

Easyphone Portugal

TALK control v1.0

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1 Introduction

Easyphone TALKControl is an ActiveX® control developed in Visual Basic 6.0, packaged to encapsulate the EASYTalk OLE Automation Server. It presents an uniformed and simpler interface than the EASYTalk OLE, using the latest technology available. The use of TALKControl allows the user application developers to abstract from all the details related with Easyphone management of *sessions* and campaigns, providing a robust component with safe error trapping, allowing on other hand most of the ETALK automation server functionality and flexibility.

As part of Microsoft® ActiveX® controls family, formerly known as OLE controls or OCX controls, ETALKControl is a component (or object) you can insert into a Web page or other application to reuse packaged functionality available in ETALK OLE automation server.

A key advantage of ActiveX controls, and by inheritance a key advantage to ETALKControl, is that ActiveX controls can *also* be used in applications written in many programming languages, including all of the Microsoft programming and database languages.

The TALKControl has two user controls available, one that exports the ETALK OLE automation server functionality, and another one, TALKTimer that allows you to have a telephony time. TALKTimer allows you to show the elapsing time of all telephony operations without any need of application management.

To take advantage of any these ActiveX® controls all you need is to drag them into your application, and use the available interface. Please take in attention that the TALKControl controls the TALKTimer.

2 Definição de TALK control

2.1 Dependências de componentes externas

- ☐ Software ! ActiveX container
- ☐ ETALK workstation COM
- ☐ - Instalação de EASYtalk v xxx

2.2 Development Environment

The Easyphone ACB user control was developed and tested in the following hardware/software platforms:

- ☐ Windows NT with SP4
- ☐ Microsoft Visual Basic 6.0 with SP3
- ☐ PC with Intel Pentium II processor and 64 Mb RAM
- ☐ Easyphone ETALK Workstation version 5.1
- ☐ Easyphone Server version 5.1

2.3 Available Interface

The interface of the user control provides the following methods to access the Easyphone ETALK OLE Automation server:

Agent Control

- ☐ Login/Logout
- ☐ Can Login/Can Logout
- ☐ Set Ready/Set Not Ready
- ☐ Get Full Name
- ☐ Can Set Ready/Can Set Not Ready
- ☐ Get Campaigns
- ☐ Open/Close Campaign
- ☐ Get Campaign Name
- ☐

SQL

- ☐ Cursor Open/Close (page 11)
- ☐ Cursor NRows
- ☐ Cursor Fetch
- ☐ SQL Execute
- ☐ SQL Select

Data Transaction

- ☐ Start/End/Discard Data Transaction
- ☐ In Node
- ☐ Get Easy Code
- ☐ Select/Load Contact
- ☐ New Contact
- ☐ Start Session
- ☐ New Call

Data Transaction State

- ☐ Can Start/End/Discard Data Transaction, Can Load Contact, Can Start Session

Telephony Requests

- ☐ Set Extension
- ☐ Dial
- ☐ Get Extension
- ☐ Get Default Extension
- ☐ Extend
- ☐ Blind Transfer
- ☐ Answer/Hang-up
- ☐ Clear
- ☐ Hold
- ☐ Retrieve
- ☐ Transfer
- ☐ Conference
- ☐ Start Record

- ☐ Stop Record
- ☐ Get Phone Number
- ☐ Get Dnis
- ☐ Launch/Defer Next Call
- ☐

Telephony State

- ☐ Can Dial, Can Hang-up, Can Extend, Can Blind Transfer, Can Answer, Can Clear, Can Hold, Can Retrieve, Can Transfer, Can Conference, Can Start Record, Can Stop Record, Can Launch/Defer Next Call

IPresentation Events

- ☐ Easy Shutdown
- ☐

IAgent Events

- ☐ Campaign Closed
- ☐ Campaign Suspended
- ☐ Campaign Activated
- ☐ Feature Invoked
- ☐ Feature Progress
- ☐ Session Event

ISession Events

- ☐ Data Event
- ☐ Phone Event
- ☐ Phone Progress
- ☐ Data Transaction End
- ☐
- ☐

2.4 Ambiente de Compilação

- ☐ User Controls
- ☐ TALKControl
- ☐ TALKTimer
- ☐ Visual Basic 6.0
- ☐ Service Pack 3
- ☐ Project References
- ☐ OLE Automation
- ☐ Visual Basic objects and procedures
- ☐ Visual Basic runtime objects and procedures
- ☐ Visual Basic for Applications
- ☐ Threading Model

- ☐ Apartment threaded
- ☐ Project Classes
- ☐ Service Pack 3
- ☐ Project References
- ☐ OLE Automation
- ☐ Visual Basic objects and procedures
- ☐ Visual Basic runtime objects and procedures
- ☐ Visual Basic for Applications
- ☐ Threading Model
- ☐ Apartment threaded
- ☐ Projects Classes
- ☐ PresentationEvents – class registered on the ETALK OLE object to receive and process IPresentation events.
- ☐ AgentEvents – class registered on the ETALK OLE object to receive and process IAgents events.
- ☐ CampaignEvents – class registered on the ETALK OLE object to receive and process ICampaign events.
- ☐ SessionEvents – class registered on the ETALK OLE object to receive and process ISession events.
- ☐ CriticalSection – class used to synchronise critical access to session and campaign data.
- ☐ Projects Modules
- ☐ ACB – Agent Control Block, data structures used by ETALKControl are defined in this global module.
- ☐ Log – Module that provides logging functionality.
- ☐ Utils – Module that provides auxiliary functions.

3 Referência

3.1 Estruturas de Dados Globais

☐ TALKControl functions return codes

All functions designed in the TALKControl return one of the elements of the enumerated type presented below.

```
Public Enum ACB_RETURN_CODE
    ETALK_OK
    ETALK_VB_ERROR
    ETALK_OLE_ERROR
    ETALK_CAN_ERROR
    ETALK_SET_EXT_ERROR
    ETALK_EXIT_ERROR
    ETALK_PRESENTATION_ERROR
    ETALK_AGENT_ERROR
    ETALK_INCORRECT_CPG_ERROR
    ETALK_SESSION_ERROR
    ETALK_CPG_ALREADY_OPEN_ERROR
End Enum
```

❑ Campaign information

The information related with the Campaigns is recorded in the data structure presented below, for each Campaign opened by the agent.

Private Type ACBCampaign_info

Campaign As Object
short_name As String
event_campaign As Object
wrapup_time As Integer

End Type

- ◆ Campaigning : reference to the ICampaign Object
- ◆ short_name : Campaign short name
- ◆ event_campaign : reference to ICampaignEvent Object
- ◆ wrapup_time : campaign wrap-up time, used to set wrap-up timer value (TO DISABLE IF ONEVENT OLE BUG FIXED)

❑ Session information

Private Type ACBSession_info

Session As Object
event_session As Object 'SessionEvents
has_data As Boolean
phone_stat As PHONE_STATE
phones() As String
attrs() As String
wrapup_time As Integer
(TO REMOVE IF SQL NOT ADVISABLE ON EACH SESSION)

End Type

❑ Error

Private Type ACBError

number As Long
description As String

End Type

3.2 Referência de Funções

ANSWER

Public Function answer([sess_id]) As Integer

arguments

- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.

- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created.Agen logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

Description

- ❑ Requests an *answer* operation on the session indicated in parameter *sess_id* or, if the parameter is missing, try to apply it to the latest session with telephony. Before request is made, checks for possibility of making the operation, by asking the server if the answer can be performed on the session.

BLIND_TRANSFER

Public Function blind_transfer(agent As String, ext As String, cpg_name As String, instance as boolean, attrs() As String, blindData, [sess_id]) As Integer

arguments

- ❑ agent as String: *username* of destination agent .
- ❑ ext as String: destination extension.
- ❑ cpg_name as String: which campaign to use in destination.
- ❑ instance as Boolean : to another Easyphone instance.
- ❑ attrs() as String: two dimension array containing the attributes (*name/value*).
- ❑ blindData as Variant: one dimension array of bytes containing call blind data.
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If .omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created.Agen logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.
- ❑

CHANGE_PASSWORD

Public Function change_password(old_passwd As String, new_passwd As String) As Integer

arguments

- ❑ old_passwd as String: old password value.
- ❑ new_passwd as String : new password value.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).

- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created.Agen logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

CLEAR

Public Function clear([sess_id]) As Integer

arguments

- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created.Agen logged out.
- ❑ ETALK_SESSION_ERROR : invalid session parameter or, if omitted, no session with telephony available.

CLOSE_CAMPAIGN

Public Function close_campaign(cpg_name As String) As Integer

Arguments

- ❑ cpg_name as String : campaign name.

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created.Agen logged out.
- ❑ ETALK_INCORRECT_CPG_ERROR : campaign name incorrect or campaign not open by agent.
- ❑ Description

CONFERENCE

Public Function conference([sess_id]) As Integer

arguments

- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created.Agen logged out.
- ❑ ETALK_SESSION_ERROR : invalid session parameter or, if omitted, no session with telephony available.

CURSOR_CLOSE

Public Function cursor_close(cid As Long, status As Long) As Integer

Arguments

- ❑ cid as Long : cursor identification.
- ❑ [out]status : SQL status.

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created.Agen logged out.
- ❑

CURSOR_FETCH

Public Function cursor_fetch (cid As Long, pos As Long, n As Long, rows() As String) As Integer

Arguments

- ❑ cid as Long : cursor identification.
- ❑ pos as Long : number of first row to be fetched.
- ❑ n as Long : number of rows to be fetched.
- ❑ [out]rows() as String : two dimension array containing the fetched rows (row/col).

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created, agent logged out.

CURSOR_NROWS

Public Function cursor_nrows(cid As Long, rRows As Long) As Integer

Arguments

- ❑ cid as Long : cursor identification
- ❑ [out] nrows() as Long : number of rows in cursor

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created, agent logged out.

CURSOR_OPEN

Public Function cursor_open(lastCid As Long, lastSel As String, sel As String, cid As Long, status As Long) As Integer

Arguments

- ❑ lastCid as Long : cursor identification. Should be -1 for a new cursor
- ❑ lastSel as String : last select statement for cursor. Ignored if cid = -1
- ❑ sel as String : cursor select statement
- ❑ [out] cid as Long : cursor identification
- ❑ [out] status : SQL status

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created, agent logged out.
- ❑

DEFER_NEXT_CALL

Public Function defer_next_call([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

Description

- ❑ Requests a *defer_next_call* operation on the session indicated, or with telephony. Before request is made, checks for possibility of making the operation, by asking the server if the *defer_next_call* can be performed on the session. This operation makes the next call to be refused, only applied to predictive based agent.

DIAL

Public Function dial (phone As String, [cpg_name], [session_id], [attrs], [blinddata]) As Integer

Arguments

- ❑ phone as String : phone number to be dialled.
- ❑ cpg_name as String : optional parameter with campaign name. Used to associate new session with respective campaign.
- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.
- ❑ attrs() as String : optional parameter, two dimension array containing the attributes (name/value).
- ❑ blinddata() as Byte : optional parameter, one dimension array of bytes containing call blind data.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

DISCARD_DATA_TRANSACTION

Public Function discard_data_transaction ([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

END_DATA_TRANSACTION

Public Function end_data_transaction (stops As Boolean, attrs() As String, phones() As String, [sess_id]) As Integer

Arguments

- ❑ stops as Boolean : Same behaviour as EASYscript end script

- ❑ attrs() as String : optional parameter, two dimension array containing the attributes (name/value).
- ❑ phones() as String : Two dimension array containing the attributes (name/value)
- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

EXTEND

Public Function extend(agent As String, ext As String, cpq_name As String, attrs() As String, blinddata() as Byte, purpose As EXTEND_PURPOSE, [sess_id]) As Integer

Arguments

- ❑ agent as String : Destination agent username.
- ❑ ext as String : Destination extension.
- ❑ cpq_name as String : Cpaig name referring which campaign to use in destination.
- ❑ attrs() as String : Two dimension array containing the attributes (name/value).
- ❑ blinddata() as Byte : One dimension array of bytes containing call blind data.
- ❑ Purpose as EXTEND_PURPOSE : Tells if the extend is normal, for transfer or for conference.
- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

GET_CAMPAIGN_NAME

Public Function get_campaign_name(cpq_name As String, [sess_id]) As Integer

Arguments

- ❑ [out] cpq_name as String : Name of the campaign associated with the session

- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

GET_CAMPAIGNS

Public Function get_campaigns(cpg_array() As String, cpg_active() As Boolean) As Integer

Arguments

- ❑ [out] cpg_array() as String : One dimension array containing the names of the campaigns.
- ❑ [out] cpg_active() as Boolean : One dimension array containing the campaign status related to the agent. Indicates the campaigns in which the agent is registered, regardless of whether the agent has already opened the campaign.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.

GET_DEFAULT_EXTENSION

Public Function get_default_extension(ext As String) As Integer

Arguments

- ❑ [out] ext as String : Agent default extension. If agent has a valid extension, default extension returns it regardless of the pre-defined default extension.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.

GET_DNIS

Public Function get_dnis(dnis As String, [sess_id]) As Integer

Arguments

- ❑ [out] dnis as String : Session dialled number.
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

GET_EXTENSION

Public Function get_extension(ext As String) As Integer

Arguments

- ❑ [out] ext as String : Agent extension.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.

GET_LAST_ERROR

Public Function get_last_error([err_num], [err_desc])

Arguments

- ❑ [out] err_num as Long : Optional parameter. Last error number.
- ❑ [out] err_desc as String : Optional parameter. Last error description.

Return

- ❑ ETALK_VB_ERROR : Run-Time error (ex: error in parameter format).

GET_MESSAGE_OF_THE_DAY

Public Function get_message_of_the_day(msgDay As String, [cpg_name])

Arguments

- ❑ [out] msgDay as String : Message of the day
- ❑ cpg_name as String : Optional parameter. Campaign name for which the message of the day should be related to. If missing returns agent related message of the day.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_INCORRECT_CPG_ERROR : Campaign name incorrect or campaign not open by agent.

GET_NOT_READY_REASONS

Public Function get_not_ready_reasons(reasons() As String)

Arguments

- ❑ [out] reasons() as String : Array of not ready reasons.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.

GET_PHONE_NUMBER

Public Function get_phone_number(phone_number As String, [sess_id]) As Integer

Arguments

- ❑ [out] phone_number as String : Phone number associated with session.
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

GET_SESSION

Public Function get_session(Session As Object, [sess_id]) As Integer

Arguments

- ❑ [out] Session as Object : Corresponding ISession object.
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

HANGUP

Public Function hangup([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

HOLD

Public Function hold([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

IN_NODE

Public Function in_node(nodeId As Long, [sess_id As Integer]) As Integer

Arguments

- ❑ In_node as Long : Node identification
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).

- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

LAUNCH_NEXT_CALL

Public Function launch_next_call([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

LOAD_CONTACT

Public Function load_contact (where_text As String, try As Boolean, easycode As Long, attrs() As String, phones() As String, tzName As String, [sess_id]) As Integer

Arguments

- ❑ where_text as String : SQL select where clause.
- ❑ try as Boolean : Whether an error should be prompted in case of error.
- ❑ [out] easycode as Long : Contact code.
- ❑ [out] attrs() as String : Two dimension array containing the attributes (name/value)
- ❑ [out] phones() as String : Two dimension array containing the contact phones (name/value)
- ❑ [out] tzName as String : The contact time zone abbreviation
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

Description

Debug messages

LOGIN

Public Function login(usr As String, passwd As String, [extension]) As Integer

Arguments

- ❑ usr as String : Agent name as registered in the Easyphone system.
- ❑ passwd as String : Agent password.
- ❑ extension as String : Optional parameter representing Agent login extension.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_SET_EXT_ERROR : failed to set agent extension

Description

- ❑ If extension missing then GetObject algorithm CreateObject ...
- ❑ ETALK_SET_EXT_ERROR

LOGOUT

Public Function logout([force]) As Integer

Arguments

- ❑ force as Boolean : Whether logout should be performed regardless of agent status.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.

Description

- ❑ Explain force = TRUE problems etc structure destruction Bla Bla Bla...

NEW_CALL

Public Function new_call(dates As String, times As String, agent As String, dial_rule As String, prioritys As Long, [sess_id]) As Integer

Arguments

- ❑ dates as String : Call date.
- ❑ times as String : Call time.

- ❑ agent as String : Call agent.
- ❑ dal_rule as String : Call dial rule.
- ❑ priority as Long : Call priority.
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.
- ❑

NEW_CONTACT

Public Function new_contact(dates As String, times As String, agent As String, cpName As String, tzName As String, dialRule As String, priority As Long, attrs() As String, phones() As String, [sess_id])

Arguments

- ❑ dates as String : Call date.
- ❑ times as String : Call time.
- ❑ agent as String : Call agent.
- ❑ cpName as String : Contact campaign name.
- ❑ tzName as String : Contact time zone abbreviation.
- ❑ dal_rule as String : Call dial rule.
- ❑ priority as Long : Call priority.
- ❑ attrs() as String : Two dimension array containing the attributes (name/value)
- ❑ phones() as String : Two dimension array containing the contact phones (name/value)
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

OPEN_CAMPAIGN

Public Function open_campaign(cpg_name As String) As Integer

Arguments

- ❑ cpg_name as String : campaign name.

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agen logged out.

RETRIEVE

Public Function retrieve([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : operation succeeded.
- ❑ ETALK_VB_ERROR : run-time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agen logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

SET_CALL_TYPE

Public Function set_call_type(call_type As String, [sess_id]) As Integer

Arguments

- ❑ call_type as String : The call type.
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

SELECT_CONTACT

Public Function select_contact(where_text As String, easycode As Long, [sess_id]) As Integer

Arguments

- ❑ where_text as String : SQL select where clause.
- ❑ [out] easycode as Long : Contact code.
- ❑ sess_id as Integer : Optional parameter indicating global session array index. If omitted uses session with telephony, if exists.
- ❑

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

SET_EXTENSION

Public Function set_extension([extension]) As Integer

Arguments

- ❑ extension as String : Optional parameter representing Agent login extension.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SET_EXT_ERROR : failed to set agent extension

SET_NOT_READY

Public Function set_not_ready(reason As String, [cpg_name]) As Integer

Arguments

- ❑ reason as String : Not ready reason.
- ❑ cpg_name as String : Campaign name on which to set agent not ready.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.

- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_INCORRECT_CPG_ERROR : campaign name incorrect or campaign not open by agent.

SET_READY

Public Function set_ready([cpg_name]) As Integer

Arguments

- ❑ cpg_name as String : Optional parameter. Campaign name on which to set agent not ready.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_INCORRECT_CPG_ERROR : campaign name incorrect or campaign not open by agent.

SQL_EXECUTE

Public Function sql_execute (stat As String, trans As Boolean, serial As Long, status As Long) As Integer

Arguments

- ❑ stat as String : SQL statement to be executed.
- ❑ trans as Boolean : Whether the statement should be executed in a transaction.
- ❑ [out] serial as Long : Last serial in case a row was inserted.
- ❑ [out] stat as Long : SQL status.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑

SQL_SELECT

Public Function sql_select(stat As String, status As Long, row() As String) As Integer

Arguments

- ❑ stat as String : SQL statement to be executed.
- ❑ [out] serial as Long : Last serial in case a row was inserted.

- ❑ [out] row() as String : Two dimension array containing the selected row (row1/col).

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory)
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.

START_DATA_TRANSACTION

Public Function start_data_transaction(cpg_name As String, [sess_id]) As Integer

Arguments

- ❑ cpg_name as String : Optional parameter. Campaign name on which to set agent not ready.
- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_INCORRECT_CPG_ERROR : campaign name incorrect or campaign not open by agent.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

START_RECORD

Public Function start_record([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

START_SESSION

Public Function start_session(cpg_name As String, sess_id As Integer) As Integer

Arguments

- ❑ cpg_name as String : Campaign name on which to set agent not ready.
- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

STOP_RECORD

Public Function stop_record([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

SUPERVISOR_HELP

Public Function supervisor_help(cpg_name As String, attrs() As String, blinddata, [sess_id]) As Integer

Arguments

- ❑ cpg_name as String : Campaign name referring which campaign to use in destination.
- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).

- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.

TRANSFER

Public Function transfer([sess_id]) As Integer

Arguments

- ❑ sess_id as Integer : optional parameter indicating global session array index. If omitted uses session with telephony, if exists.

Return

- ❑ ETALK_OK : Operation succeeded.
- ❑ ETALK_VB_ERROR : Run-Time error (ex: out of memory).
- ❑ ETALK_OLE_ERROR : Error connecting to ETALK OLE automation server.
- ❑ ETALK_CAN_ERROR : Operation not allowed by Easyphone server.
- ❑ ETALK_AGENT_ERROR : IAgent object not created. Agent logged out.
- ❑ ETALK_SESSION_ERROR : Invalid session parameter or, if omitted, no session with telephony available.
- ❑ ETALK_INCORRECT_CPG_ERROR : campaign name incorrect or campaign not open by agent.

PROTOTYPE

Public Function answer([sess_id]) As Integer

answers call related with sessi_id or, if omitted, session with telephony

arguments

- ❑ Argument1: Descrição
- ❑ Argument2: Descrição

Return

- ❑ Lista de possíveis valores de retorno com uma descrição do seu significado
- ❑ ...
- ❑ ETALK_OK = 0
- ❑ ETALK_VB_ERROR = 1
- ❑ ETALK_OLE_ERROR = 2
- ❑ ETALK_CAN_ERROR = 3
- ❑ ETALK_SET_EXT_ERROR = 4
- ❑ ETALK_EXIT_ERROR = 5
- ❑ ETALK_PRESENTATION_ERROR = 6
- ❑ ETALK_AGENT_ERROR = 7
- ❑ ETALK_INCORRECT_CPG_ERROR = 8
- ❑ ETALK_SESSION_ERROR = 9

- ☐ ETALK_CPG_ALREADY_OPEN_ERROR = 10
- ☐