NON-AGENT API DOCUMENT   Started: 2008-07-24   Updated: 2019-03-25

This document describes the functions of an API(Application Programming
Interface) for all functions NOT directly relating to the VICIDIAL Agent screen.
This functionality will be rather limited at first and will be built upon as
critical functions are identified and programmed into it.

There is also an Agent API script, for more information on that, please read
the AGENT_API.txt document.

API functions:
version - shows version and build of the API, along with the date/time
sounds_list - outputs a list of audio files from the audio store
moh_list - outputs a list of music on hold classes in the system
vm_list - outputs a list of voicemail boxes in the system
blind_monitor - calls user-defined phone and places them in session as blind
monitor
add_lead - adds a new lead to the vicidial_list table with several fields and
options
update_lead - updates lead information in vicidial_list and associated custom table
agent_ingroup_info - shows in-group and outbound auto-dial info for logged-in agent
recording_lookup - looks up recordings based upon user and date or lead_id
did_log_export - exports all calls inbound to a DID for one day
agent_stats_export - exports agent statistics for set time period
add_user - adds a user to the system
update_user - updates some user settings in the system
add_phone - adds a phone to the system
update_phone - updates or deletes an existing phone record in the system
add_phone_alias - adds a phone alias record to the system
update_phone_alias - updates or deletes an existing phone alias record in the
system
add_list - adds a list to the system
update_list - updates list settings in the system, reset leads in list, delete list
add_group_alias - adds group alias to the system
user_group_status - real-time status of one or more user groups
in_group_status - real-time status of one or more in groups
agent_status - real-time status of one user
callid_info - information about a call based upon the caller_code or call ID
lead_field_info - pulls the value of one field of a lead
server_refresh - forces a conf file refresh on all telco servers in the cluster
check_phone_number - allows you to check if a phone number is valid and dialable
logged_in_agents - list of agents that are logged in to the system
update_campaign - updates campaign settings in the system
update_did - updates Inbound DID information in the system
phone_number_log - exports list of calls placed to one of more phone numbers
ccc_lead_info - outputs lead data for cross-cluster-communication call
lead_status_search - displays all field values of all leads that match the status
and call date in request
call_status_stats - report on number of calls made by campaign and ingroup, with
hourly and status breakdowns

call_dispo_report - call disposition breakdown report
lead_callback_info - outputs scheduled callback data for a specific lead
agent_campaigns - looks up allowed campaigns/in-groups for a specific user

New scripts:
<mark>/vicidial/non_agent_api.php - the script that is accessed to execute commands</mark>

Changes:
80724-1723 - First build
90428-0208 - Added blind_monitor function
90513-1720 - Added sounds_list function
90721-1432 - Added rank and owner
90904-1535 - Added moh_list musiconhold function
90916-2342 - Added vm_list voicemail list
91203-1140 - Added agent_ingroup_info feature
91216-0331 - Added duplication check features to add_lead function
100118-0543 - Added new Australian and New Zealand DST schemes (FSO-FSA and LSS-FSA)
100704-1148 - Added custom fields inserts to the add_lead function
100718-0245 - Added update_lead function to update existing leads
100723-1333 - Added no_update option to the update_lead function
100728-1952 - Added delete_lead option to the update_lead function
100924-1403 - Added called_count as an update_lead option
101111-1536 - Added vicidial_hopper.source to vicidial_hopper inserts
101117-1104 - Added callback and custom field entry delete to delete_lead option
101206-2126 - Added recording_lookup and did_log_export functions
110127-2245 - Added add_user and add_phone functions
110306-1044 - Added add_list and update_list functions
110316-2035 - Added reset_time variable and NAMEPHONE dup search
110404-1356 - Added uniqueid search parameter to recording_lookup function
110409-0822 - Added run_time logging of API functions
110424-0854 - Added option for time zone code lookups using owner field in add_lead function
110529-1220 - Added time zone information output to version function
110614-0726 - Added reset_lead option to update_lead function(issue #502)
110705-1928 - Added options for USACAN 4th digit prefix(no 0 or 1) and valid areacode filtering to add_lead
110821-2318 - Added update_phone, add_phone_alias, update_phone_alias functions
110928-2110 - Added callback options to add_lead and update_lead
111106-0959 - Added user_group restrictions to some functions
120127-1331 - Small fix for plus replacement in custom fields strings for add/update_lead functions
120210-1215 - Small change for hopper adding vendor_lead_code
120213-1613 - Added optional logging of all non-admin.php requests, enabled in options.php
120326-1307 - Added agent_stats_export function
120810-0859 - Added add_group_alias function, altered agent_stats_export function
120912-2042 - Added user_group_status and in_group_status functions
120913-1255 - Added update_log_entry function
121116-1938 - Added state call time restrictions to add_lead hopper insert function
121125-2210 - Added Other Campaign DNC option and list expiration date option

130328-0949 - Added update_phone_number option to update_lead function
130405-1538 - Added agent_status function
130420-1938 - Added NANPA prefix validation and timezone options
130614-0907 - Added pause code to output of agent_status function
130617-2232 - Added real-time sub-statuses to output of agent_status function
140124-1057 - Added callid_info function
140206-1205 - Added update_user function
140211-1056 - Added server_refresh function
140214-1540 - Added check_phone_number function
140331-2119 - Converted division calculations to use MathZDC function
140403-2024 - Added camp_rg_only option to update_user function
140418-1553 - Added preview_lead_id for agent_status
140617-2029 - Added vicidial_users wrapup_seconds_override option
140812-0939 - Added phone_number and vendor_lead_code to agent_status function output
150123-1611 - Fixed issue with list local call times and add_lead
150217-1404 - archive deleted callbacks to vicidial_callbacks_archive table
150309-0250 - Added ability to use urlencoded web form addresses
150313-0818 - Allow for single quotes in vicidial_list and custom data fields
150428-1720 - Added web_form_address_three to add_list/update_list functions
150430-0644 - Added API allowed function restrictions and allowed list restrictions
150512-2028 - Added filtering of hash sign on some input variables, Issue #851
150603-1528 - Fixed format issue in recording_lookup
150730-2022 - Added option to set entry_list_id
150804-0948 - Added WHISPER option for blind_monitor function
150808-1438 - Added compatibility for custom fields data option
151226-0954 - Added session_id(conf_exten) field to output of agent_status, and added logged_in_agents function
160603-1041 - Added update_campaign function
160709-2219 - Added lead_field_info function
161020-1042 - Added lookup_state option to add_lead, added 10-digit validation if usacan_areacode_check enabled
170204-0947 - Added phone_number_log function
170209-1149 - Added URL and IP logging
170219-1520 - Added 90-day duplicate check option
170223-0743 - Added QXZ translation to admin web user functions text
170301-1649 - Added validation that sounds web dir exists to sounds_list function
170409-1603 - Added IP List validation code
170423-0800 - Added force_entry_list_id option for update_lead
170508-1048 - Added blind_monitor logging
170527-2254 - Fix for rare inbound logging issue #1017
170601-0747 - Added add_to_hopper options to update_lead function
170609-1107 - Added ccc_lead_info function
170615-0006 - Added DIAL status for manual dial agent calls that have not been answered, to 4 functions
171229-1602 - Added lead_status_search function
180109-1313 - Added call_status_stats function
180208-1655 - Added call_dispo_report function
180331-1716 - Added options to update_campaign, add_user, update_phone. Added function update_did
180916-1059 - Added check for daily list reset limit
181214-1606 - Added lead_callback_info function
190325-1055 - Added agent_campaigns function

API Functions use the 'function' variable

NOTE: Just as with the Agent API, the non-agent API requires the user and pass of a valid api-enabled vicidial_users account to execute actions.

Example response if user permissions do not allow the function attempted:
ERROR: auth USER DOES NOT HAVE PERMISSION TO USE THIS FUNCTION - 6666|add_lead

----
version - shows version and build of the API, along with the date/time and timezone

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?function=version

Example responses:
VERSION: 2.4-34|BUILD: 110424-0854|DATE: 2011-05-29 12:19:22|EPOCH: 1306685962|DST: 1|TZ: -5|TZNOW: -4|

----
sounds_list - outputs a list of audio files from the audio store

NOTE: api user for this function must have user_level set to 7 or higher

OPTIONAL FIELDS-
format -   format of the output(tab, link, selectframe)
stage -   how to sort the output(date, size, name)
comments -   name of the field to populate

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=sounds_list&format=selectframe&comments=fieldname&stage=date

Example responses:
<success is inferred by output of audio files list>

ERROR: sounds_list USER DOES NOT HAVE PERMISSION TO VIEW SOUNDS LIST
ERROR: audio store web directory does not exist: |6666|sounds_list|/srv/www/htdocs/1234|
ERROR: sounds_list CENTRAL SOUND CONTROL IS NOT ACTIVE

----
moh_list - outputs a list of music on hold classes in the system

NOTE: api user for this function must have user_level set to 7 or higher

OPTIONAL FIELDS-
format -   format of the output(only 'selectframe' works)
comments -   name of the field to populate

Example responses:
<success is inferred by output of moh classes list>

ERROR: moh_list USER DOES NOT HAVE PERMISSION TO VIEW SOUNDS LIST

ERROR: moh_list CENTRAL SOUND CONTROL IS NOT ACTIVE

----
vm_list - outputs a list of voicemail boxes in the system

NOTE: api user for this function must have user_level set to 7 or higher

OPTIONAL FIELDS-
format -   format of the output(only 'selectframe' works)
comments -   name of the field to populate

Example responses:
<success is inferred by output of voicemail boxes list>

ERROR: vm_list USER DOES NOT HAVE PERMISSION TO VIEW VOICEMAIL BOXES LIST

ERROR: vm_list CENTRAL SOUND CONTROL IS NOT ACTIVE

----
blind_monitor - calls user-defined phone and places them in session as blind
monitor

NOTE: api user for this function must have user_level set to 7 or higher

REQUIRED FIELDS-
phone_login -   alpha-numeric, no spaces or special characters allowed
session_id -   must be all numbers, 7 digits
server_ip -   must be all numbers and dots, max 15 characters
source -   description of what originated the API call (maximum 20
characters)
stage -   MONITOR, BARGE or HIJACK, default is MONITOR
                          (HIJACK option is not currently functional)

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=blind_monitor&phone_login=350a&session_id=
8600051&server_ip=10.10.10.16&stage=MONITOR

Example responses:
SUCCESS: blind_monitor HAS BEEN LAUNCHED - 350a|010*010*010*017*350|8600051

ERROR: blind_monitor INVALID PHONE LOGIN - 350q

ERROR: blind_monitor INVALID SESSION ID - 8602051

ERROR: blind_monitor USER DOES NOT HAVE PERMISSION TO BLIND MONITOR - 6666|0

ERROR: NO FUNCTION SPECIFIED

----
agent_ingroup_info - shows in-group and outbound auto-dial info for logged-in agent

NOTE: api user for this function must have user_level set to 7 or higher

REQUIRED FIELDS-
agent_user -   2-20 characters
source -   description of what originated the API call (maximum 20
characters)

SETTINGS FIELDS-
stage -   info(show information only), change(show options to
change), text(standard non-HTML output)

Example URL strings for API calls:

Example responses:
ERROR: agent_ingroup_info USER DOES NOT HAVE PERMISSION TO GET AGENT INFO - 6666|0
ERROR: agent_ingroup_info INVALID USER ID - 1255|6666

----
agent_campaigns - looks up allowed campaigns/in-groups for a specific user

NOTE: api user for this function must have user_level set to 7 or higher

REQUIRED FIELDS-
agent_user -   2-20 characters
source -   description of what originated the API call (maximum 20 characters)

OPTIONAL FIELDS-
campaign_id -   2-8 characters
ignore_agentdirect - Y or N, default is N. Exclude AGENTDIRECT in-groups from results or not

SETTINGS FIELDS-
stage -   the format of the exported data: csv, tab, pipe(default)
header -   include a header(YES) or not(NO). This is optional, default is not to include a header

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=agent_campaigns&user=6666&pass=1234&agent_user=1000
http://server/vicidial/non_agent_api.php?
source=test&function=agent_campaigns&campaign_id=TESTCAMP&ignore_agentdirect=Y&user=6666&pass=1234&agent_user=1000&stage=csv

Example responses:
ERROR: agent_campaigns USER DOES NOT HAVE PERMISSION TO GET AGENT INFO - 6666|0
ERROR: agent_campaigns INVALID USER ID - 1255|6666
ERROR: agent_campaigns AGENT USER DOES NOT EXIST - 1000|6666
ERROR: agent_campaigns THIS AGENT USER HAS NO AVAILABLE CAMPAIGNS - 1000|6666

A SUCCESS response will not show "SUCCESS", but instead will just print the results in the following format:
user|allowed_campaigns_list|allowed_ingroups_list
1000|TESTCAMP-TEST123-TEST987|TEST_IN-TEST_IN2-TEST_IN3-TEST_IN4-SALESLINE

```
--------------------------------------------------------------------------
recording_lookup - looks up recordings based upon user and date or lead_id

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-
agent_user -            2-20 characters
lead_id -               1-10 digits
date -                  date of the calls to pull (must be in YYYY-MM-DD format)
uniqueid -              uniqueid of the call, works best included with another
search field

SETTINGS FIELDS-
stage -                 the format of the exported data: csv, tab, pipe(default)
header -                include a header(YES) or not(NO). This is optional, default
is not to include a header

NOTES-
There is a hard limit of 100000 results

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=recording_lookup&stage=pipe&user=6666&pass=1234&agent_user=100
0&date=2010-12-03

Example responses:
ERROR: recording_lookup USER DOES NOT HAVE PERMISSION TO GET RECORDING INFO - 6666|
0
ERROR: recording_lookup INVALID SEARCH PARAMETERS - 6666|1000||2010-12-03|
ERROR: recording_lookup NO RECORDINGS FOUND - 1255|6666||2010-12-03|

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:
start_time|user|recording_id|lead_id|location
2010-12-03
12:00:01|1000|534820|876409|http://server/path/to/recording/20101203_120000_1234567
890_1000-all.wav




--------------------------------------------------------------------------
did_log_export - exports all calls inbound to a DID for one day

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-
phone_number -          2-20 characters, the DID that you want to pull logs for
date -                  date of the calls to pull (must be in YYYY-MM-DD format)
```

SETTINGS FIELDS-
stage -   the format of the exported data: csv, tab, pipe(default)
header -   include a header(YES) or not(NO). This is optional, default
is not to include a header

NOTES-
There is a hard limit of 100000 results

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=did_log_export&stage=pipe&user=6666&pass=1234&phone_number=312
5551212&date=2010-12-03

Example responses:
ERROR: did_log_export USER DOES NOT HAVE PERMISSION TO GET DID INFO - 6666|0
ERROR: did_log_export INVALID SEARCH PARAMETERS - 6666|3125551212|2010-12-03
ERROR: did_log_export NO RECORDS FOUND - 1255|3125551212|2010-12-03

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:
did_number|call_date|caller_id_number|length_in_sec
3125551212|2010-12-03 12:00:01|7275551212|123

----
phone_number_log - exports list of calls placed to one of more phone numbers

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-
phone_number -   the phone number(s) that you want to pull logs for. allows
more than one, separated by commas

SETTINGS FIELDS-
stage -   the format of the exported data: csv, tab, pipe(default)
header -   include a header(YES) or not(NO). This is optional, default
is not to include a header
detail -   (ALL) calls or only (LAST) call. default is (ALL)
type -   (IN)inbound, (OUT)outbound or (ALL) calls. defauls is (OUT)
calls

NOTES-
There is a hard limit of 100000 results

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=phone_number_log&stage=pipe&user=6666&pass=1234&phone_number=3
125551212,9998887112

Example responses:
ERROR: phone_number_log USER DOES NOT HAVE PERMISSION TO GET CALL LOG INFO - 6666|0
ERROR: phone_number_log NO VALID PHONE NUMBERS DEFINED - 6666|312|2010-12-03
ERROR: phone_number_log NO RECORDS FOUND - 1255|3125551212|2010-12-03

A SUCCESS response will not show "SUCCESS", but instead will just print the results in the following format:
phone_number|call_date|list_id|length_in_sec|lead_status|hangup_reason|call_status|source_id|user
9998887112|2017-01-06 08:11:01|82106|25|TD|AGENT|SALE|mail098|6666

----
agent_stats_export - exports agent activity statistics

NOTE: api user for this function must have user_level set to 7 or higher and "view reports" enabled

REQUIRED FIELDS-
source -   description of what originated the API call (maximum 20 characters)
datetime_start -   start date/time of the agent activity to pull (must be in "YYYY-MM-DD+HH:MM:SS" format)
datetime_end -   end date/time of the agent activity to pull (must be in "YYYY-MM-DD+HH:MM:SS" format)

SETTINGS FIELDS-
agent_user -   2-20 characters, use only for one agent stats
stage -   the format of the exported data: csv, tab, pipe(default)
header -   include a header(YES) or not(NO). This is optional, default is not to include a header
time_format -   time format('H','HF','M','S') in hours, minutes or seconds: H = 1:23:45, M = 83:45, S = 5023 (default 'HF')
                              * HF will force hour format even for zero seconds time "0:00:00"

NOTES-
There is a hard limit of 10000000 records analyzed

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=agent_stats_export&time_format=M&stage=pipe&user=6666&pass=1234&agent_user=6666&datetime_start=2012-08-09+00:00:00&datetime_end=2012-08-10+23:59:59
http://server/vicidial/non_agent_apiX.php?
DB=0&stage=pipe&user=6666&pass=1234&source=test&function=agent_stats_export&datetime_start=2012-03-26+00:00:00&datetime_end=2012-03-26+23:59:59&header=YES

Example responses:

ERROR: agent_stats_export USER DOES NOT HAVE PERMISSION TO GET AGENT INFO - 6666|0
ERROR: agent_stats_export INVALID SEARCH PARAMETERS - 6666||2010-12-03 00:00:00|
2010-12-03 00:00:01
ERROR: agent_stats_export NO RECORDS FOUND - 1255||2010-12-03 00:00:00|2010-12-03
00:00:01

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:
user|full_name|user_group|calls|login_time|total_talk_time|avg_talk_time|
avg_wait_time|pct_of_queue|pause_time|sessions|avg_session|pauses|avg_pause_time|
pause_pct|pauses_per_session|total_wait_time
1029|test agent|ADMIN|1|0:01:52|0:00:16|0:00:16|0:00:18|16.7%|54|3|0:00:37|5|
0:00:11|48.2%|2|0:00:32
6666|Admin|ADMIN|5|0:04:11|0:01:48|0:00:22|0:00:17|83.3%|27|2|0:02:06|4|0:00:07|
10.8%|2|0:00:32

----
user_group_status - real-time status of one or more user groups

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-
source -   description of what originated the API call (maximum 20
characters)
user_groups -   pipe-delimited list of user groups to get status
information for "ADMIN|AGENTS"

SETTINGS FIELDS-
stage -   the format of the exported data: csv, tab, pipe(default)
header -   include a header(YES) or not(NO). This is optional, default
is not to include a header

NOTES-
There is a hard limit of 10000000 records analyzed

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=user_group_status&user_groups=ADMIN|
AGENT&header=YES

Example responses:
ERROR: user_group_status USER DOES NOT HAVE PERMISSION TO GET USER GROUP INFO -
6666|0
ERROR: user_group_status INVALID SEARCH PARAMETERS - 6666||

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:

```
usergroups|calls_waiting|agents_logged_in|agents_in_calls|agents_waiting|
agents_paused|agents_in_dead_calls|agents_in_dispo|agents_in_dial
ADMIN AGENT|0|1|0|1|0|0|0|0
```

----
in_group_status - real-time status of one or more in groups

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-
source -   description of what originated the API call (maximum 20
characters)
in_groups -   pipe-delimited list of inbound groups to get status
information for "SALESLINE|SUPPORT"

SETTINGS FIELDS-
stage -   the format of the exported data: csv, tab, pipe(default)
header -   include a header(YES) or not(NO). This is optional, default
is not to include a header

NOTES-
There is a hard limit of 10000000 records analyzed

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&stage=csv&function=in_group_status&user_groups=SALE
SLINE|SUPPORT&header=YES

Example responses:
ERROR: in_group_status USER DOES NOT HAVE PERMISSION TO GET IN-GROUP INFO - 6666|0
ERROR: in_group_status INVALID SEARCH PARAMETERS - 6666||

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:
ingroups,total_calls,calls_waiting,agents_logged_in,agents_in_calls,agents_waiting,
agents_paused,agents_in_dispo,agents_in_dial
SALESLINE SUPPORT,31,0,75,54,0,20,1,0

----
agent_status - real-time status of one agent user

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-

```
source -               description of what originated the API call (maximum 20
characters)
agent_user -           2-20 characters, use only for one agent status

SETTINGS FIELDS-
stage -                the format of the exported data: csv, tab, pipe(default)
header -               include a header(YES) or not(NO). This is optional, default
is not to include a header

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=agent_status&agent_user=1234&stage=csv&hea
der=YES

Example responses:
ERROR: agent_status USER DOES NOT HAVE PERMISSION TO GET AGENT INFO - 6666|0
ERROR: agent_status INVALID SEARCH PARAMETERS - 6666||
ERROR: agent_status AGENT NOT FOUND - 6666||
ERROR: agent_status AGENT NOT LOGGED IN - 6666||

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:
status,call_id,lead_id,campaign_id,calls_today,full_name,user_group,user_level,paus
e_code,real_time_sub_status,phone_number,vendor_lead_code,session_id
INCALL,M4050908070000012345,12345,TESTCAMP,1,Test
Agent,AGENTS,3,LOGIN,,7275551212,123456,8600051
INCALL|M4181606420000000104|104|TESTBLND|1|Admin|ADMIN|9|BRK2|DEAD|3125551212|
123457|8600051
PAUSED||105|TESTBLND|1|Admin|ADMIN|9||PREVIEW|9545551212|123458|8600052

NOTE: real_time_sub_status field can consist of: DEAD, DISPO, 3-WAY, PARK, RING,
PREVIEW, DIAL or it can be empty




--------------------------------------------------------------------------------
callid_info - information about a call based upon the caller_code or call ID

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-
source -               description of what originated the API call (maximum 20
characters)
call_id -              16-40 characters

SETTINGS FIELDS-
stage -                the format of the exported data: csv, tab, pipe(default)
header -               include a header(YES) or not(NO). This is optional, default
is not to include a header
detail -               if set to YES, more call info will be output. Default is
NO, only callid and customer talk time will be output
```

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=callid_info&call_id=M4050908070000012345&s
tage=csv&header=YES

Example responses:
ERROR: callid_info USER DOES NOT HAVE PERMISSION TO GET CALL INFO - 6666|0
ERROR: callid_info INVALID SEARCH PARAMETERS - 6666||
ERROR: callid_info CALL NOT FOUND - 6666||
ERROR: callid_info CALL LOG NOT FOUND - 6666||

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:
call_id,custtime
M4050908070000012345,725

Setting "detail=YES" will result in the following output:
call_id,custtime,call_date,campaign_id,list_id,status,user,phone
M4050908070000012345,725,2014-01-24 09:26:09,TESTCAMP,999,A,6666,3125551212

----
lead_field_info - pulls the value of one field of a lead

NOTE: api user for this function must have user_level set to 7 or higher and
"modify leads" enabled

REQUIRED FIELDS-
source -   description of what originated the API call (maximum 20
characters)
lead_id -   1-10 digits
field_name -   name of lead field to pull

OPTIONAL FIELDS-
custom_fields -   Y or N, default is N. If the field you want to pull is a
custom field or not
list_id -   override for the entry_list_id of a custom field

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=lead_field_info&field_name=cc_value&lead_i
d=1139739&custom_fields=Y&list_id=999888999777

Example responses:
ERROR: lead_field_info USER DOES NOT HAVE PERMISSION TO GET LEAD INFO - 6666|0
ERROR: lead_field_info INVALID SEARCH PARAMETERS - 6666||
ERROR: lead_field_info LIST NOT FOUND - 6666||
ERROR: lead_field_info LEAD NOT FOUND - 6666||
ERROR: lead_field_info LEAD FIELD NOT FOUND - 6666||

A SUCCESS response will not show "SUCCESS", but instead will just print the value
of the field:
1234567890

----
lead_status_search - displays all field values of all leads that match the status
and call date in request

NOTE: api user for this function must have user_level set to 7 or higher and
"modify leads" enabled

REQUIRED FIELDS-
source -   description of what originated the API call (maximum 20
characters)
status -   status of leads to be pulled
date -   called date of the leads to pull (must be in YYYY-MM-DD
format)
                          NOTE: both inbound and outbound call logs are searched, no
more than 2000 responses are displayed

OPTIONAL FIELDS-
lead_id -   1-10 digits, only used if status and date are empty
custom_fields -   Y or N, default is N. Display custom fields values or not
list_id -   override for the entry_list_id of a custom field

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=lead_status_search&status=NP&date=2017-12-
29&custom_fields=Y

Example responses:
ERROR: lead_status_search USER DOES NOT HAVE PERMISSION TO GET LEAD INFO - 6666|0
ERROR: lead_status_search INVALID SEARCH PARAMETERS - 6666|||
ERROR: lead_status_search NO RESULTS FOUND - 6666|||

A SUCCESS response will not show "SUCCESS", but instead will print the values of
all lead fields, one per line, with leads beginning with ";---------- START OF
RECORD 1 ----------":

;---------- START OF RECORD 1 ----------
lead_id => 823602
status => TD
user => 6666
vendor_lead_code => 1028405
source_id => I
list_id => 107
gmt_offset_now => -5.00
phone_code => 1
phone_number => 9999028405

```
...
test_custom_field => new value
```

----
ccc_lead_info - outputs lead data for cross-cluster-communication call

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-
source -   description of what originated the API call (maximum 20
characters)
call_id -   16-40 characters

SETTINGS FIELDS-
stage -   the format of the exported data: csv, tab, newline,
pipe(default)
header -   include a header(YES) or not(NO). This is optional, default
is not to include a header

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=ccc_lead_info&call_id=M4050908070000012345
&stage=csv&header=YES

Example responses:
ERROR: ccc_lead_info USER DOES NOT HAVE PERMISSION TO GET LEAD INFO - 6666|0
ERROR: ccc_lead_info INVALID SEARCH PARAMETERS - 6666||
ERROR: ccc_lead_info CALL NOT FOUND - 6666||
ERROR: ccc_lead_info LEAD NOT FOUND - 6666||

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:
status|user|vendor_lead_code|source_id|list_id|gmt_offset_now|phone_code|
phone_number|title|first_name|middle_initial|last_name|address1|address2|address3|
city|state|province|postal_code|country_code|gender|date_of_birth|alt_phone|email|
security_phrase|comments|called_count|last_local_call_time|rank|owner
TD|6666|554443||501|-4.00|1|9998887112|Mr|Billy'Oj|U|O'Reillyo|ad1|ad2|ad3|city
next|FL|U|33777||U|0000-00-00|bobo'brien|test@test.com||2017-06-01 18:38:41|79|
2017-06-09 14:53:27|0|4646

----
lead_callback_info - outputs scheduled callback data for a specific lead
```

NOTE: api user for this function must have user_level set to 7 or higher and "view reports" enabled

REQUIRED FIELDS-
source -                 description of what originated the API call (maximum 20 characters)
lead_id -                16-40 characters

SETTINGS FIELDS-
stage -                  the format of the exported data: csv, tab, newline, pipe(default)
header -                 include a header(YES) or not(NO). This is optional, default is not to include a header
search_location -        Where to check for scheduled callback records in the system, can select only one(default is CURRENT):
                         CURRENT - check for active scheduled callbacks
                         ARCHIVE - check for archived scheduled callbacks
                         ALL - check for both active and archived scheduled callbacks

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=lead_callback_info&lead_id=12345&stage=pipe&header=YES&search_location=ALL
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=lead_callback_info&lead_id=846446&search_location=ALL&header=YES

Example responses:
ERROR: lead_callback_info USER DOES NOT HAVE PERMISSION TO GET LEAD INFO - 6666|0
ERROR: lead_callback_info INVALID SEARCH PARAMETERS - 6666||
ERROR: lead_callback_info LEAD NOT FOUND - 6666||
ERROR: lead_callback_info CALLBACK NOT FOUND - 6666||

A SUCCESS response will not show "SUCCESS", but instead will just print the results in the following format(The most recent callback entry will be at the bottom of the results):
lead_id|callback_type|recipient|callback_status|lead_status|callback_date|entry_date|user|list_id|campaign_id|user_group|customer_timezone|customer_time|comments
846446|ARCHIVE|USERONLY|INACTIVE|CBTEST|2018-09-01 15:00:00|2018-08-27 01:06:45|6666|107|TESTCAMP|ADMIN|AUS-ACST-N-Northern Territory Time Zone|2018-08-27 00:00:00|
846446|ARCHIVE|USERONLY|INACTIVE|CBTEST|2018-12-14 14:00:00|2018-12-14 16:42:32|6666|107|TESTCAMP|ADMIN||2018-12-14 14:00:00|Call back after lunch
846446|CURRENT|USERONLY|INACTIVE|CBTEST|2018-12-14 19:00:00|2018-12-14 16:44:08|6666|107|TESTCAMP|ADMIN||2018-12-14 19:00:00|Call back after dinner
846446|CURRENT|USERONLY|ACTIVE|CBLEAD|2018-12-17 10:00:00|2018-12-14 16:50:56|6666|107|TESTCAMP|ADMIN|USA-EST-Y-Eastern US Time Zone|2018-12-17 10:00:00|try back Monday morning

--------------------------------------------------------------------------
update_log_entry - updates the status of a vicidial_log or vicidial_closer_log
entry

NOTE: api user for this function must have user_level set to 8 or higher and
"modify leads" enabled

REQUIRED FIELDS-
source -                description of what originated the API call (maximum 20
characters)
call_id -               either the uniqueid or the 20-character ID of the call
group -                 either a campaign_id or an in-group group_id
status -                the new status for the log record to be set to

NOTES-
There is a hard limit of 10000000 records analyzed

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_log_entry&group=SALESLINE&call_id=Y
2010309520000000234&status=SALEX

Example responses:
ERROR: update_log_entry USER DOES NOT HAVE PERMISSION TO UPDATE LOGS - 6666|0
ERROR: update_log_entry INVALID SEARCH PARAMETERS - 6666||
ERROR: update_log_entry GROUP NOT FOUND - 6666||
ERROR: update_log_entry NO RECORDS FOUND - 6666||||
ERROR: update_log_entry NO RECORDS UPDATED - 6666|TESTCAMP|M9131554060000426264|
SALEX|SALEX|1347566056.399
SUCCESS: update_log_entry RECORD HAS BEEN UPDATED - 6666|6666|TESTCAMP|
M9131554060000426264|SALEX|WN|1347566056.399|




--------------------------------------------------------------------------
add_lead - adds a new lead to the vicidial_list table with several fields and
options

NOTE: api user for this function must have modify_leads set to 1 and user_level
      must be set to 8 or higher

REQUIRED FIELDS-
phone_number -          must be all numbers, 6-16 digits
phone_code -            must be all numbers, 1-4 digits, defaults to 1 if not set
list_id -               must be all numbers, 3-12 digits, defaults to 999 if not
set
source -                description of what originated the API call (maximum 20
characters)

```
SETTINGS FIELDS-
dnc_check -            Y, N or AREACODE, default is N
campaign_dnc_check -   Y, N or AREACODE, default is N
campaign_id -          2-8 Character campaign ID, required if using
campaign_dnc_check or callbacks
add_to_hopper -        Y or N, default is N
hopper_priority -      99 to -99, the higher number the higher priority, default
is 0
hopper_local_call_time_check - Y or N, default is N. Validate the local call time
and/or state call time before inserting lead in the hopper
duplicate_check -      Check for duplicate records in the system, can select more
than one (duplicate_check=DUPLIST-DUPTITLEALTPHONELIST)
                       If duplicate is found, will return error, the duplicate
data and lead_id and list_id of existing record
                       Here are the duplicate_check options:
                               DUPLIST - check for duplicate phone_number in same
list
                               DUPCAMP - check for duplicate phone_number in all
lists for this list's campaign
                               DUPSYS - check for duplicate phone_number in entire
system
                               DUPTITLEALTPHONELIST - check for duplicate title
and alt_phone in same list
                               DUPTITLEALTPHONECAMP - check for duplicate title
and alt_phone in all lists for this list's campaign
                               DUPTITLEALTPHONESYS - check for duplicate title and
alt_phone in entire system
                               DUPNAMEPHONELIST - check for duplicate first_name,
last_name and phone_number in same list
                               DUPNAMEPHONECAMP - check for duplicate first_name,
last_name and phone_number in all lists for this list's campaign
                               DUPNAMEPHONESYS - check for duplicate first_name,
last_name and phone_number in entire system
                                " 90DAY - Added to one of the above duplicate
checks(i.e. "DUPSYS90DAY"), only checks leads loaded in last 90 days
usacan_prefix_check -   Y or N, default is N. Check for a valid 4th digit for USA
and Canada phone numbers (cannot be 0 or 1)
usacan_areacode_check - Y or N, default is N. Check for a valid areacode for USA
and Canada phone numbers(also checks for 10-digit length)
nanpa_ac_prefix_check - Y or N, default is N. Check for a valid NANPA areacode and
prefix, if optional NANPA data is on the system
custom_fields -        Y or N, default is N. Defines whether the API will accept
custom field data when inserting leads into the vicidial_list table
                       For custom fields to be inserted, just add the field label
as a variable to the URL string
                       For example, if the field_label is "favorite_color" you
would add "&favorite_color=blue"
tz_method -            <empty>, POSTAL, TZCODE or NANPA, default is <empty> which
will use the country code and areacode for time zone lookups
                               POSTAL relies on the postal_code field
                               TZCODE relies on the owner field being populated
with a proper time zone code
```

NANPA relies on the optional NANPA areacode prefix
data being loaded on your system
callback -   Y or N, default is N. Set this lead as a scheduled
callback. campaign_id field is REQUIRED for callbacks
callback_status -   1-6 Character, callback status to use, default is CALLBK
(vicidial_list status will be set to CBHOLD to lock)
callback_datetime -   YYYY-MM-DD+HH:MM:SS, date and time of scheduled callback.
REQUIRED if callback is set. NOW can be used for current datetime.
callback_type -   USERONLY or ANYONE, default is ANYONE
callback_user -   User ID the USERONLY callback is assigned to
callback_comments -   Optional comments to appear when the callback is called
back
lookup_state -   Y or N, default is N. Looks up state field from areacode
list. Only works if the 'state' field is not populated.

(for fields with spaces in the values, you can replace the space with a plus +
sign[address, city, first_name, etc...])
OPTIONAL FIELDS-
vendor_lead_code -   1-20 characters
source_id -   1-50 characters
gmt_offset_now -   overridden by auto-lookup of phone_code and area_code
portion of phone number if applicable
title -   1-4 characters
first_name -   1-30 characters
middle_initial -   1 character
last_name -   1-30 characters
address1 -   1-100 characters
address2 -   1-100 characters
address3 -   1-100 characters
city -   1-50 characters
state -   2 characters
province -   1-50 characters
postal_code -   1-10 characters
country_code -   3 characters
gender -   U, M, F (Undefined, Male, Female) - defaults to 'U'
date_of_birth -   YYYY-MM-DD
alt_phone -   1-12 characters
email -   1-70 characters
security_phrase -   1-100 characters
comments -   1-255 characters
multi_alt_phones -   5-1024 characters (see examples for more info)
rank -   1-5 digits
owner -   1-20 characters (user ID, Territory or user group)
entry_list_id -   WARNING! ONLY USE IF YOU KNOW WHAT YOU ARE DOING, CAN BREAK
CUSTOM FIELDS! (must be all numbers, 3-12 digits, will not work if custom_fields is
set to Y)

Multi-ALT-Phones format:

7275551212_1_work!7275551213_1_sister+house!1234567890_1_neighbor

The multi-alt-phones field is formatted as a field of phone-number/phone-code/phone-note set of data(phone code and alt_note are both optional and the phone code can be overridden by the force phone code flag). The record delimiter is an exclamation point with the optional phone code and note delimited within the record by an underscore character _.

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=add_lead&phone_number=7275551111

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=add_lead&phone_number=7275551212&phone_cod
e=1&list_id=999&dnc_check=N&first_name=Bob&last_name=Wilson

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=add_lead&phone_number=7275551111&phone_cod
e=1&list_id=999&dnc_check=N&first_name=Bob&last_name=Wilson&add_to_hopper=Y&hopper_
local_call_time_check=Y

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=add_lead&phone_number=7275551111&phone_cod
e=1&list_id=999&dnc_check=N&campaign_dnc_check=Y&campaign_id=TESTCAMP&first_name=Bo
b&last_name=Wilson&address1=1234+Main+St.&city=Chicago+Heights&state=IL&add_to_hopp
er=Y&hopper_local_call_time_check=Y&multi_alt_phones=7275551212_1_work!
7275551213_1_sister+house!1234567890_1_neighbor

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=add_lead&phone_number=7275551212&phone_cod
e=1&list_id=999&dnc_check=N&first_name=Bob&last_name=Wilson&duplicate_check=DUPLIST
-DUPNAMEPHONELIST

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=add_lead&phone_number=7275551212&phone_cod
e=1&list_id=999&custom_fields=Y&favorite_color=blue

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=add_lead&phone_number=7275551111&campaign_
id=TESTCAMP&callback=Y&callback_status=CALLBK&callback_datetime=NOW&callback_type=U
SERONLY&callback_user=6666&callback_comments=Comments+go+here

Example responses: (The "data" values for a successful add_lead request are:
phone_number, list_id, lead_id, gmt_offset_now)
SUCCESS: add_lead LEAD HAS BEEN ADDED - 7275551111|6666|999|193715|-4
NOTICE: add_lead ADDED TO HOPPER - 7275551111|6666|193715|1677922

SUCCESS: add_lead LEAD HAS BEEN ADDED - 7275551111|6666|999|193716|-4
NOTICE: add_lead CUSTOM FIELDS VALUES ADDED - 7275551111|1234|101
NOTICE: add_lead CUSTOM FIELDS NOT ADDED, CUSTOM FIELDS DISABLED - 7275551111|Y|0
NOTICE: add_lead CUSTOM FIELDS NOT ADDED, NO CUSTOM FIELDS DEFINED FOR THIS LIST -
7275551111|1234|101
NOTICE: add_lead CUSTOM FIELDS NOT ADDED, NO FIELDS DEFINED - 7275551111|1234|101
NOTICE: add_lead MULTI-ALT-PHONE NUMBERS LOADED - 3|6666|193716

NOTICE: add_lead NOT ADDED TO HOPPER, OUTSIDE OF LOCAL TIME - 7275551111|6666|
193716|-4|0

NOTICE: add_lead SCHEDULED CALLBACK ADDED - 1234|2011-09-29 12:00:01|TESTCAMP|6666|
USERONLY|CALLBK
NOTICE: add_lead SCHEDULED CALLBACK NOT ADDED, USER NOT VALID - 1234|TESTCAMP|6|
NOTICE: add_lead SCHEDULED CALLBACK NOT ADDED, CAMPAIGN NOT VALID - 1234|XYZ

NOTICE: add_lead NANPA options disabled, NANPA prefix data not loaded - 0|6666

ERROR: add_lead INVALID PHONE NUMBER LENGTH - 72755|6666
ERROR: add_lead INVALID PHONE NUMBER PREFIX - 72755|6666
ERROR: add_lead INVALID PHONE NUMBER AREACODE - 72755|6666
ERROR: add_lead INVALID PHONE NUMBER NANPA AREACODE PREFIX - 7275551212|6666

ERROR: add_lead USER DOES NOT HAVE PERMISSION TO ADD LEADS TO THE SYSTEM - 6666|0
ERROR: add_lead NOT AN ALLOWED LIST ID - 7275551212|98762

ERROR: NO FUNCTION SPECIFIED

ERROR: add_lead DUPLICATE PHONE NUMBER IN LIST - 7275551111|101|8765444
ERROR: add_lead DUPLICATE PHONE NUMBER IN CAMPAIGN LISTS - 7275551111|101|8765444|
101
ERROR: add_lead DUPLICATE PHONE NUMBER IN SYSTEM - 7275551111|101|8765444|101
ERROR: add_lead DUPLICATE TITLE ALT_PHONE IN LIST - 1234|7275551111|101|8765444
ERROR: add_lead DUPLICATE TITLE ALT_PHONE IN CAMPAIGN LISTS - 1234|7275551111|101|
8765444|101
ERROR: add_lead DUPLICATE TITLE ALT_PHONE IN SYSTEM - 1234|7275551111|101|8765444|
101
ERROR: add_lead DUPLICATE NAME PHONE IN LIST - Bob|Smith|7275551113|101|8765444|101
ERROR: add_lead DUPLICATE NAME PHONE IN CAMPAIGN LISTS - Bob|Smith|7275551113|101|
8765444|101
ERROR: add_lead DUPLICATE NAME PHONE IN SYSTEM - Bob|Smith|7275551113|101|8765444|
101

----
update_lead - updates lead information in the vicidial_list and custom_ tables

NOTE: api user for this function must have modify_leads set to 1 and user_level
      must be set to 8 or higher

REQUIRED FIELDS-
lead_id -   must be all numbers, 1-9 digits, not required if using
vendor_lead_code or phone_number
vendor_lead_code -   can be used instead of lead_id to match leads
phone_number -   can be used instead of lead_id or vendor_lead_code to match
leads
source -   description of what originated the API call (maximum 20
characters)

```
SETTINGS FIELDS-
search_method -         You can combine the following 3 options in this field to
search the parameters you desire:
                                LEAD_ID, will attempt to find a match with the
lead_id
                                VENDOR_LEAD_CODE, will attempt to find a match with
the vendor_lead_code
                                PHONE_NUMBER, will attempt to find a match with the
phone_number
                        For example to search lead_id and vendor_lead_code:
"&search_method=LEAD_ID_VENDOR_LEAD_CODE"
                        The search order is NOT preserved, Lead ID is always
first, Vendor Lead Code is second
                        and Phone number is last. Default is "LEAD_ID"
search_location -       Where to check for records in the system, can select only
one(default is SYSTEM):
                                LIST - check for lead in same list
                                CAMPAIGN - check for lead in all lists for this
list's campaign
                                SYSTEM - check for lead in entire system
                        If no list_id is defined, the the search_location will be
assumed as SYSTEM
insert_if_not_found -   Y or N, will attempt to insert as a NEW lead if no match is
found, default is N.
                        Insertion will require phone_code, phone_number and
list_id. lead_id will be ignored.
                        Most of the add_lead options that are not available if you
use this setting in this function
records -               number of records to update if more than 1 found (defaults
to '1'[most recently loaded lead])
custom_fields -         Y or N, default is N. Defines whether the API will accept
custom field data when updating leads in the vicidial_list table
                        For custom fields to be updated, just add the field label
as a variable to the URL string
                        For example, if the field_label is "favorite_color" you
would add "&favorite_color=blue"
no_update -             Y or N, Setting this to Y will not perform any updates, but
will instead only tell
                        you if a lead exists that matches the search criteria,
default is N.
delete_lead -           Y or N, Setting this to Y will delete the lead from the
vicidial_list table, default is N.
reset_lead -            Y or N, Setting this to Y will reset the called-since-last-
reset flag of the lead, default is N.
callback -              Y, N or REMOVE, default is N. Set this lead as a scheduled
callback. REMOVE will delete the scheduled callback entry
callback_status -       1-6 Character, callback status to use, default is CALLBK
(vicidial_list status will be set to CBHOLD to lock)
callback_datetime -     YYYY-MM-DD+HH:MM:SS, date and time of scheduled callback.
REQUIRED if callback is set. NOW can be used for current datetime.
callback_type -         USERONLY or ANYONE, default is ANYONE
callback_user -         User ID the USERONLY callback is assigned to
```

```
callback_comments -       Optional comments to appear when the callback is called
back
update_phone_number -   Y or N, Optional setting to update the phone_number field,
default is N.
add_to_hopper -         Y or N, default is N
hopper_priority -       99 to -99, the higher number the higher priority, default
is 0
hopper_local_call_time_check - Y or N, default is N. Validate the local call time
and/or state call time before inserting lead in the hopper

EDITABLE FIELDS-
user_field -            1-20 characters, this updates the 'user' field in the
vicidial_list table
list_id_field -         3-12 digits, this updates the 'list_id' field in the
vicidial_list table
status -                1-6 characters, not punctuation or spaces
vendor_lead_code -      1-20 characters
source_id  -            1-50 characters
gmt_offset_now -        overridden by auto-lookup of phone_code and area_code
portion of phone number if applicable
title -                 1-4 characters
first_name -            1-30 characters
middle_initial -        1 character
last_name -             1-30 characters
address1 -              1-100 characters
address2 -              1-100 characters
address3 -              1-100 characters
city -                  1-50 characters
state -                 2 characters
province -              1-50 characters
postal_code -           1-10 characters
country_code -          3 characters
gender -                U, M, F (Undefined, Male, Female) - defaults to 'U'
date_of_birth -         YYYY-MM-DD
alt_phone -             1-12 characters
email -                 1-70 characters
security_phrase -       1-100 characters
comments -              1-255 characters
rank -                  1-5 digits
owner -                 1-20 characters (user ID, Territory or user group)
called_count -          digits only, the number of attempts dialing the lead
entry_list_id -         WARNING! ONLY USE IF YOU KNOW WHAT YOU ARE DOING, CAN BREAK
CUSTOM FIELDS! (must be all numbers, 3-12 digits, will not work if custom_fields is
set to Y)
force_entry_list_id -   WARNING! ONLY USE IF YOU KNOW WHAT YOU ARE DOING, CAN BREAK
CUSTOM FIELDS! (must be all numbers, 3-12 digits, will override entry_list_id to
this value in all custom fields queries executed by this command)
NOTES:
 - in order to set a field to empty('') set it equal to --BLANK--, i.e.
"&province=--BLANK--"
 - please use no special characters like apostrophes, double-quotes or amphersands

Example URL strings for API calls:
```

```
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&lead_id=27&last_name=SMITH

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&search_method=VENDOR_LEAD_CODE
&vendor_lead_code=1000019&last_name=JOHNSON

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&search_method=PHONE_NUMBER&rec
ords=2&list_id=8107&search_location=LIST&phone_number=9999000019&last_name=WILSON

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&lead_id=405794&last_name=SMITH
&city=Chicago&custom_fields=Y&favorite_color=blue

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&search_location=LIST&search_me
thod=PHONE_NUMBER&insert_if_not_found=Y&phone_number=9999000029&phone_code=1&list_i
d=999&first_name=Bob&last_name=Wilson&city=Chicago&custom_fields=Y&favorite_color=r
ed

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&insert_if_not_found=Y&search_m
ethod=VENDOR_LEAD_CODE_PHONE_NUMBER&vendor_lead_code=89763545&phone_number=72755512
12&phone_code=1&list_id=999&first_name=Bob&last_name=Wilson&custom_fields=Y&favorit
e_color=blue

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&search_location=LIST&search_me
thod=VENDOR_LEAD_CODE_PHONE_NUMBER&insert_if_not_found=Y&phone_number=9999000029&ph
one_code=1&list_id=999&first_name=Bob&last_name=Wilson&city=Chicago&custom_fields=Y
&favorite_color=red&user_field=1008&list_id_field=107&status=OLD

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&lead_id=27&no_update=Y

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&lead_id=27&delete_lead=Y

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&lead_id=27&delete_lead=Y&custo
m_fields=Y

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&lead_id=406757&campaign_id=TES
TCAMP&callback=Y&callback_status=CALLBK&callback_datetime=NOW&callback_type=USERONL
Y&callback_user=1028&callback_comments=Comments+go+here+again

http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_lead&search_location=SYSTEM&search_
method=PHONE_NUMBER&phone_number=9998887112&no_update=Y&add_to_hopper=Y&hopper_prio
rity=99&hopper_local_call_time_check=Y
```

Example responses:
SUCCESS: update_lead LEAD HAS BEEN UPDATED - 6666|193716
NOTICE: update_lead CUSTOM FIELDS VALUES UPDATED - 7275551111|1234|101
NOTICE: update_lead CUSTOM FIELDS NOT UPDATED, CUSTOM FIELDS DISABLED - 7275551111|
Y|0
NOTICE: update_lead CUSTOM FIELDS NOT UPDATED, NO CUSTOM FIELDS DEFINED FOR THIS
LIST - 7275551111|1234|101
NOTICE: update_lead CUSTOM FIELDS NOT UPDATED, NO FIELDS DEFINED - 7275551111|1234|
101

NOTICE: update_lead SCHEDULED CALLBACK UPDATED - 1234|2011-09-29 12:00:01|TESTCAMP|
6666|USERONLY|CALLBK
NOTICE: update_lead SCHEDULED CALLBACK NOT UPDATED, NO FIELDS SPECIFIED - 1234|
NOTICE: update_lead SCHEDULED CALLBACK ADDED - 1234|2011-09-29 12:00:01|TESTCAMP|
6666|USERONLY|CALLBK
NOTICE: update_lead SCHEDULED CALLBACK NOT ADDED, USER NOT VALID - 1234|TESTCAMP|6|
NOTICE: update_lead SCHEDULED CALLBACK NOT ADDED, CAMPAIGN NOT VALID - 1234|XYZ

NOTICE: update_lead NO MATCHES FOUND IN THE SYSTEM - 6666|4567|897654327|7275551212
SUCCESS: update_lead LEAD HAS BEEN ADDED - 7275551111|6666|999|193716|-4

SUCCESS: update_lead LEAD HAS BEEN DELETED - 7275551111|6666|999|193716|-4
NOTICE: update_lead CUSTOM FIELDS ENTRY DELETED 1 - 7275551111|6666|999|193716|-4

NOTICE: update_lead LEADS FOUND IN THE SYSTEM: |6666|1010542|12345678901234|
9998887112|3333444|0
                                              (user|lead_id|vendorleadcode|phone
|list_id|entry_list_id)

NOTICE: update_lead ADDED TO HOPPER - 7275551111|6666|193715|1677922
NOTICE: update_lead NOT ADDED TO HOPPER - 7275551111|6666|193715|1677922
NOTICE: update_lead NOT ADDED TO HOPPER, OUTSIDE OF LOCAL TIME - 7275551111|
193715|-5|0|6666
NOTICE: update_lead NOT ADDED TO HOPPER, LEAD NOT FOUND - 7275551111|193715|6666
NOTICE: update_lead NOT ADDED TO HOPPER, LEAD IS ALREADY IN THE HOPPER -
7275551111|193715|6666

ERROR: update_lead INVALID DATA FOR LEAD INSERTION - 6666|||
ERROR: update_lead NO MATCHES FOUND IN THE SYSTEM - 6666|||
ERROR: update_lead NO VALID SEARCH METHOD - 6666|SYSTEM|||

ERROR: update_lead USER DOES NOT HAVE PERMISSION TO UPDATE LEADS IN THE SYSTEM -
6666|0
ERROR: update_lead NOT AN ALLOWED LIST ID - 7275551212|98762

----
add_user - adds a user to the system

NOTE: api user for this function must have user_level set to 8 or higher and "modify users" enabled

REQUIRED FIELDS-
agent_user -   2-20 characters (for auto-generated send 'AUTOGENERATED')
agent_pass -   1-20 characters
agent_user_level -   1 through 9, one digit only
agent_full_name -   1-50 characters
agent_user_group -   1-20 characters, must be a valid user group

OPTIONAL FIELDS-
phone_login -   1-20 characters
phone_pass -   1-20 characters
hotkeys_active -   0 or 1
voicemail_id -   1-10 digits
email -   1-100 characters
custom_one -   1-100 characters
custom_two -   1-100 characters
custom_three -   1-100 characters
custom_four -   1-100 characters
custom_five -   1-100 characters
wrapup_seconds_override - number from -1 to 9999
agent_choose_ingroups - 0 or 1, default 1
agent_choose_blended - 0 or 1, default 1
closer_default_blended - 0 or 1, default 0
in_groups -   pipe-delimited list of inbound groups to make selected for the user "SALESLINE|SUPPORT"

NOTE: This function does not work with Vtiger integration

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=add_user&user=6666&pass=1234&agent_user=1000&agent_pass=9999&agent_user_level=1&agent_full_name=Testing+Person&agent_user_group=AGENTS
http://server/vicidial/non_agent_api.php?
source=test&function=add_user&user=6666&pass=1234&agent_user=1000&agent_pass=9999&agent_user_level=1&agent_full_name=Testing+Person&agent_user_group=AGENTS&phone_login=100&phone_pass=test&hotkeys_active=1&voicemail_id=&custom_one=jjjj&custom_two=yyyy&custom_three=kkk&custom_four=wwww&custom_five=hhhh

Example responses:
ERROR: add_user USER DOES NOT HAVE PERMISSION TO ADD USERS - 6666|0
ERROR: add_user YOU MUST USE ALL REQUIRED FIELDS - 6666|1000||||
ERROR: add_user USER DOES NOT HAVE PERMISSION TO ADD USERS IN THIS USER LEVEL - 6666|8
ERROR: add_user USER GROUP DOES NOT EXIST - 6666|ADFHR
ERROR: add_user USER ALREADY EXISTS - 6666|6666
SUCCESS: add_user USER HAS BEEN ADDED - 6666|1000|1234|8|Testing+Person|AGENTS

```
------------------------------------------------------------------------
update_user - updates or deletes a user entry already in the system

NOTE: api user for this function must have user_level set to 8 or higher and
"modify user" enabled

REQUIRED FIELDS-
agent_user -              2-20 characters

OPTIONAL FIELDS-
agent_pass -             1-20 characters
agent_user_level -       1 through 9, one digit only
agent_full_name -        1-50 characters
agent_user_group -       1-20 characters, must be a valid user group
phone_login -            1-20 characters
phone_pass -             1-20 characters
hotkeys_active -         0 or 1
voicemail_id -           1-10 digits
email -                  1-100 characters
custom_one -             1-100 characters
custom_two -             1-100 characters
custom_three -           1-100 characters
custom_four -            1-100 characters
custom_five -            1-100 characters
active -                 'Y' or 'N'
wrapup_seconds_override - number from -1 to 9999
campaign_rank -          from -9 to 9, this will change the campaign rank for this
user on all campaigns
campaign_grade -         from 1 to 10, this will change the campaign grade for this
user on all campaigns
camp_rg_only -           0 or 1, this will set only one campaign rank/grade for this
user, requires campaign_id to be set
campaign_id -            only required for use with camp_rg_only

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=update_user&user=6666&pass=1234&agent_user=2424&agent_pass=987
6
http://server/vicidial/non_agent_api.php?
source=test&function=update_user&user=6666&pass=1234&agent_user=2424&agent_user_lev
el=3
http://server/vicidial/non_agent_api.php?
source=test&function=update_user&user=6666&pass=1234&agent_user=2424&agent_full_nam
e=Testing&hotkeys_active=1&active=Y
http://server/vicidial/non_agent_api.php?
source=test&function=update_user&user=6666&pass=1234&agent_user=2424&campaign_rank=
3&campaign_grade=4

Example responses:
ERROR: update_user USER DOES NOT HAVE PERMISSION TO UPDATE USERS - 6666|0
ERROR: update_user USER DOES NOT HAVE PERMISSION TO DELETE USERS - 6666|7878
ERROR: update_user YOU MUST USE ALL REQUIRED FIELDS - 6666||
```

```
ERROR: update_user USER DOES NOT EXIST - 6666|78789
ERROR: update_user USER DOES NOT HAVE PERMISSION TO UPDATE THIS USER - 6666|7878
ERROR: update_user YOU MUST USE A VALID FULL NAME, THIS IS AN OPTIONAL FIELD -
6666|
ERROR: update_user YOU MUST USE A VALID USER LEVEL, THIS IS AN OPTIONAL FIELD -
6666|0|9|1
ERROR: update_user YOU MUST USE A VALID USER GROUP, THIS IS AN OPTIONAL FIELD -
6666|FAKEGROUP|0
ERROR: update_user YOU MUST USE A VALID PHONE LOGIN, THIS IS AN OPTIONAL FIELD -
6666|fakephone|0|0
ERROR: update_user YOU MUST USE A VALID PHONE PASSWORD, THIS IS AN OPTIONAL FIELD -
6666|0
ERROR: update_user YOU MUST USE A VALID HOTKEYS SETTING, THIS IS AN OPTIONAL FIELD
- 6666|2
ERROR: update_user YOU MUST USE A VALID VOICEMAIL ID, THIS IS AN OPTIONAL FIELD -
6666
ERROR: update_user YOU MUST USE A VALID EMAIL, THIS IS AN OPTIONAL FIELD - 6666
ERROR: update_user YOU MUST USE A VALID CUSTOM ONE, THIS IS AN OPTIONAL FIELD -
6666
ERROR: update_user YOU MUST USE A VALID CUSTOM TWO, THIS IS AN OPTIONAL FIELD -
6666
ERROR: update_user YOU MUST USE A VALID CUSTOM THREE, THIS IS AN OPTIONAL FIELD -
6666
ERROR: update_user YOU MUST USE A VALID CUSTOM FOUR, THIS IS AN OPTIONAL FIELD -
6666
ERROR: update_user YOU MUST USE A VALID CUSTOM FIVE, THIS IS AN OPTIONAL FIELD -
6666
ERROR: update_user ACTIVE MUST BE Y OR N, THIS IS AN OPTIONAL FIELD - 6666
ERROR: update_user wrapup_seconds_override MUST BE A VALID DIGIT BETWEEN -1 AND
9999, THIS IS AN OPTIONAL FIELD - 6666|-2
ERROR: update_user YOU MUST USE A VALID CAMPAIGN RANK, THIS IS AN OPTIONAL FIELD -
6666|0
ERROR: update_user YOU MUST USE A VALID CAMPAIGN GRADE, THIS IS AN OPTIONAL FIELD -
6666|0
ERROR: update_user NO UPDATES DEFINED - 6666|0
NOTICE: update_user USER CAMPAIGN RANKS HAVE BEEN UPDATED - 6666|9|10
NOTICE: update_user USER CAMPAIGN RANKS HAVE BEEN UPDATED - 6666|9|10|TESTCAMP|1
SUCCESS: update_user USER HAS BEEN UPDATED - 6666|7878
SUCCESS: update_user USER HAS BEEN DELETED - 6666|7878




-----------------------------------------------------------------------------
add_group_alias - adds group alias to the system

NOTE: api user for this function must have user_level set to 8 or higher and "ast
admin access" enabled

REQUIRED FIELDS-
caller_id_number -      6-20 characters
```

OPTIONAL FIELDS-
group_alias_id -   3-30 characters, no spaces or punctuation allowed, if not
defined, caller_id_number is used
group_alias_name -   3-50 characters, if not defined, caller_id_number is used
caller_id_name -   6-20 characters, if not defined '' is default
active -   'Y' or 'N', if not defined 'Y' is default
admin_user_group -   a valid user group or '---ALL---' is used as default

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=add_group_alias&user=6666&pass=1234&caller_id_number=727555121
2
http://server/vicidial/non_agent_api.php?
source=test&function=add_group_alias&user=6666&pass=1234&caller_id_number=727555121
2&group_alias_id=test_group_alias&group_alias_name=test+group+alias

Example responses:
ERROR: add_group_alias USER DOES NOT HAVE PERMISSION TO ADD GROUP ALIASES - 6666|0
ERROR: add_group_alias YOU MUST USE ALL REQUIRED FIELDS - 6666|||1000
ERROR: add_group_alias GROUP ALIAS ALREADY EXISTS - 6666|7275551212
SUCCESS: add_group_alias GROUP ALIAS HAS BEEN ADDED - 6666|7275551212|
test_group_alias|test group alias

----
add_phone - adds a phone to the system

NOTE: api user for this function must have user_level set to 8 or higher and "ast
admin access" enabled

REQUIRED FIELDS-
extension -   2-100 characters
dialplan_number -   1-20 digits
voicemail_id -   1-10 digits
phone_login -   1-20 characters
phone_pass -   1-20 characters
server_ip -   7-15 characters, must be a valid server_ip
protocol -   Must be one of these: 'IAX2','SIP','Zap','EXTERNAL'
registration_password - 1-20 characters
phone_full_name -   1-50 characters
local_gmt -   timezone setting, not adjusting for DST, default: '-5.00'
outbound_cid -   1-20 digits

OPTIONAL FIELDS-
phone_context -   a phone context, default is 'default'
email -   1-100 characters
admin_user_group -   a valid user group or '---ALL---'

Example URL strings for API calls:

```
http://server/vicidial/non_agent_api.php?
source=test&function=add_phone&user=6666&pass=1234&extension=55000&dialplan_number=
55000&voicemail_id=55000&phone_login=55000&phone_pass=test&server_ip=192.168.198.5&
protocol=SIP&registration_password=test&phone_full_name=Extension+55000&local_gmt=-
5.00&outbound_cid=7275551212
http://server/vicidial/non_agent_api.php?
source=test&function=add_phone&user=6666&pass=1234&extension=55000&dialplan_number=
55000&voicemail_id=55000&phone_login=55000&phone_pass=test&server_ip=192.168.198.5&
protocol=SIP&registration_password=test&phone_full_name=Extension+55000&local_gmt=-
5.00&outbound_cid=7275551212&phone_context=default&email=test@test.com
```

```
Example responses:
ERROR: add_phone USER DOES NOT HAVE PERMISSION TO ADD PHONES - 6666|0
ERROR: add_phone YOU MUST USE ALL REQUIRED FIELDS - 6666|1000|||||||||||||
ERROR: add_phone SERVER DOES NOT EXIST - 6666|10.0.9.9
ERROR: add_phone PHONE ALREADY EXISTS ON THIS SERVER - 6666|10.0.9.8|cc101
ERROR: add_phone PHONE LOGIN ALREADY EXISTS - 6666|cc100
ERROR: add_phone YOU MUST USE A VALID TIMEZONE - 6666|-5
SUCCESS: add_phone PHONE HAS BEEN ADDED - 6666|cc100|10.0.9.8|SIP|100
```

---

update_phone - updates or deletes a phone entry already in the system

NOTE: api user for this function must have user_level set to 8 or higher and "ast admin access" enabled

REQUIRED FIELDS-
extension -   2-100 characters
server_ip -   7-15 characters, must be a valid server_ip

SETTINGS FIELDS-
delete_phone -   Y or N, Setting this to Y will delete the phone from the system, default is N.

EDITABLE FIELDS-
dialplan_number -   1-20 digits
voicemail_id -   1-10 digits
phone_login -   1-20 characters
phone_pass -   1-20 characters
protocol -   Must be one of these: 'IAX2','SIP','Zap','EXTERNAL'
registration_password - 1-20 characters
phone_full_name -   1-50 characters
local_gmt -   timezone setting, not adjusting for DST, default: '-5.00'
outbound_cid -   6-18 digits
outbound_alt_cid -   6-18 digits, to clear this field send '--BLANK--'
phone_context -   a phone context, default is 'default'
email -   5-100 characters, email address for voicemail, to clear this field send '--BLANK--'
admin_user_group -   a valid user group or '---ALL---'

```
phone_ring_timeout -    1-3 digits, default '60'
delete_vm_after_email - Y or N, default 'N'

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=update_phone&user=6666&pass=1234&extension=55000&dialplan_numb
er=55000&voicemail_id=55000&phone_login=55000&phone_pass=test&server_ip=192.168.198
.5&protocol=SIP&registration_password=test&phone_full_name=Extension+55000&local_gm
t=-5.00&outbound_cid=7275551212
http://server/vicidial/non_agent_api.php?
source=test&function=update_phone&user=6666&pass=1234&extension=55000&dialplan_numb
er=55000&voicemail_id=55000&phone_login=55000&phone_pass=test&server_ip=192.168.198
.5&protocol=SIP&registration_password=test&phone_full_name=Extension+55000&local_gm
t=-5.00&outbound_cid=7275551212&phone_context=default&email=test@test.com
http://server/vicidial/non_agent_api.php?
source=test&function=update_phone&user=6666&pass=1234&extension=55000&server_ip=192
.168.198.5&delete_phone=Y

Example responses:
ERROR: update_phone USER DOES NOT HAVE PERMISSION TO UPDATE PHONES - 6666|0
ERROR: update_phone YOU MUST USE ALL REQUIRED FIELDS - 6666||
ERROR: update_phone SERVER DOES NOT EXIST - 6666|10.0.9.9
ERROR: update_phone PHONE DOES NOT EXIST ON THIS SERVER - 6666|10.0.9.8|cc101
ERROR: update_phone LOGIN ALREADY EXISTS - 6666|x101
ERROR: update_phone YOU MUST USE A VALID TIMEZONE - 6666|-99
ERROR: update_phone YOU MUST USE A VALID DIALPLAN NUMBER - 6666|0
ERROR: update_phone YOU MUST USE A VALID VOICEMAIL NUMBER - 6666|0
ERROR: update_phone YOU MUST USE A VALID PHONE PASSWORD - 6666|0
ERROR: update_phone YOU MUST USE A VALID REGISTRATION PASSWORD - 6666|0
ERROR: update_phone YOU MUST USE A VALID PROTOCOL - 6666|0
ERROR: update_phone YOU MUST USE A VALID PHONE NAME - 6666|0
ERROR: update_phone YOU MUST USE A VALID PHONE CONTEXT - 6666|0
ERROR: update_phone YOU MUST USE A VALID EMAIL - 6666|x.com
ERROR: update_phone NO UPDATES DEFINED - 6666|0
ERROR: update_phone ACTIVE MUST BE Y OR N, THIS IS AN OPTIONAL FIELD - 6666|0
ERROR: update_phone OUTBOUND CID MUST BE FROM 6 TO 18 DIGITS, THIS IS AN OPTIONAL
FIELD - 6666|0
ERROR: update_phone OUTBOUND ALT CID MUST BE FROM 6 TO 18 DIGITS, THIS IS AN
OPTIONAL FIELD - 6666|0
ERROR: update_phone USER GROUP MUST BE FROM 2 TO 20 CHARACTERS, THIS IS AN OPTIONAL
FIELD - 6666|0
ERROR: update_phone PHONE RING TIMEOUT MUST BE FROM 2 TO 180 SECONDS, THIS IS AN
OPTIONAL FIELD - 6666|0
ERROR: update_phone DELETE VOICEMAIL AFTER EMAIL MUST BE Y OR N, THIS IS AN
OPTIONAL FIELD - 6666|0
SUCCESS: update_phone PHONE HAS BEEN UPDATED - 6666|cc100|10.0.9.8|SIP|100
SUCCESS: update_phone PHONE HAS BEEN DELETED - 6666|cc100|10.0.9.8|
NOTICE: update_phone USER DOES NOT HAVE PERMISSION TO DELETE PHONES - 6666|7878
```

```
--------------------------------------------------------------------------
add_phone_alias - adds a phone alias entry to the system

NOTE: api user for this function must have user_level set to 8 or higher and "ast
admin access" enabled

REQUIRED FIELDS-
alias_id -              2-20 characters
phone_logins -          2-255 characters (phone logins separated by commas)
alias_name -            1-50 characters

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=add_phone_alias&user=6666&pass=1234&alias_id=xyz100&alias_name
=XYZ+testing&phone_logins=100a,100b

Example responses:
ERROR: add_phone_alias USER DOES NOT HAVE PERMISSION TO ADD PHONE ALIASES - 6666|0
ERROR: add_phone_alias YOU MUST USE ALL REQUIRED FIELDS - 6666||||
ERROR: add_phone_alias PHONE ALIAS ALREADY EXISTS - 6666|x101
ERROR: add_phone_alias PHONE DOES NOT EXIST - 6666|cc100
SUCCESS: add_phone_alias PHONE ALIAS HAS BEEN ADDED - 6666|x100|testing_x100|
cc100,bb100




--------------------------------------------------------------------------
update_phone_alias - updates or deletes a phone alias entry already in the system

NOTE: api user for this function must have user_level set to 8 or higher and "ast
admin access" enabled

REQUIRED FIELDS-
alias_id -              2-20 characters
phone_logins -  2-255 characters (phone logins separated by commas)
alias_name -            1-50 characters

SETTINGS FIELDS-
delete_alias -          Y or N, Setting this to Y will delete the phone alias from
the system, default is N.

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=update_phone_alias&user=6666&pass=1234&alias_id=xyz100&alias_n
ame=XYZ+testing+X&phone_logins=100a,100b
http://server/vicidial/non_agent_api.php?
source=test&function=update_phone_alias&user=6666&pass=1234&alias_id=xyz100&delete_
alias=Y

Example responses:
```

```
ERROR: update_phone_alias USER DOES NOT HAVE PERMISSION TO UPDATE PHONE ALIASES -
6666|0
ERROR: update_phone_alias YOU MUST USE ALL REQUIRED FIELDS - 6666||||
ERROR: update_phone_alias PHONE ALIAS DOES NOT EXIST - 6666|x101
ERROR: update_phone_alias YOU MUST USE A VALID ALIAS NAME - 6666|x
ERROR: update_phone_alias PHONE DOES NOT EXIST - 6666|cc100
SUCCESS: update_phone_alias PHONE ALIAS HAS BEEN UPDATED - 6666|x100|
SUCCESS: update_phone_alias PHONE ALIAS HAS BEEN DELETED - 6666|x100|
```

----
server_refresh - forces a conf file refresh on all telco servers in the cluster

NOTE: api user for this function must have user_level set to 8 or higher and "ast
admin access" enabled

REQUIRED FIELDS-
stage -   "REFRESH"

Example URL string for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=server_refresh&user=6666&pass=1234&stage=REFRESH

Example responses:
ERROR: server_refresh USER DOES NOT HAVE PERMISSION TO REFRESH SERVERS - 6666|0
ERROR: server_refresh YOU MUST USE ALL REQUIRED FIELDS - 6666|
SUCCESS: server_refresh SERVER REFRESH HAS BEEN TRIGGERED - 6666|1

----
add_list - adds a list to the system

NOTE: api user for this function must have user_level set to 8 or higher and
"modify lists" enabled

REQUIRED FIELDS-
list_id -   2-14 digits
list_name -   6-30 characters
campaign_id -   2-8 characters, must be a valid campaign_id

OPTIONAL FIELDS-
active -   Must be one of these: 'Y','N', will default to 'N'
outbound_cid -   6-20 digits
script -   1-10 characters, must be a valid script
am_message -   2-100 characters
drop_inbound_group - 1-10 characters, must be a valid in-group
web_form_address -   6-100 characters
```

```
web_form_address_two -  6-100 characters
web_form_address_three - 6-100 characters
reset_time -            4-100 characters, must be in valid 4-digit groups of 24-
hour time (i.e. 0900-1700-2359)
expiration_date -       10 characters, must be in valid date format YYYY-MM-DD
(i.e. 2012-11-25)
NOTES:
 - for the web form addresses, you can URL encode them to include standard URL
special characters
```

```
Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&function=add_list&user=6666&pass=1234&list_id=1101&list_name=Test+API+l
ist&campaign_id=TESTCAMP
http://server/vicidial/non_agent_api.php?
source=test&function=add_list&user=6666&pass=1234&list_id=1101&list_name=Test+API+l
ist&campaign_id=TESTCAMP&active=N&outbound_cid=7275551212&script=DEMOSCRIPT&am_mess
age=8304&drop_inbound_group=SALESLINE&web_form_address=http://www.vicidial.org/?
testing=hghg
```

```
Example responses:
ERROR: add_list USER DOES NOT HAVE PERMISSION TO ADD LISTS - 6666|0
ERROR: add_list YOU MUST USE ALL REQUIRED FIELDS - 6666|1000||
ERROR: add_list CAMPAIGN DOES NOT EXIST - 6666|TESTCIMP
ERROR: add_list LIST ALREADY EXISTS - 6666|1101
ERROR: add_list SCRIPT DOES NOT EXIST, THIS IS AN OPTIONAL FIELD - 6666|TESTSCRIPT
ERROR: add_list IN-GROUP DOES NOT EXIST, THIS IS AN OPTIONAL FIELD - 6666|TEST_IN8
ERROR: add_list RESET TIME IS NOT VALID, THIS IS AN OPTIONAL FIELD - 6666|012
ERROR: add_list EXPIRATION DATE IS NOT VALID, THIS IS AN OPTIONAL FIELD - 6666|012
SUCCESS: add_list LIST HAS BEEN ADDED - 6666|1101|TESTCAMP
```

----
update_list - updates list information in the vicidial_lists table

NOTE: api user for this function must have user_level set to 8 or higher and
"modify lists" enabled

```
REQUIRED FIELDS-
list_id -               must be all numbers, 2-14 digits
source -                description of what originated the API call (maximum 20
characters)
```

```
SETTINGS FIELDS-
insert_if_not_found -   Y or N, will attempt to insert as a new list if no match is
found, default is N.

                        If list is not found, the function will change to add_list
and be processed in that way
```

reset_list -   Y or N, Setting this to Y will reset the Called-Since-Last-
Reset flag for all of the leads in this list, default is N.
delete_list -   Y or N, Setting this to Y will delete the list from the
vicidial_lists table, default is N.
delete_leads -   Y or N, Setting this to Y will delete all of the leads with
this list_id from the vicidial_list table, default is N.

EDITABLE FIELDS-
list_name -   6-30 characters
campaign_id -   2-8 characters, must be a valid campaign_id
active -   Must be one of these: 'Y','N', will default to 'N'
outbound_cid -   6-20 digits
script -   1-10 characters, must be a valid script
am_message -   2-100 characters
drop_inbound_group -   1-10 characters, must be a valid in-group
web_form_address -   6-100 characters
web_form_address_two - 6-100 characters
web_form_address_three - 6-100 characters
reset_time -   4-100 characters, must be in valid 4-digit groups of 24-
hour time (i.e. 0900-1700-2359)
expiration_date -   10 characters, must be in valid date format YYYY-MM-DD
(i.e. 2012-11-25)
NOTES:
 - in order to set a field to empty('') set it equal to --BLANK--, i.e.
"&drop_inbound_group=--BLANK--"
 - please use no special characters like apostrophes, quotes or amphersands
 - for the web form addresses, you can URL encode them to include standard URL
special characters

<mark>Example URL strings for API calls:</mark>
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_list&list_id=1101&list_name=Updated
+test+API+list
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_list&list_id=1101&active=N
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_list&list_id=1102&active=N&insert_i
f_not_found=Y&list_name=Updated+test+API+list&campaign_id=TESTCAMP&outbound_cid=727
5551212&script=DEMOSCRIPT&am_message=8304&drop_inbound_group=SALESLINE&web_form_add
ress=http://www.vicidial.org/?testing=hghg
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_list&list_id=1102&reset_list=Y
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_list&list_id=1102&delete_list=Y&del
ete_leads=Y
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_list&list_id=1102&campaign_id=ASTRI
CON

Example responses:
ERROR: update_list USER DOES NOT HAVE PERMISSION TO UPDATE LISTS - 6666
ERROR: update_list YOU MUST USE ALL REQUIRED FIELDS - 6666|1

```
ERROR: update_list NOT AN ALLOWED LIST ID - 98762
NOTICE: update_list LIST DOES NOT EXIST, SENDING TO add_list FUNCTION - 6666|1000
ERROR: update_list LIST DOES NOT EXIST - 6666|1000
ERROR: update_list CAMPAIGN DOES NOT EXIST, THIS IS AN OPTIONAL FIELD - 6666|
TESTCIMP
ERROR: update_list SCRIPT DOES NOT EXIST, THIS IS AN OPTIONAL FIELD - 6666|
TESTSCRIPT
ERROR: update_list IN-GROUP DOES NOT EXIST, THIS IS AN OPTIONAL FIELD - 6666|
TEST_IN8
ERROR: update_list LIST NAME MUST BE FROM 6 TO 30 CHARACTERS, THIS IS AN OPTIONAL
FIELD - 6666|test
ERROR: update_list ACTIVE MUST BE Y OR N, THIS IS AN OPTIONAL FIELD - 6666|U
ERROR: update_list OUTBOUND CID MUST BE FROM 6 TO 18 DIGITS, THIS IS AN OPTIONAL
FIELD - 6666|12345
ERROR: update_list ANSWERING MACHINE MESSAGE MUST LESS THAN 101 DIGITS, THIS IS AN
OPTIONAL FIELD - 6666|123...
ERROR: update_list RESET TIME IS NOT VALID, THIS IS AN OPTIONAL FIELD - 6666|012
ERROR: update_list EXPIRATION DATE IS NOT VALID, THIS IS AN OPTIONAL FIELD - 6666|
012
NOTICE: update_list NO UPDATES DEFINED - 6666|
SUCCESS: update_list LIST HAS BEEN UPDATED - 6666|1101
NOTICE: update_list LEADS IN LIST HAVE BEEN RESET - 6666|1101|324
NOTICE: update_list LIST RESET FAILED, daily reset limit reached: 2 / 2 - 6666|1101
NOTICE: update_list USER DOES NOT HAVE PERMISSION TO DELETE LISTS - 6666|0
NOTICE: update_list LIST HAS BEEN DELETED - 6666|1101|1
NOTICE: update_list USER DOES NOT HAVE PERMISSION TO DELETE LEADS - 6666|0
NOTICE: update_list LEADS IN LIST HAVE BEEN DELETED - 6666|1101|324
```

----
check_phone_number - allows you to check if a phone number is valid and dialable

NOTE: api user for this function must have user_level set to 8 or higher

REQUIRED FIELDS-
phone_number -   must be all numbers, 6-16 digits
phone_code -   must be all numbers, 1-4 digits, defaults to 1 if not set
local_call_time -   must be a valid call time ID in the system

OPTIONAL FIELDS-
postal_code -   must be 5 digits. Only works for USA zipcodes, needed for
POSTAL tz_method
state -   must be 2 letters. Only needed if state call time rules
enabled
owner -   must be 2-5 letters. Only needed if using TZCODE tz_method

SETTINGS FIELDS-
dnc_check -   Y, N or AREACODE, default is N
campaign_dnc_check -   Y, N or AREACODE, default is N

```
campaign_id -           2-8 Character campaign ID, required if using
campaign_dnc_check
usacan_prefix_check -   Y or N, default is N. Check for a valid 4th digit for USA
and Canada phone numbers (cannot be 0 or 1)
usacan_areacode_check - Y or N, default is N. Check for a valid areacode for USA
and Canada phone numbers
nanpa_ac_prefix_check - Y or N, default is N. Check for a valid NANPA areacode and
prefix, if optional NANPA data is on the system
tz_method -             <empty>, POSTAL, TZCODE, NANPA or AREACODE, default is
<empty> which will use the country code and AREACODE for time zone lookups
                        AREACODE relies on the phone number's areacode
                        POSTAL relies on the postal_code field
                        TZCODE relies on the owner field being populated
with a proper time zone code
                        NANPA relies on the optional NANPA areacode prefix
data being loaded on your system
                        (NOTE: you can do more than one method at once,
i.e.: "POSTALTZCODE")
```

```
Example responses:
```

```
A success response will show the results for each tz_method used(with 0 or 1 for
dialable and the gmt-offset) followed by a hash"#" and then the phone information
after:
AREACODE: 1|-6#PHONE: 3125551212|1||||
AREACODE: 1|-6#POSTAL: 1|-7.0#TZCODE: 0|10#NANPA: 1|-6#PHONE: 3125551212|1|81009||
GST|
```

----
logged_in_agents - list of agents that are logged in to the system

NOTE: api user for this function must have user_level set to 7 or higher and "view
reports" enabled

REQUIRED FIELDS-
source -   description of what originated the API call (maximum 20
characters)

OPTIONAL FIELDS-
campaigns -   pipe-delimited list of campaigns to get status information
for "TESTCAMP|INBOUND", default is all campaigns shown
user_groups -   pipe-delimited list of user groups to get status
information for "ADMIN|AGENTS", default is all user groups shown
show_sub_status -   show agent sub-status and pause_code, requires log lookup,
(YES|NO) default is NO

SETTINGS FIELDS-
stage -   the format of the exported data: csv, tab, pipe(default)
header -   include a header(YES) or not(NO). This is optional, default
is not to include a header

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=logged_in_agents&stage=csv&header=YES

Example responses:
ERROR: logged_in_agents USER DOES NOT HAVE PERMISSION TO GET AGENT INFO - 6666|0
ERROR: logged_in_agents NO LOGGED IN AGENTS

A SUCCESS response will not show "SUCCESS", but instead will just print the results
in the following format:
user|campaign_id|session_id|status|lead_id|callerid|calls_today|full_name|
user_group|user_level
6666|TESTCAMP|8600051|PAUSED|1079409||1|Admin|ADMIN|9

user,campaign_id,session_id,status,lead_id,callerid,calls_today,full_name,user_grou
p,user_level,pause_code,sub_status
6666,TESTCAMP,8600051,INCALL,1079409,M2260919190001079409,1,Admin,ADMIN,9,LOGIN,DEA
D
4545,TESTCAMP,8600052,PAUSED,0,,0,4545,MIKESGROUP,8,LOGIN,

NOTE: real_time_sub_status field can consist of: DEAD, DISPO, 3-WAY, PARK, RING,
PREVIEW, DIAL or it can be empty

----
call_status_stats - report on number of calls made by campaign and ingroup, with hourly and status breakdowns

NOTE: api user for this function must have user_level set to 8 or higher and "view reports" enabled

REQUIRED FIELDS-
campaigns -   Campaigns to return stats on. Use "---ALL---" or "ALLCAMPAIGNS" for all campaigns, or use single dash delimiters if
                         requesting more than one specific campaign

OPTIONAL FIELDS-
query_date -   Date to report on, leave blank to default to today's date. Must be in YYYY-MM-DD format
ingroups -   List of ingroups to report on. Leave blank for all ingroups belonging to the campaigns specified in the "campaigns" variable.
                Use dash delimiters if requesting more than one ingroup.
statuses -   List of specific statuses to report on. Leave blank for all, or use dash delimiters if requesting more than one status.

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
user=6666&pass=1234&function=call_status_stats&campaigns=---ALL---&query_date=2017-11-24 (returns all campaigns and ingroups for 11/24/17)
http://server/vicidial/non_agent_api.php?
user=6666&pass=1234&function=call_status_stats&campaigns=TESTCAMP-TESTCAMP2&query_date=2017-11-24&statuses=NP-TD&ingroups=AGENTDIRECT
(returns stat counts for TESTCAMP and TESTCAMP2 campaigns, and AGENTDIRECT ingroup, for 11/24/27 for calls dispositioned as NP and TD)

Example responses:
ERROR: call_status_stats INVALID OR MISSING CAMPAIGNS
ERROR: auth USER DOES NOT HAVE PERMISSION TO USE THIS FUNCTION
ERROR: call_status_stats USER DOES NOT HAVE PERMISSION TO VIEW STATS

A SUCCESS response will not show "SUCCESS", but instead will just print the results in the following format:
campaign_id/ingroup|total calls|human answered calls|hourly breakdown(HH-count,HH-count,etc...)|status breakdown(status-count,status-count,etc...)

Hourly and status breakdowns are delimited by comma, and each hour/status count is delimited by dash, as seen below:

TESTCAMP|26|26|00-0,01-1,02-1,03-0,04-0,05-0,06-0,07-0,08-0,09-0,10-0,11-3,12-4,13-2,14-4,15-1,16-0,17-2,18-0,19-0,20-0,21-6,22-1,23-1|NP-4,TD-22|
AGENTDIRECT|2|2|00-0,01-0,02-0,03-0,04-0,05-0,06-0,07-0,08-0,09-0,10-0,11-1,12-1,13-0,14-0,15-0,16-0,17-0,18-0,19-0,20-0,21-0,22-0,23-0|TD-2|

----
call_dispo_report - call disposition breakdown report

NOTE: api user for this function must have user_level set to 9 and "view reports" enabled

REQUIRED FIELDS(one of the following)-
campaigns -   Campaigns to return stats on. Use single dash delimiters if requesting more than one specific campaign
ingroups -   In-Groups to return stats on. Use single dash delimiters if requesting more than one specific inbound group
dids -   DIDs to return stats on. Use single dash delimiters if requesting more than one specific DID

OPTIONAL FIELDS-
query_date -   Date to report on, leave blank to default to today's date. Must be in YYYY-MM-DD format
end_date -   Date to report on, leave blank to default to today's date. Must be in YYYY-MM-DD format
statuses -   List of specific statuses to report on. Leave blank for all, or use dash delimiters if requesting more than one status.
categories -   List of specific status categories to report on. Leave blank for all, or use dash delimiters if requesting more than one category.
users -   List of specific users to report on. Use single dash delimiters if requesting more than one specific user
status_breakdown -   [0,1] Breakdown of all statuses within selected elements, default 0
show_percentages -   [0,1] (Only works if status_breakdown above is enabled), will show percentages of statuses, default 0
file_download -   [0,1] Download as a CSV file, default 0

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=call_dispo_report&ingroups=TEST_IN3-TEST_IN2&query_date=2018-02-05&end_date=2018-02-07
http://svn.eflo.net:40080/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=call_dispo_report&ingroups=TEST_IN3-TEST_IN2&query_date=2018-02-05&end_date=2018-02-07&status_breakdown=1
http://svn.eflo.net:40080/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=call_dispo_report&did_patterns=7275551113&query_date=2018-02-05&end_date=2018-02-07&status_breakdown=1
http://svn.eflo.net:40080/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=call_dispo_report&ingroups=TEST_IN3-TEST_IN2&query_date=2018-02-05&end_date=2018-02-07&status_breakdown=1&show_percentages=1

Example responses:
ERROR: call_dispo_report INVALID OR MISSING CAMPAIGNS, INGROUPS, OR DIDS
ERROR: call_dispo_report USER DOES NOT HAVE PERMISSION TO USE THIS FUNCTION

ERROR: call_dispo_report USER DOES NOT HAVE PERMISSION TO VIEW STATS

A SUCCESS response will not show "SUCCESS", but instead will just print the results in the following format:

CAMPAIGN,TOTAL CALLS
TEST_IN2,10
TEST_IN3,110
TOTAL,120

CAMPAIGN,TOTAL CALLS,ACFLTR,NP,WAITTO,CLOSOP,DROP,INCALL,RQXFER,TD,TESTAM
TEST_IN2,10,1,0,0,0,5,0,0,0,4
TEST_IN3,110,0,5,13,9,3,1,47,1,31
TOTAL,120,1,5,13,9,8,1,47,1,35

CAMPAIGN,TOTAL CALLS,ACFLTR,NP,WAITTO,CLOSOP,DROP,INCALL,RQXFER,TD,TESTAM
TEST_IN2,10,1 (10.0%),0 (0.0%),0 (0.0%),0 (0.0%),5 (50.0%),0 (0.0%),0 (0.0%),0 (0.0%),4 (40.0%)
TEST_IN3,110,0 (0.0%),5 (4.5%),13 (11.8%),9 (8.2%),3 (2.7%),1 (0.9%),47 (42.7%),1 (0.9%),31 (28.2%)
TOTAL,120,1 (0.8%),5 (4.2%),13 (10.8%),9 (7.5%),8 (6.7%),1 (0.8%),47 (39.2%),1 (0.8%),35 (29.2%)

----
update_campaign - updates campaign information in the vicidial_campaigns table

NOTE: api user for this function must have user_level set to 8 or higher and "modify campaigns" enabled

REQUIRED FIELDS-
campaign_id -   2-8 characters
source -   description of what originated the API call (maximum 20 characters)

EDITABLE FIELDS-
campaign_name -   6-40 characters
active -   Must be one of these: 'Y','N'
auto_dial_level -   2-5 characters, must be within valid range
adaptive_maximum_level - 3-20 digits
campaign_vdad_exten -   3-20 characters
hopper_level -   Must be from 1 to 2000
reset_hopper -   Must be one of these: 'Y','N', will default to 'N'
dial_method -   Must be one of these:
'MANUAL','RATIO','INBOUND_MAN','ADAPT_AVERAGE','ADAPT_HARD_LIMIT','ADAPT_TAPERED'
dial_timeout -   Must be from 1 to 120
outbound_cid -   1-20 digits
lead_filter_id -   Must be a valid Filter in the system, or '---NONE---' to not use a filter
NOTES:

- please use no special characters like apostrophes, quotes or amphersands

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_campaign&campaign_id=TESTOUT&campaign_name=Updated+test+API+campaign&auto_dial_level=3.0
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_campaign&campaign_id=TESTOUT&active=N
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_campaign&campaign_id=TESTOUT&reset_hopper=Y

Example responses:
ERROR: update_campaign USER DOES NOT HAVE PERMISSION TO UPDATE CAMPAIGNS - 6666
ERROR: update_campaign YOU MUST USE ALL REQUIRED FIELDS - 6666|1
ERROR: update_campaign NOT AN ALLOWED CAMPAIGN ID - 98762
ERROR: update_campaign CAMPAIGN DOES NOT EXIST - 6666|1000
ERROR: update_campaign AUTO DIAL LEVEL MUST BE FROM 0 TO 18, THIS IS AN OPTIONAL FIELD - 6666|012
ERROR: update_campaign DIAL METHOD IS NOT VALID, THIS IS AN OPTIONAL FIELD - 6666|12
ERROR: update_campaign ADAPT MAXIMUM DIAL LEVEL MUST BE FROM 1 TO 5 CHARACTERS, THIS IS AN OPTIONAL FIELD - 6666|12
ERROR: update_campaign ROUTING EXTENSION MUST BE FROM 3 TO 20 CHARACTERS, THIS IS AN OPTIONAL FIELD - 6666|12
ERROR: update_campaign HOPPER LEVEL MUST BE FROM 1 TO 2000, THIS IS AN OPTIONAL FIELD - 6666|12345
ERROR: update_campaign DIAL TIMEOUT MUST BE FROM 1 TO 120, THIS IS AN OPTIONAL FIELD - 6666|123
ERROR: update_campaign CAMPAIGN NAME MUST BE FROM 6 TO 40 CHARACTERS, THIS IS AN OPTIONAL FIELD - 6666|test
ERROR: update_campaign CAMPAIGN CID MUST BE FROM 6 TO 20 CHARACTERS, THIS IS AN OPTIONAL FIELD - 6666|test
ERROR: update_campaign CAMPAIGN LEAD FILTER MUST BE A VALID FILTER IN THE SYSTEM, THIS IS AN OPTIONAL FIELD - 6666|test
ERROR: update_campaign ACTIVE MUST BE Y OR N, THIS IS AN OPTIONAL FIELD - 6666|U
NOTICE: update_campaign NO UPDATES DEFINED - 6666|
NOTICE: update_campaign HOPPER HAS BEEN RESET - 6666|1101|324
SUCCESS: update_campaign CAMPAIGN HAS BEEN UPDATED - 6666|1101

----
update_did - updates Inbound DID information in the vicidial_inbound_dids table

NOTE: api user for this function must have user_level set to 8 or higher and "Modify DIDs" enabled

REQUIRED FIELDS-
did_pattern -   2-50 characters, must be a valid DID in the system

NOTE: special characters in the did_pattern need to be
URL encoded, for example the plus sign '+' must be sent as '%2B'
source -   description of what originated the API call (maximum 20
characters)

EDITABLE FIELDS-
did_description -   6-50 characters
active -   Must be one of these: 'Y','N'
did_route -   must be one of these:
'EXTEN','VOICEMAIL','AGENT','PHONE','IN_GROUP','CALLMENU','VMAIL_NO_INST'
record_call -   must be one of these: 'Y','N','Y_QUEUESTOP'
extension -   1-50 digits
exten_context -   1-50 characters
voicemail_ext -   1-10 digits
phone_extension -   1-100 characters
server_ip -   must be all numbers and dots, max 15 characters
group -   a valid in-group group_id
filter_clean_cid_number - 1-20 characters

Example URL strings for API calls:
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_did&did_pattern=
%2B1727555112&did_description=Updated+test+API+DID&active=Y
http://server/vicidial/non_agent_api.php?
source=test&user=6666&pass=1234&function=update_did&did_pattern=7275553331&did_desc
ription=Testing+DID&active=N&did_route=EXTEN&record_call=Y_QUEUESTOP&extension=8300
&exten_context=notdefault&voicemail_ext=8301&phone_extension=55000&server_ip=192.16
8.198.5&group=TEST_IN2&filter_clean_cid_number=R10

Example responses:
ERROR: update_did USER DOES NOT HAVE PERMISSION TO UPDATE DIDS - 6666
ERROR: update_did YOU MUST USE ALL REQUIRED FIELDS - 6666|1
ERROR: update_did NOT AN ALLOWED DID - 98762
ERROR: update_did DID DOES NOT EXIST - 6666|1000
ERROR: update_did DID DESCRIPTION MUST BE FROM 6 TO 50 CHARACTERS, THIS IS AN
OPTIONAL FIELD - 6666|012
ERROR: update_did ACTIVE MUST BE Y OR N, THIS IS AN OPTIONAL FIELD - 6666|U
ERROR: update_did DID ROUTE IS NOT VALID, THIS IS AN OPTIONAL FIELD - 6666|12
ERROR: update_did RECORD CALL MUST BE Y OR N, THIS IS AN OPTIONAL FIELD - 6666|
ERROR: update_did EXTENSION MUST BE FROM 1 TO 50 CHARACTERS, THIS IS AN OPTIONAL
FIELD - 6666|
ERROR: update_did EXTENSION CONTEXT MUST BE FROM 1 TO 50 CHARACTERS, THIS IS AN
OPTIONAL FIELD - 6666|
ERROR: update_did VOICEMAIL EXTENSION MUST BE FROM 1 TO 10 CHARACTERS, THIS IS AN
OPTIONAL FIELD - 6666|
ERROR: update_did PHONE EXTENSION MUST BE FROM 1 TO 100 CHARACTERS, THIS IS AN
OPTIONAL FIELD - 6666|
ERROR: update_did SERVER IP MUST BE A VALID SERVER IN THE SYSTEM, THIS IS AN
OPTIONAL FIELD - 6666|0.0.0.0
ERROR: update_did GROUP ID MUST BE A VALID INBOUND GROUP IN THE SYSTEM, THIS IS AN
OPTIONAL FIELD - 6666|test
ERROR: update_did CLEAN CID NUMBER MUST BE FROM 1 TO 20 CHARACTERS, THIS IS AN
OPTIONAL FIELD - 6666|

NOTICE: update_did NO UPDATES DEFINED — 6666|
SUCCESS: update_did DID HAS BEEN UPDATED — 6666|1101

ERROR: NO FUNCTION SPECIFIED