

'phoneNumber' : The number the agent will use to make the callback.

'callerId' : The number displayed to the third party.

'startTime' : The time the callback is available for the agent. This may be left blank if the callback is to be available immediately.

'timeZone' : Specifies the time zone the given start time is in. If this is left blank the function will utilize the user's default account time zone (see appendix B).

'endTimeInterval' : The number of minutes from the start time that the callback will be available. This may be left blank if the callback is to remain available indefinitely.

'targetAgentId' : The ID of the specific agent the callback is intended for. Leave this parameter blank if the callback is to utilize skills for agent assignment.

'skills' : The names of the agent skills for assignment to a group of agents rather than a single agent. Note: If the "targetAgentId" parameter is provided then the "skills" parameter is ignored.

'notes' : Any notes to be associated with the callback. This is optional.

[Additional Parameters] : In order to allow the inclusion of additional details, any given parameter not reserved for use in the function (see above) will be saved as received and displayed on the agent screen as "Client Info". This may include 3rd party name, account info, dollar amounts, or anything you wish agents to see when the callback is made.

41.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	Scheduled Callbacks service ID is not present in this account!	Failure
400	A name is required in order to schedule a callback!	Failure
400	An agent ID or one or more agent skills are required for callback routing!	Failure
400	An error occurred while reading the scheduled callback start time!	Failure
400	An error occurred while reading the scheduled callback end time interval!	Failure
400	An error occurred while reading the scheduled callback details list!	Failure
400	An error occurred while scheduling the callback!	Failure
200	The callback was scheduled.	Success

42. Schedule Callbacks

This function allows for clients to set up *multiple* scheduled callbacks for a specific agent or agents with certain skills.

42.1 Usage/Parameters/Column Headers/Return Values

42.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/ScheduleCallbacks

42.1.2 Parameters

'username' : Username for login.

'password' : Password for login.

'file' : A csv file with NO quotes, containing the information for all Scheduled Callbacks. The file requires a "Header" row, which defines each of the individual columns. Some columns are required for the successful scheduling of callbacks (see below).

42.1.3 Column Headers

'callbackName' : The name assigned to the callback.

'phoneNumber' : The number the agent will use to make the callback.

'callerId' : The number displayed to the third party.

'startTime' : The time the callback is available for the agent. This column may be omitted if all callbacks are to be available immediately, or leave the cell in individual rows blank to make only individual callbacks available immediately.

'timeZone' : Specifies the time zone the given start time is in. If this is left blank the function will utilize the user's default account time zone.

'endTimeInterval' : The number of minutes from the start time that the callback will be available. This may be left blank if the callback is to remain available indefinitely.

'targetAgentId' : The ID of the specific agent the callback is intended for. Don't include this column if the callback is to utilize skills for agent assignment.

'skills' : The names of the agent skills for assignment to a group of agents rather than a single agent. Include as many columns with this exact header as you have skills that you need to add (one skill per column). Note: If the "targetAgentId" column is provided then any "skills" columns will be ignored.

'notes' : Any notes to be associated with the callback. This is optional.

[Additional Columns] : In order to allow the inclusion of additional details, any given column not reserved for use in the function (see above) will be saved as received and displayed on the agent screen as "Client Info". This may include 3rd party name, account info, dollar amounts, or anything you wish agents to see when the callback is made.

42.1.4 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	Scheduled Callbacks service ID is not present in this account!	Failure
400	Required input file not found!	Failure
400	Scheduled Callbacks upload file requires a header row!	Failure
400	No callbacks were successfully scheduled!	Failure
200	One or more callbacks not scheduled. Count Scheduled:	Partial success
200	[The number of scheduled callbacks]	Success

43. Remote Agent List

This function returns a CSV file listing all agents included in the account.

43.1 Usage/Parameters/Return Values

43.1.1 Usage

Access is via https post at: https://api.tcnp3.com/ backoffice/ RemoteAgentList

43.1.2 Parameters

'username' : Username for login.

'password' : Password for login.

43.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	An error occurred while attempting to display Agent list!	Failure
400	HTTPS Status 400: Bad Request!	Failure
200	[$Agent List (csv file)]	Success

44. Remote Agent Skills List

This function returns a list of all agent skills included in the account.

44.1. Usage/Parameters/Return Values

44.1.1 Usage

Access is via https post at: https://api.tcnp3.com/ backoffice/ RemoteAgentSkillsList

44.1.2 Parameters

'username' : Username for login.

'password' : Password for login.

44.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	HTTPS Status 400: Bad Request!	Failure
200	There are no agent skills.	Success
200	Agent Skills: [comma separated list]	Success

45. Account Management Agent List

This function returns a CSV file listing all agents included in the account.

45.1 Usage/Parameters/Return Values

45.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/AgentAcctMgmt

45.1.2 Parameters

'apiKey' : To obtain key: User OptionsClient PreferencesAgent API Key

'clientSid' : Client ID

'function' : list

45.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	HTTPS Status 400: Bad Request!	Failure
200	[Agent List json format]	Success

46. Account Management Add, Update, Delete Agents

This function adds, updates or deletes agents to/on the account.

46.1 Usage/Parameters/Return Values

46.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/AgentAcctMgmt

46.1.2 Parameters

'apiKey' : To obtain key: User OptionsClient PreferencesAgent API Key

'clientSid' : Client ID

'function' : addOrUpdate, delete

'agentAccts' : firstName,lastName,webLogin,webPassword,callbackNumber,callback Extension,huntGroupSid,partnerAgentId, OptionalAgentSidforUpdate (use '|' character to delimit multiple agents)   NOTE: This function can also be accessed using a multipart form with an attached form and info for one agent per line

46.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
200	Unable to add agent: [Agent Name]	Success
200	"resultDetail" ADDED Agent: [ID]	Success

47. Agent Status

This function returns a listing all agents and their current status

47.1 Usage/Parameters/Return Values

47.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/AgentSummary

47.1.2 Parameters

'apiKey' : To obtain key: User OptionsClient PreferencesAgent API Key

'clientSid' : Client ID

47.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	HTTPS Status 400: Bad Request!	Failure
200	[Agent Status List json format]	Success
200	resultDetail	pausedAgents wrapUpAgents readyAgents onCallAgents totalLoggedInAgents otherStatusAgents

48. Agent Recording Controls

This function allows for retrieving, pausing or resuming of agent recordings.

48.1 Usage/Parameters/Return Values

48.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/AgentRecordingCtrl

48.1.2 Parameters

'apiKey' : To obtain key: User OptionsClient PreferencesAgent API Key

'clientSid' : Client ID

'agentSid' : Agent's ID

'function' : get, pause or resume

48.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login Information!	Failure
400	HTTPS Status 400: Bad Request!	Failure
400	Agent [AgentSid] Not Found!	Failure
200	[Confirmation of Agent Recording Control Function]	Success

49. SMS Standard and Detailed Reports

This function allows for customers to view the SMS Standard or Detailed Reports.

49.1 Usage/Parameters/Return Values

49.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/SmsReport

49.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login,

'reportType' : standard or detail

'groupSid' : For Detailed report provide each sms group id to be included in report.

 (date range) For Standard report: fromDay,fromMonth,fromYear,toDay,toMonth,toYear

49.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Bad request: max date range is a month (31 days)!!	Failure
400	Bad request: param 'groupSid' not present !!	Failure
200	resultDetail	Success

50. Get SMS Contact Group List

This function will list all the import templates available for use

50.1 Usage/Parameters/Return Values

50.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/ContactGroupList

50.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

50.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	resultDetail	Success, contactGroupName, contactGroupSid

51. SMS Group Control

This function will allow remote control of sms groups. They can be cancelled, played, paused, change the pace and to receive the status of the campaign.

51.1 Usage/Parameters/Return Values

51.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/SmsGroupControl

51.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'function' : The action to be taken, exactly one of the following ('pause', 'unpause', 'cancel', 'status', 'changePace'). *changePace requires 'newPace' value (example newPace=10)

'smsGroupSid' : The id of the sms groups to attempt the action on.

51.1.3 Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Bad request: the sms group sid you provided [#] was not found!!	Failure
400	Bad request: param 'smsGroupSid' not present !!	Failure
400	Bad request: param 'function'=[invalidfunction] does not have a valid value [cancel,pause,unpause, changePace] !!	Failure
200	"No Action Taken! can't pause sms group [groupSid=] because its current state is 'Scheduled'"	Success
200	ResultDetail [groupSid, actionTaken]	Success

All of the possible sms group statuses follow:

Code	Description
5000	Preparing
5100	Scheduled
5200	Running
5210	Paused
5300	Completed
5310	Cancelled - Timeout
5320	User Canceled
5330	Admin Canceled
5400	Completed / Billing Complete
5410	Cancelled – Timeout Billing Complete
5420	User Canceled Billing Complete
5430	Admin Canceled Billing Complete
5500	Completed / Billing Complete (plus admin use)
5510	Cancelled – Timeout Billing Complete (plus admin use)

| 5520 | User Canceled Billing Complete (plus admin use) |
| 5530 | Admin Canceled Billing Complete (plus admin use) |

52. SMS Schedule

This function will allow for scheduling of sms campaigns. They can be set to schedule at specific times and can be configured to use specific broadcast settings.

52.1 Usage/Parameters/Return Values

52.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/SmsSchedule

52.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'pace' : The Pace value, number of messages per minute (example Pace=1)

'templateSid': The number identifying which template to be used

'srcNum' : The source number for the sms campaign

'phoneNumCol': The column name identifying the cell phone number

'contactGroupSid': The number identifying the contact group to be scheduled

Start at specific Time: 'startYear' 'startMonth' 'startDay' startHour' 'startMinute'

Start and end at specific Times: 'startYear' 'startMonth' 'startDay' startHour' 'startMinute' 'stopYear' 'stopMonth' 'stopDay' 'stopHour' 'stopMinute'

52.1.3 Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	result: smsGroupSid	Success: sms broadcast scheduled

53. SMS Import/Schedule

This function allows for clients to send up call lists into the TCN system for SMS campaigns.

53.1 Usage/Parameters/Return Values

53.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/SmsScheduleWithFile

53.1.2 Parameters

'file' : The File containing the remote upload header and the list of numbers to be uploaded and or scheduled.

The file has a required header with parameter settings as follows:

Parameter	Description	Format
login.username=	Username	String
login.password=	Password	String
file.1.description=	List Description	String
file.1.country=	List Country	United States / Canada
file.1.start_time=	(military time)	mm/dd/yyyy HH:mm
file.1.end_time=	(military time)	mm/dd/yyyy HH:mm
file.1.timezone=	Time zone	America/New_York America/Indianapolis America/Chicago America/Phoenix America/Denver America/Los_Angeles America/Anchorage Pacific/Honolulu (see appendix B)
file.1.timezone_override=	Allow calls after hours	'true' : calls may go out after 9 PM and before 8 AM 'false' : calls will not go out after 9 PM and before 8 AM Default is false;
file.1.import_template_number=	The number of the import template describing this import	
file.1.schedule_template_number=	The number of the template describing the campaign to be sent	
file.1.contact_list_sms_phone_column_name=	Identifies the Cell Phone column in the contact list	
file.1.sms_source_number=	Allows a source number to be specified	Only digits no punctuation exception commas.

file.1. sha_digest_override=	If false or omitted, the TCN system will attempt to verify file uniqueness over a 24 hour period. If duplicates are found the duplicates are failed	'true' : Do not attempt to verify file uniqueness over the last 24 hours 'false' : Attempt to verify file uniqueness over the last 24 hours. Default is false
file.1.duplicate_handle=	Specifies how to handle duplicate phone numbers	'Keep and Discard': Meaning, keep the record, discard the number (default) 'Allow': Meaning, keep the record and keep the number 'Discard': Meaning discard the record 'Duplicate List': create a duplicate list
file.1. messages_per_minute=	A value that will set the number of messages sent per minute	
file.1. absent_number_handle=	Controls what to do with records which have no numbers	'Discard', discards records 'Keep', default
____DATA-START____	Signals Data Start	

Full Example File:

login.username=<username>

login.password=<passwd>

file.1.description=Test Email List

file.1.country=United States / Canada

file.1.start_time=11/22/2017 17:30

file.1.end_time=11/22/2017 18:30

file.1.timezone_override=false

file.1.import_template_number=27

file.1.schedule_template_number=10

file.1.messages_per_minute=1

file.1.sms_source_number=4352227343

file.1.contact_list_sms_phone_column_name=Cell Phone

__DATA-START__

me@email.com,Jerry,Smith,9695552468,1234

someone@somewhere.com,Rick,Sanchez,9695551357,9876

53.1.3 HTML Post Example

The html code will post a file to the TCN scheduling gateway and display the response body in the window.

<html>

<head>

<title>Import / Schedule Calls Example</title>

</head>

1.866.745.1900 | service@tcnp3.com | www.tcnp3.com

```
<body>

 <form action="https://api.tcnp3.com/backoffice/SmsScheduleWithFile" method="post" enctype="multipart/form-data">


  <table cellspacing="0" cellpadding="0" border="0" align="left">

  <tbody>

   <tr valign="top">

    <td width="120" align="left">Select TCN File:</td>

    <td>

     <input width="100" type="file" height="12" name="file"

style="background-color: rgb(220, 221, 223);" />

    </td>

   </tr>

   <tr>

    <td><input type="Submit" value="Send File" \></td>

   </tr>

  </tbody>

  </table>


 </form>

 </body>

 </html>
```

53.1.4 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Required Input File not Found!	Failure
400	Invalid Login Information!	Failure
400	Specified Country name invalid or unknown!	Failure
400	Specified Template is invalid!	Failure
400	Specified Contact Group invalid!	Failure
200	Contact Group saved.	Partial Success, Contact Group Saved but not scheduled

200	$[task group sid] example : 992	Success
400	An error occurred during the uploading of the https file!	Failure
400	An error occurred while attempting to read the input file header!	Failure
400	The uploaded Contact Group has already been uploaded within the last 24 hours!	Failure
400	An error occurred while attempting to verify the uniqueness of the new Contact Group!	Failure
400	Contact Group Saved. Broadcast not scheduled! One or more messages or message files are missing!	Failure
200	Contact Group Saved. Broadcast not scheduled! The given start time is invalid or is already passed!	Partial Success, Contact Group Saved but not scheduled
200	Contact Group Saved. Broadcast not scheduled! The given end time is invalid or is not after the start time	Partial Success, Contact Group Saved but not scheduled
200	Contact Group Saved. Broadcast not scheduled! An error occurred while attempting to add the Contact Group to the broadcast!	Partial Success, Contact Group Saved but not scheduled
400	The given start ID is not valid!	Failure
400	The given Template Number is not valid!	Failure

54. Get SMS Template List

This function allows for customers to get a listing of all the sms templates available for use with a given username and password.

54.1 Usage/Parameters/Return Values

54.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/SmsTemplateList

54.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

54.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	resultDetail	Success, smsTemplateSid, smsMessageText, smsMessageName

55. Get SMS Source Number List

This function allows for customers to get a listing of all the sms source numbers available for use with a given username and password.

55.1 Usage/Parameters/Return Values

55.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/SmsSourceNumList

55.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

55.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	resultDetail	Success [numbers listed]

56. Email Standard and Detailed Reports

This function allows for customers to view the Email Standard or Detailed Reports.

56.1 Usage/Parameters/Return Values

56.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/EmailReport

56.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login,

'reportType' : standard or detail

'groupSid' : For Detailed report provide each sms group id to be included in report.

 (date range) For Standard report: fromDay,fromMonth,fromYear,toDay,toMonth,toYear

56.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Bad request: max date range is a month (31 days)!!	Failure
400	Bad request: param 'groupSid' not present !!	Failure
200	resultDetail	Success

57. Get Email Contact Group List

This function will list all the import templates available for use

57.1 Usage/Parameters/Return Values

57.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/ContactGroupList

57.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

57.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	resultDetail	Success, contactGroupName, contactGroupSid

58. Email Group Control

This function will allow remote control of email groups. They can be cancelled, played, paused, change the pace and to receive the status of the campaign.

58.1 Usage/Parameters/Return Values

58.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/EmailGroupControl

58.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'function' : The action to be taken, exactly one of the following ('pause', 'unpause', 'cancel', 'status', 'changePace'). *changePace requires 'newPace' value (example newPace=10)

'emailGroupSid' : The id of the email groups to attempt the action on.

58.1.3 Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
400	Bad request: the email group sid you provided [#] was not found!!	Failure
400	Bad request: param 'emailGroupSid' not present !!	Failure
400	Bad request: param 'function'=[invalidfunction] does not have a valid value [cancel,pause,unpause, changePace] !!	Failure
200	"No Action Taken! can't pause email group [groupSid=] because its current state is 'Scheduled'"	Success
200	ResultDetail [groupSid, actionTaken]	Success

59. Email Schedule

This function will allow for scheduling of sms campaigns. They can be set to schedule at specific times and can be configured to use specific broadcast settings.

59.1 Usage/Parameters/Return Values

59.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/EmailSchedule

59.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

'pace' : The Pace value of number of messages per minute (example Pace=1)

'templateSid': The number identifying which template to be used

'fromAddress' : The email to be used as the from address

'emailCol': The column name identifying the email address

'contactGroupSid': The number identifying the contact group to be scheduled

'scheduleDuplicates': true or false values for keeping or discarding duplicate records

Start at specific Time: 'startYear' 'startMonth' 'startDay' startHour' 'startMinute'

Start and end at specific Times: 'startYear' 'startMonth' 'startDay' startHour' 'startMinute' 'stopYear' 'stopMonth' 'stopDay' 'stopHour' 'stopMinute'

59.1.3 Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	result: emailGroupSid	Success: email broadcast scheduled

60. Email Import/Schedule

This function allows for clients to send up call lists into the TCN system for email campaigns.

60.1 Usage/Parameters/Return Values

60.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/EmailScheduleWithFile

60.1.2 Parameters

'file' : The File containing the remote upload header and the list of emails to be uploaded and or scheduled.

The file has a required header with parameter settings as follows:

Parameter	Description	Format
login.username=	Username	String
login.password=	Password	String
file.1.description=	Email List Description	String
file.1.country=	Email List Country	United States / Canada
file.1.start_time=	(military time)	mm/dd/yyyy HH:mm
file.1.end_time=	(military time)	mm/dd/yyyy HH:mm
file.1.timezone=	Time zone	America/New_York America/Indianapolis America/Chicago America/Phoenix America/Denver America/Los_Angeles America/Anchorage Pacific/Honolulu (see appendix B)
file.1.timezone_override=	Allow calls after hours	'true' : calls may go out after 9 PM and before 8 AM 'false' : calls will not go out after 9 PM and before 8 AM Default is false;
file.1.import_template_number=	The number of the import template describing this import	
file.1.schedule_template_number=	The number of the template describing the campaign to be sent	
file.1.messages_per_minute=	A value that will set the number of messages sent per minute	
file.1.email_from_address=	Allows a from address to be specified	A valid email address to be used as the email message from address

file.1. sha_digest_override=	If false or omitted, the TCN system will attempt to verify file uniqueness over a 24 hour period. If duplicates are found the duplicates are failed	'true' : Do not attempt to verify file uniqueness over the last 24 hours 'false' : Attempt to verify file uniqueness over the last 24 hours. Default is false
file.1. email_schedule_duplicates=	Specifies how to handle duplicate contacts	'true', schedules duplicates 'false', does not schedule duplicates
file.1. contact_list_email_column_name=	Identifies the Email column in the contact list	
____DATA-START____	Signals Data Start	

Full Example File:

login.username=<username>

login.password=<password>

file.1.description=Test Email List

file.1.country=United States / Canada

file.1.start_time=11/22/2017 17:30

file.1.end_time=11/22/2017 18:30

file.1.timezone_override=false

file.1.import_template_number=27

file.1.schedule_template_number=60

file.1.messages_per_minute=1

file.1.email_from_address=someone@somewhere.com

file.1.contact_list_email_column_name=Email

file.1.email_schedule_duplicates=false

__DATA-START__

me@email.com,Jerry,Smith,9695552468,1234

someone@somewhere.com,Rick,Sanchez,9695551357,9876

60.1.3 HTML Post Example

The html code will post a file to the TCN scheduling gateway and display the response body in the window.

```
<html>
<head>
<title>Import / Schedule Email Example</title>
</head>

<body>
  <form action="https://api.tcnp3.com/backoffice/EmailScheduleWithFile" method="post" enctype="multipart/form-data">
```

```
<table cellspacing="0" cellpadding="0" border="0" align="left">

<tbody>

  <tr valign="top">

    <td width="120" align="left">Select TCN File:</td>

    <td>

      <input width="100" type="file" height="12" name="file"

style="background-color: rgb(220, 221, 223);" />

    </td>

  </tr>

  <tr>

    <td><input type="Submit" value="Send File" \></td>

  </tr>

</tbody>

</table>


</form>

</body>

</html>
```

60.1.4 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Required Input File not Found!	Failure
400	Invalid Login Information!	Failure
400	Specified Country name invalid or unknown!	Failure
400	Specified Template is invalid!	Failure
400	Specified Contact Group invalid!	Failure
200	Contact Group saved.	Partial Success, Contact Group Saved but not scheduled
200	$[task group sid] example : 998547	Success
400	An error occurred during the uploading of the https file!	Failure
400	An error occurred while attempting to read the input file header!	Failure

400	The uploaded Contact Group has already been uploaded within the last 24 hours!	Failure
400	An error occurred while attempting to verify the uniqueness of the new Contact Group!	Failure
400	Contact Group Saved. Broadcast not scheduled! One or more messages or message files are missing!	Failure
200	Contact Group Saved. Broadcast not scheduled! The given start time is invalid or is already passed!	Partial Success, Contact Group Saved but not scheduled
200	Contact Group Saved. Broadcast not scheduled! The given end time is invalid or is not after the start time	Partial Success, Contact Group Saved but not scheduled
200	Contact Group Saved. Broadcast not scheduled! An error occurred while attempting to add the Contact Group to the broadcast!	Partial Success, Contact Group Saved but not scheduled
400	The given start ID is not valid!	Failure
400	The given Template Number is not valid!	Failure

61. Get Email Template List

This function allows for customers to get a listing of all the email templates available for use with a given username and password.

61.1 Usage/Parameters/Return Values

61.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/EmailTemplateList

61.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

61.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	resultDetail	Success, emailTemplateSid, emailMessageHtml, emailMessageName, emailSubject

62. Get Email From Address List

This function allows for customers to get a listing of all the email from addresses available for use with a given username and password.

62.1 Usage/Parameters/Return Values

62.1.1 Usage

Access is via https post at: https://api.tcnp3.com/backoffice/EmailFromAddressList

62.1.2 Parameters

'username' : The user name of the login to remotely login.

'password' : The password of the login to remotely login.

62.1.3 Return Values

The following table lists the possible return values.

Https Response Code	Https Response Body	Success / Failure
400	Invalid Login information!	Failure
200	resultDetail	Success [from addresses listed]

63. Appendix A: Default Call Result Map

The following table details the default result map for calls made on the TCN system. Not all results will always be available, but the system does report as detailed as the utilized carriers allow.

Result Code	Short Result	Long Result
1000	PED	Pending
2000	ANS	Answered
2100	ANL	Answered Linkcall
2110	ALA	Answered Linkcall Abandoned
2120	AGT	Answered Linkcall Agent Talk
2200	ANH	Answered Hangup
3000	MAC	Machine
3100	MAD	Machine Delivered
3200	MAH	Machine Hangup
3300	MAF	Machine Undeliverable
4000	FAX	Fax
4100	FAD	Fax Delivered
5000	BZY	Busy
6000	NOA	No Answer
7000	INV	Invalid
7100	INC	Invalid Incomplete Number
7200	IUP	Invalid Unknown Prefix
7210	INP	Invalid Unknown NPA
7220	INX	Invalid Unknown NPA-NXX
7300	INR	Invalid No Route
7400	IDC	Invalid Disconnected
7410	IDS	Invalid Disconnected Skiptrace
8000	FAL	Failed
8100	FNL	Failed No Lines
8200	FBC	Failed Busy Circuits
8300	FRE	Failed Refused
8310	FRL	Failed Refused Legal
8320	FRT	Failed Refused Technical
8330	FIE	Failed Internal Technical
9000	CAN	Cancelled
9100	CAX	Canceled Time Zone
9200	CAT	Cancelled Timeout
9300	CDL	Cancelled Do Not Call List
9310	CDC	Cancelled Do Not Call Cellular
9320	CDZ	Cancelled Zip Code
9400	CMR	Cancelled Max Retry

9500	CIN	Cancelled Incomplete Number

64. Appendix B: Time Zone and Country Lists

The following are supported strings for either time zone inputs or country names.

Countries

- Argentina
- Australia
- Austria
- Bolivia
- Brazil
- Chile
- China
- Colombia
- Cyprus
- Czech Republic
- Denmark
- Ecuador
- France
- Guatemala
- Hungary
- Ireland
- Italy
- Japan
- Mexico
- Netherlands
- New Zealand
- Oman
- Panama
- Spain
- Switzerland
- Turkey
- United Kingdom
- United States / Canada
- Uruguay

Time Zones

There are other possible options for time zone if these do not fit your need. Please contact your TCN contact for more clarification.

- America/Puerto_Rico
- America/New_York
- America/Indianapolis
- America/Chicago
- America/Phoenix
- America/Denver
- America/Los_Angeles
- America/Anchorage
- Pacific/Honolulu
- Canada/Newfoundland
- Canada/Atlantic
- Canada/Central
- Canada/East-Saskatchewan
- Canada/Eastern
- Canada/Mountain
- Canada/Pacific
- Canada/Saskatchewan
- Canada/Yukon
- Europe/London
- Europe/Madrid
- Europe/Berlin
- Europe/Bucharest
- America/Mexico_City
- Mexico/BajaSur
- Mexico/BajaNorte
- Brazil/Acre
- Brazil/West
- Brazil/East
- Brazil/DeNoronha
- Australia/Darwin
- Australia/Adelaide
- Australia/Sydney
- Australia/Brisbane
- Australia/Melbourne
- Australia/Perth
- Pacific/Auckland
- Pacific/Chatham