API DOCUMENTATION FOR PLATFORM360 EVENT WEBHOOK

This document describes the API for the Event Webhook that processes several events and posts the corresponding data to a remote server.

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## 1. DTMF Event

This event is posted when DTMF has been dialed.

Posted Data:

{

"domainName": "tenant.example.live",

"eventName": "DTMF",

"ccMemberUUID": "60879e0e-9bab-44a2-883e-83437ddaa0c6",

"CallerRDNIS": "08509999999",

"CallerDestinationNumber": "989899",

"callerIdNumber": "05323552239",

"DTMFDigit": "1",

"DTMFSource": "APP"

}

Note that the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName**: The context of the caller which is often the domain name of the SIP server.
* **eventName**: Name of the event. For this case, it's **DTMF**.
* **ccMemberUUID**: A unique identifier for the call. Usefull to get call recorded wav files.
* **CallerRDNIS**: The originally dialed number.
* **CallerDestinationNumber**: The IVR unique number that DTMF is pressed.
* **callerIdNumber**: The number from which the call was placed.
* **DTMFDigit**: The digit that was pressed during the DTMF event.
* **DTMFSource**: Indicates the source of the DTMF. For this case, it's **APP**.

## 2. OUTBOUND/INBOUND: CHANNEL\_HANGUP Event for BLIND TRANSFER

This event is posted when a channel hangup has occurred due to a blind transfer.

Posted Data:

{

"domainName": "tenant.example.live",

"ccAction": "BLIND\_TRANSFER",

"last\_sent\_callee\_id\_name": "05323552239",

"last\_sent\_callee\_id\_number": "05323552239",

"transfer\_destination": "blind:989899",

"transfer\_fallback\_extension": "1001@tenant.example.live"

}

Note that the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant domain full name of the customer.
* **ccAction:** The action that triggered the event. In this case, it's a BLIND\_TRANSFER.
* **last\_sent\_callee\_id\_name:** The name of the last callee to whom the call was sent.
* **last\_sent\_callee\_id\_number**: The phone number of the last callee to whom the call was sent.
* **transfer\_destination:** The destination number where the call was transferred.
* **transfer\_fallback\_extension:** The fallback extension that the call was transferred to if the original transfer destination was unavailable.

## 3. OUTBOUND: CHANNEL\_ORIGINATE Event

This event is posted when a channel has been originated and is directed outbound.

Posted Data:

{

"agentNumber": "1001",

"domainName": "tenant.example.live",

"direction": "ccOutbound",

"ccAction": "CHANNEL\_ORIGINATE",

"ccHangupCause": null,

"ccMemberUUID": "b3cd2477-f520-4980-8227-2b8f961760fe",

"sip\_gateway\_name": "8cc0c04c-abf6-45f8-9350-ca58c1df2851",

"ccAgent": "e0de02a4-7b49-4607-8e97-13c3f9dd3e5d",

"ccAgentFirstName": "ISIM01",

"ccAgentLastName": "SOYISIM01",

"ccExternalLineNumber": "08509999999",

"ccExternalLineName": "08509999999",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239",

"uuid": "0fce7b78-cc99-4673-82c0-f396af845ed0"

}

Note that the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant name of the customer
* **direction:** The direction of the call. In this case, it's ccOutbound.
* **ccAction:** The action that triggered the event. In this case, it's CHANNEL\_ORIGINATE.
* **ccHangupCause:** The reason for the hangup.
* **agentNumber:** The number of the agent who initiated the call.
* **ccMemberUUID:** A unique identifier for the call.
* **sip\_gateway\_name:** The name of the SIP gateway used.
* **ccAgent:** A unique identifier for the agent.
* **ccAgentFirstName:** The first name of the agent.
* **ccAgentLastName:** The last name of the agent.
* **ccExternalLineNumber:** The phone number of the external line used.
* **ccExternalLineName:** The name of the external line used.
* **ccMemberCIDName:** The phone number of the callee.
* **ccMemberCIDNumber:** The name of the callee.
* **uuid:** A unique identifier for the event.

## 4. OUTBOUND: CHANNEL\_PROGRESS\_MEDIA Event

This event is posted when a channel's media progress has been changed and is directed outbound. The channel has started early media and/or alerting.

Posted Data:

{

"agentNumber": "1001",

"domainName": "tenant.example.live",

"direction": "ccOutbound",

"ccAction": "CHANNEL\_PROGRESS\_MEDIA",

"ccHangupCause": null,

"ccMemberUUID": "b3cd2477-f520-4980-8227-2b8f961760fe",

"sip\_gateway\_name": "8cc0c04c-abf6-45f8-9350-ca58c1df2851",

"ccAgent": "e0de02a4-7b49-4607-8e97-13c3f9dd3e5d",

"ccAgentFirstName": "ISIM01",

"ccAgentLastName": "SOYISIM01",

"ccExternalLineNumber": "08509999999",

"ccExternalLineName": "08509999999",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239",

"uuid": "0fce7b78-cc99-4673-82c0-f396af845ed0"

}

Note that the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant domain full name of the customer.
* **direction:** The direction of the call. In this case, it's ccOutbound.
* **ccAction:** The action that triggered the event. In this case, it's CHANNEL\_PROGRESS\_MEDIA.
* **ccHangupCause:** The reason for the hangup.
* **agentNumber:** The number of the agent who initiated the call.
* **ccMemberUUID:** A unique identifier for the call.
* **sip\_gateway\_name:** The name of the SIP gateway used.
* **ccAgent:** A unique identifier for the agent.
* **ccAgentFirstName:** The first name of the agent.
* **ccAgentLastName:** The last name of the agent.
* **ccExternalLineNumber:** The phone number of the external line used.
* **ccExternalLineName:** The name of the external line used.
* **ccMemberCIDName:** The phone number of the callee.
* **ccMemberCIDNumber:** The name of the callee.
* **uuid:** A unique identifier for the event.

## 5. OUTBOUND: CHANNEL\_ANSWER Event

This event is posted when a call is answered, and the direction of the call is outbound. The channel has been answered

Posted Data:

{

"agentNumber": "1001",

"domainName": "tenant.example.live",

"direction": "ccOutbound",

"ccAction": "CHANNEL\_ANSWER",

"ccHangupCause": null,

"ccMemberUUID": "b3cd2477-f520-4980-8227-2b8f961760fe",

"sip\_gateway\_name": "8cc0c04c-abf6-45f8-9350-ca58c1df2851",

"ccAgent": "e0de02a4-7b49-4607-8e97-13c3f9dd3e5d",

"ccAgentFirstName": "ISIM01",

"ccAgentLastName": "SOYISIM01",

"ccExternalLineNumber": "08509999999",

"ccExternalLineName": "08509999999",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239",

"uuid": "0fce7b78-cc99-4673-82c0-f396af845ed0"

}

Note that the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant domain full name of the customer.
* **direction:** The direction of the call. In this case, it's ccOutbound.
* **ccAction:** The action that triggered the event. In this case, it's CHANNEL\_ANSWER.
* **ccHangupCause:** The reason for the hangup.
* **agentNumber:** The number of the agent who initiated the call.
* **ccMemberUUID:** A unique identifier for the call.
* **sip\_gateway\_name:** The name of the SIP gateway used.
* **ccAgent:** A unique identifier for the agent.
* **ccAgentFirstName:** The first name of the agent.
* **ccAgentLastName:** The last name of the agent.
* **ccExternalLineNumber:** The phone number of the external line used.
* **ccExternalLineName:** The name of the external line used.
* **ccMemberCIDName:** The phone number of the callee.
* **ccMemberCIDNumber:** The name of the callee.
* **uuid:** A unique identifier for the event.

## 6. OUTBOUND: CHANNEL\_HANGUP Event

This event is posted when a call is hung up, and the direction of the call is outbound.

Posted Data:

{

"agentNumber": "1001",

"domainName": "tenant.example.live",

"direction": "ccOutbound",

"ccAction": "CHANNEL\_HANGUP",

"ccHangupCause": "NORMAL\_CLEARING",

"ccMemberUUID": "b3cd2477-f520-4980-8227-2b8f961760fe",

"sip\_gateway\_name": "8cc0c04c-abf6-45f8-9350-ca58c1df2851",

"ccAgent": "e0de02a4-7b49-4607-8e97-13c3f9dd3e5d",

"ccAgentFirstName": "ISIM01",

"ccAgentLastName": "SOYISIM01",

"ccExternalLineNumber": "08509999999",

"ccExternalLineName": "08509999999",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239",

"uuid": "0fce7b78-cc99-4673-82c0-f396af845ed0"

}

Note that the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant domain full name of the customer.
* **direction:** The direction of the call. In this case, it's ccOutbound.
* **ccAction:** The action that triggered the event. In this case, it's CHANNEL\_HANGUP.
* **ccHangupCause:** The reason for the hangup.
* **agentNumber:** The number of the agent who initiated the call.
* **ccMemberUUID:** A unique identifier for the call.
* **sip\_gateway\_name:** The name of the SIP gateway used.
* **ccAgent:** A unique identifier for the agent.
* **ccAgentFirstName:** The first name of the agent.
* **ccAgentLastName:** The last name of the agent.
* **ccExternalLineNumber:** The phone number of the external line used.
* **ccExternalLineName:** The name of the external line used.
* **ccMemberCIDName:** The phone number of the callee.
* **ccMemberCIDNumber:** The name of the callee.
* **uuid:** A unique identifier for the event.

## 7. INBOUND: member-queue-resume Event

Joining the queue triggers this event, allowing you to track when callers enter the queue.

Posted Data:

{

"domainName": "tenant.example.live",

"ccAction": "member-queue-resume",

"ccQueue": "969601@tenant.example.live",

"ccMemberUUID": "35f7c964-2077-40ef-8c78-7993fe799916",

"ccMemberSessionUUID": "60879e0e-9bab-44a2-883e-83437ddaa0c6",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239"

}

Again, the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant domain full name of the customer.
* **ccAction:** The action that triggered the event. In this case, it's "member-queue-resume".
* **ccQueue:** The identifier of the queue where the event occurred.
* **ccMemberUUID:** A unique identifier for the member.
* **ccMemberSessionUUID:** A unique identifier for the member's session.
* **ccMemberCIDName:** The name of the member.
* **ccMemberCIDNumber:** The phone number of the member.

## 8. INBOUND: member-queue-start Event

Joining the queue triggers this event, allowing you to track when callers enter the queue.

Posted Data:

{

"domainName": "tenant.example.live",

"ccAction": "member-queue-resume",

"ccQueue": "969601@tenant.example.live",

"ccMemberUUID": "35f7c964-2077-40ef-8c78-7993fe799916",

"ccMemberSessionUUID": "60879e0e-9bab-44a2-883e-83437ddaa0c6",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239"

}

Again, the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant domain full name of the customer.
* **ccAction:** The action that triggered the event. In this case, it's "member-queue-start".
* **ccQueue:** The identifier of the queue where the event occurred.
* **ccMemberUUID:** A unique identifier for the member.
* **ccMemberSessionUUID:** A unique identifier for the member's session.
* **ccMemberCIDName:** The name of the member.
* **ccMemberCIDNumber:** The phone number of the member.

## 9. INBOUND: member-queue-end Event

This event is posted when a caller leaves the queue. There are two values for ccCause: 'Terminated' and 'Cancel'.

Posted Data:

{

"domainName": "tenant.example.live",

"ccAction": "member-queue-end",

"ccQueue": "969601@tenant.example.live",

"ccCause": "Terminated",

"ccCancelReason": null,

"ccMemberUUID": "35f7c964-2077-40ef-8c78-7993fe799916",

"ccMemberSessionUUID": "60879e0e-9bab-44a2-883e-83437ddaa0c6",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239"

}

Again, the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant domain full name of the customer.
* **ccAction:** The action that triggered the event. In this case, it's "member-queue-end".
* **ccQueue:** The identifier of the queue where the event occurred.
* **ccCause:** The cause of the event. In this case, "end".
* **ccCancelReason:** The reason why the queue was ended. In this case, "no agents".
* **ccMemberUUID:** A unique identifier for the member.
* **ccMemberSessionUUID:** A unique identifier for the member's session.
* **ccMemberCIDName:** The name of the member.
* **ccMemberCIDNumber:** The phone number of the member.

## 10. INBOUND: members-count Event

This event is posted when a change occurs in the count of members in a call center queue. This event is generated every time the queue count api is called and anytime a caller enters or leaves the queue

Posted Data:

{

"domainName": "tenant.example.live",

"ccAction": "members-count",

"ccQueue": "969601@tenant.example.live",

"ccCount": "1",

"ccSelection": "Single-Queue"

}

Again, the actual values would be different based on the specifics of your setup and the specific event that's happening. This is just an example.

Explanation of the fields :

* **domainName:** The tenant domain full name of the customer.
* **ccAction:** The action that triggered the event. In this case, it's "members-count".
* **ccQueue:** The identifier of the queue where the event occurred.
* **ccCount:** The current number of members in the queue.
* **ccSelection:** The method used for selecting the next member to handle a call.

## 11. INBOUND: agent-offering Event

The agent-offering event occurs when a call is being offered to an agent in a call center scenario. (Every time a caller is presented to an agent (before he/she answers), this event is generated.)

Posted Data:

{

"domainName": "tenant.example.live",

"ccAction": "agent-offering",

"ccQueue": "969601@tenant.example.live",

"ccAgentType": "callback",

"ccAgentSystem": "single\_box",

"ccMemberUUID": "35f7c964-2077-40ef-8c78-7993fe799916",

"ccMemberSessionUUID": "60879e0e-9bab-44a2-883e-83437ddaa0c6",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239",

"ccMemberDNIS": "989899"

}

Note: The actual values would differ based on the specifics of your setup and the event occurring. The provided data is just an example.

Explanation of the fields:

* **domainName:** Domain name of the server where the event took place.
* **ccAction:** The action triggering the event, here it's "agent-offering".
* **ccQueue:** Identifier of the queue where the event took place.
* **ccAgentType:** Indicates the type of agent. Can be "callback", "uuid\_standby", etc.
* **ccAgentSystem:** This field provides information about the system configuration.
* **ccMemberUUID:** This field contains the unique identifier of the member who is being offered the call.
* **ccMemberSessionUUID:** Unique identifier of the session associated with the member.
* **ccMemberCIDName:** Caller ID name of the member.
* **ccMemberCIDNumber:** Caller ID number of the member.
* **ccMemberDNIS:** Dialed number identification service information for the member.

## 12. INBOUND: bridge-agent-fail Event

The bridge-agent-fail event occurs when an attempt to bridge a call with an agent fails in a call center scenario. (When an agent originate fail, this event is generated.)

Posted Data:

{

"agentNumber": "1001",

"domainName": "tenant.example.live",

"ccAction": "bridge-agent-fail",

"ccQueue": "969601@tenant.example.live",

"ccHangupCause": "NO\_ANSWER",

"ccAgent": "e0de02a4-7b49-4607-8e97-13c3f9dd3e5d",

"ccAgentSystem": "single\_box",

"ccAgentCalledTime": "1689862776",

"ccAgentAbortedTime": "1689862786",

"ccMemberUUID": "35f7c964-2077-40ef-8c78-7993fe799916",

"ccMemberSessionUUID": "60879e0e-9bab-44a2-883e-83437ddaa0c6",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239",

"ccMemberJoinedTime": "1689862775"

}

Note: The actual values would differ based on the specifics of your setup and the event occurring. The provided data is just an example.

Explanation of the fields:

* **domainName:** Domain name of the server where the event took place.
* **ccAction:** The action triggering the event, here it's "bridge-agent-fail".
* **ccQueue:** Identifier of the queue where the event took place.
* **ccHangupCause:** The reason for the hangup of the call, such as "CALL\_REJECTED", "NORMAL\_CLEARING", etc.
* **ccAgent:** Identifier of the agent who was supposed to take the call.
* **ccAgentSystem:** This field provides information about the system configuration.
* **ccAgentCalledTime:** The time the agent was called.
* **ccAgentAbortedTime:** The time the call to the agent was aborted.
* **ccMemberUUID:** This field contains the unique identifier of the member who was supposed to be connected with the agent.
* **ccMemberSessionUUID:** Unique identifier of the session associated with the member.
* **ccMemberCIDName:** Caller ID name of the member.
* **ccMemberCIDNumber:** Caller ID number of the member.
* **ccMemberJoinedTime:** The time the member joined the queue.

## 13. INBOUND: bridge-agent-start Event

The bridge-agent-start event occurs when a call in a call center scenario is successfully connected or bridged with an agent. (When an agent is connected, this event is generated)

Posted Data:

{

"agentNumber": "1001",

"domainName": "tenant.example.live",

"ccAction": "bridge-agent-start",

"ccQueue": "969601@tenant.example.live",

"ccAgent": "e0de02a4-7b49-4607-8e97-13c3f9dd3e5d",

"ccAgentSystem": "single\_box",

"ccAgentUUID": "b964b09f-36b9-46a1-8a3b-4c620a4d9ff2",

"ccAgentCalledTime": "1689862786",

"ccAgentAnsweredTime": "1689862790",

"ccMemberJoinedTime": "1689862775",

"ccMemberUUID": "35f7c964-2077-40ef-8c78-7993fe799916",

"ccMemberSessionUUID": "60879e0e-9bab-44a2-883e-83437ddaa0c6",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239",

"ccMemberDNIS": "989899",

"trunkNumber": "08509999999",

"siphqueueNumber": "969601@tenant.example.live",

"siphdialedDigitDescription": "TESTIVR::1",

"siphivrMenu": "989899@tenant.example.live",

"siphdialedDigit": "1"

}

Note: The actual values would differ based on the specifics of your setup and the event occurring. The provided data is just an example.

Explanation of the fields:

* **domainName:** Domain name of the server where the event took place.
* **ccAction:** The action triggering the event, here it's "bridge-agent-start".
* **ccQueue:** Identifier of the queue where the event took place.
* **ccAgent:** Identifier of the agent who took the call.
* **ccAgentSystem:** This field provides information about the system configuration.
* **ccAgentUUID:** This field contains the unique identifier of the agent.
* **ccAgentCalledTime:** The time the agent was called.
* **ccAgentAnsweredTime:** The time the agent answered the call.
* **ccMemberJoinedTime:** The time the member joined the queue.
* **ccMemberUUID:** This field contains the unique identifier of the member who connected with the agent.
* **ccMemberSessionUUID:** Unique identifier of the session associated with the member.
* **ccMemberCIDName:** Caller ID name of the member.
* **ccMemberCIDNumber:** Caller ID number of the member.
* **ccMemberDNIS:** Dialed Number Identification Service (DNIS) for the member. It's the number that was dialed by the member.
* **trunkNumber:** The number of the SIP trunk used for the call.
* **siphqueueNumber:** The identifier of the SIP queue used.
* **siphdialedDigitDescription:** Description of the dialed digit.
* **siphivrMenu:** The identifier of the Interactive Voice Response (IVR) menu used.
* **siphdialedDigit:** The digit dialed by the member during the call.

## 14. INBOUND: bridge-agent-end Event

The bridge-agent-end event occurs when a call between a member and an agent in a call center scenario is terminated or ended. (When an agent is disconnected, this event is generated)

Posted Data:

{

"agentNumber": "1001",

"domainName": "tenant.example.live",

"ccAction": "bridge-agent-end",

"ccQueue": "969601@tenant.example.live",

"ccHangupCause": "SUCCESS",

"ccAgent": "e0de02a4-7b49-4607-8e97-13c3f9dd3e5d",

"ccAgentSystem": "single\_box",

"ccAgentUUID": "b964b09f-36b9-46a1-8a3b-4c620a4d9ff2",

"ccAgentBridged": "true",

"ccAgentCalledTime": "1689862786",

"ccAgentAnsweredTime": "1689862790",

"ccMemberJoinedTime": "1689862775",

"ccBridgeTerminatedTime": "1689862802",

"ccMemberUUID": "35f7c964-2077-40ef-8c78-7993fe799916",

"ccMemberSessionUUID": "60879e0e-9bab-44a2-883e-83437ddaa0c6",

"ccMemberCIDName": "05323552239",

"ccMemberCIDNumber": "05323552239"

}

Note: The actual values would differ based on the specifics of your setup and the event occurring. The provided data is just an example.

Explanation of the fields:

* **domainName:** Domain name of the server where the event took place.
* **ccAction:** The action triggering the event, here it's "bridge-agent-end".
* **ccHangupCause**: Reason for the call hangup.
* **ccAgent:** Identifier of the agent who took the call.
* **ccAgentSystem:** This field provides information about the system configuration.
* **ccAgentUUID:** This field contains the unique identifier of the agent.
* **ccAgentBridged:** This field indicates whether the agent was successfully bridged with the member.
* **ccAgentCalledTime:** The time the agent was called.
* **ccAgentAnsweredTime:** The time the agent answered the call.
* **ccMemberJoinedTime:** The time the member joined the queue.
* **ccBridgeTerminatedTime:** The time the bridge between the agent and the member was terminated.
* **ccMemberUUID:** This field contains the unique identifier of the member who connected with the agent.
* **ccMemberSessionUUID:** Unique identifier of the session associated with the member.
* **ccMemberCIDName:** Caller ID name of the member.
* **ccMemberCIDNumber:** Caller ID number of the member.

## 15. INBOUND: agent-state-change

The agent-state-change event occurs when there's a change in the state of an agent in a call center scenario. (Every time an agent's State changes, this event is generated. )

This could be a change in the agent's availability status, for instance, when they go from being "waiting" to "in an inbound call", or "in an outbound call", or “receiving”

Here's an example of the data that might be posted when this event is triggered:

Posted Data:

{

"agentNumber": "1001",

"domainName": "tenant.example.live",

"ccAction": "agent-state-change",

"ccAgent": "e0de02a4-7b49-4607-8e97-13c3f9dd3e5d",

"ccAgentState": "Waiting"

}

Note: The actual values would differ based on the specifics of your setup and the event that is occurring. The provided data is just an example.

Here's a breakdown of these fields:

* **domainName:** The domain name of the server where the event took place.
* **ccAction:** The action triggering the event. In this case, it's "agent-state-change".
* **ccAgent:** The identifier of the agent whose state changed.
* **ccAgentState:** The new state of the agent.

## 16. CALL DETAIL REPORTS: CDR

This event occurs whenever a CDR has been generated and it is posted to remote server webhook.

Here's the explanation of each data field posted:

**crmCDR**: Identifier for Customer Relationship Management (CRM) Call Detail Record.

**xml\_cdr\_uuid**: The unique identifier for this Call Detail Record.

**domain\_uuid:** The unique identifier for the domain.

**extension\_uuid:** The unique identifier for the extension.

**mainDomainName:** The main domain name where the call took place.

**domain\_name:** The specific domain name where the call occurred.

**accountcode:** Account identifier.

**direction:** The direction of the call ('inbound' or 'outbound').

**context:** The context of the call.

**caller\_id\_name:** The name associated with the caller ID.

**caller\_id\_number:** The phone number associated with the caller ID.

**caller\_destination:** The destination number that the caller is trying to reach.

**source\_number:** The originating number of the call.

**destination\_number:** The SIP address of the call recipient.

**start\_date:** The date when the call started.

**end\_date:** The date when the call ended.

**start\_datetime:** The exact time when the call started.

**answer\_datetime:** The time when the call was answered.

**end\_datetime:** The exact time when the call ended.

**totalDuration:** The total duration of the call in seconds.

**talkDuration:** The total amount of time in seconds that the call was active (talking).

**waitDuration:** The total amount of time in seconds that the call was waiting.

**ivrDuration:** The total amount of time in seconds that the call was interacting with an IVR (Interactive Voice Response) system.

**holdDuration:** The total amount of time in seconds that the call was on hold.

**bridge\_uuid:** The unique identifier for the bridge (connection between two parties) used in the call.

**network\_addr:** The network address from where the call originated.

**record\_path:** The file path where the call recording is stored.

**record\_name:** The file name of the call recording.

**leg:** The leg of the call (typically 'a' or 'b', representing the two sides of a call).

**originating\_leg\_uuid:** The unique identifier for the originating leg of the call.

**last\_app:** The last application that interacted with the call.

**last\_arg:** The last argument of the last application that interacted with the call.

**voicemail\_message**: Indicator if a voicemail message was left (true or false).

**missed\_call:** Indicator if the call was missed (true or false).

**cc\_side:** The side of the call center involved in the call ('member' or 'agent').

**cc\_member\_uuid**: The unique identifier for the call center member involved in the call.

**cc\_queue:** The queue in the call center that the call was associated with.

**cc\_agent:** The unique identifier for the agent involved in the call.

**cc\_agentFirstName:** The first name of the agent involved in the call.

**cc\_agentLastName:** The last name of the agent involved in the call.

**cc\_agent\_name:** The agent's name involved in the call.

**cc\_agent\_type:** The type of the agent involved in the call.

**cc\_agent\_bridged:** Indicator if the agent was bridged (connected) in the call (true or false).

**cc\_queue\_joined\_datetime:** The time when the call joined the queue.

**cc\_queue\_answered\_datetime:** The time when the call was answered from the queue.

**cc\_queue\_terminated\_datetime:** The time when the call was terminated from the queue.

**cc\_queue\_canceled\_datetime:** The time when the call was canceled from the queue.

**cc\_cancel\_reason:** The reason for the cancellation of the call.

**cc\_cause:** The cause for the call termination.

**pbx\_side:** The side of the Private Branch Exchange (PBX) involved in the call.

**conference\_name:** The name of the conference call, if applicable.

**conference\_uuid:** The unique identifier for the conference call, if applicable.

**conference\_member\_id:** The member ID for the conference call, if applicable.

**digits\_dialed:** The digits dialed during the call.

**pin\_number:** The PIN number used during the call, if any.

**hangup\_cause:** The reason for call termination.

**hangup\_cause\_q850:** The ITU-T Q.850 code for the reason for call termination.

**sip\_hangup\_disposition:** The SIP protocol disposition when the call was hung up.

**call\_center\_queue\_uuid:** The unique identifier for the call center queue that the call was associated with.

**last\_bridge\_hangup\_cause:** The reason for the last bridge (connection between two parties) in the call being hung up.

**sip\_invite\_failure\_status**: The failure status of the SIP invite, if any.

**sip\_invite\_failure\_phrase:** The failure phrase of the SIP invite, if any.

**theYear:** The year when the call took place.

**theMonth:** The month when the call took place.

**theDay:** The day when the call took place.

**theHour:** The hour when the call took place.

**theMinute:** The minute when the call took place.

**original\_caller\_id\_number:** The original caller ID number before any changes, if any.

**original\_caller\_id\_name:** The original caller ID name before any changes, if any.

**sip\_from\_user:** The SIP user from whom the call originated.

**sip\_from\_display:** The SIP display name from whom the call originated.