重构版客户端与电话终端接口-客户端版

1. **主导航栏配置参数**

{

"types": 1,

"column": 3,

"icon": "http://filestorage-TU1NDQ4MTA2LTg0NzEzMzYyNS5wbmc=",

"name": "phone",

"action": "/phone",

"index": 7,

"siteid": "kf\_1021",

"params": "",

"title": "呼叫中心"

}

1. **安装**

自动安装

下载（request）

解压（7za x phone.7z -r -o./）

启动（spawn）

升级(update.exe)

手动安装

手动下载

手动启动

1. **配置getFlashServer**

PhoneServer:{

httpUrl:”https://xiaoneng.phone.com”，

webSocketUrl: “wss://127.0.0.1:8080”,

installUrl:“https://xiaoneng.phone.com/....”

}

1. **获取呼叫中心坐席信息**

Method：GET

Content-Type: application/json; charset=UTF-8

URI：/callcenter/userCenter/queryUserCallCenterInfo

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 参数名称 | 必填 | 参数类型 | 默认值 | 描述 |
| siteId | 是 | String(1-32) | NA | 企业账号，只支持英文字符、数字和下划线，不能带空格。 |
| userId | 是 | String(1-32) | NA | 坐席号码，仅支持全局号码格式，比如+8612366887021 |
| passwordCode | 是 | String | NA | passwordCode生成规则：使用aes加密算法，将时间的转化为长整型（从1970年1月1日起的毫秒的数量表示日期）+ siteId + userId |

结果：

{"resultcode":"0","resultdesc":"Success","siteId":"kf\_10051","userId":"kf\_10051\_ISME9754\_T2D\_ntalker\_maliqun","attendantInfo":{"account":"1001","number":"+8678322222","password":"Xiaoneng@12","name":"ntalker\_maliqun","attendantId":"1001","dspNumber":"+8601088888888","forwardNumber":"+8618933333333","forwardDspMode":1,"type":"0"},"funcInfo":[{"index":0,"id":"call","name":"拨号","icon":"","available":true},{"index":1,"id":"refuse","name":"拒接","icon":"","available":true},{"index":2,"id":"answer","name":"接听","icon":"","available":true},{"index":1,"id":"hangup","name":"挂断","icon":"","available":true},{"index":2,"id":"setbusy","name":"置忙","icon":"","available":true},{"index":2,"id":"setidle","name":"置闲","icon":"","available":true},{"index":3,"id":"hold","name":"保持","icon":"","available":true},{"index":4,"id":"unhold","name":"恢复","icon":"","available":true},{"index":5,"id":"transfermanual","name":"盲转","icon":"","available":true},{"index":5,"id":"senddtmf","name":"发送DTMF","available":true},{"index":5,"id":"reset","name":"复位","icon":"","available":false}],"settingInfo":{"autoAnswer":1,"setIdleAfterLogin":1,"acwTime":15,"modifyCalloutNum":false,"modifyTransferNum":true,"answerMode":1,"hideNumber":true}}

1. **渲染电话工具条**

"index":0，代表按钮的位置

"id":"call"，功能ID

"name":"拨号"，功能中文描述

"icon":""，功能图标

"available":true，功能开关，true为开，false为关

1. **连接电话软终端**
2. 连接
3. 重新连接
4. 心跳
5. 断开
6. **电话操作**

参照《重构版客户端与电话终端接口》

1. 创建第三方库

使用webpack3.8，配置文件config.babel.js

var path = require('path');

module.exports = {

entry: './src/index.js',

output: {

path: path.resolve(\_\_dirname, 'dist'),

filename: 'phoneCall.js',

library: ‘PhoneCall’,

libraryTarget: 'umd'

},

externals: {

}

};

使用方法：

1. 导入依赖库
2. 引用库（PhoneCall）,接口类[PhoneCallUI, ServerConfig, PhoneCall]
3. API

PhoneCallUI. prototype.setContainer(value: HTMLElement) // value是容器型元素

ServerConfig.httpUrl = “”;

ServerConfig.webSocketUrl = “”;

ServerConfig.appDownUrl = “”; //电话软终端地址

PhoneCall(启动类, 代理事件)

PhoneCall.start();

PhoneCall.on(eventType:String, fn:Function(data:JSONObject));

PhoneCall.removeAllEvents();

PhoneCall.removeListener(eventType, fn:Function);

PhoneCallEvent

Exit 退出

Reset 复位

Setfree 坐席置闲

。。。

PhoneInitEvent

DownPhonePlugStart 开始下载电话软终端

DownPhonePlugComplete开始下载电话软终端{success, data}

CheckIsInstalled 检查是否已经安装

InstallPhonePlugStart

InstallPhonePlugComplete {success, data}

startUpPhone 启动电话软终端

startUpPhoneComplete

initAppComplete 初始化程序完成

ExitApp 退出程序

1. 皮肤修改

自定义index.css， 重新导入程序中即可修改（修改内容补充中）

.wapper{}

.container{}

.button{}

1. 内部实现

使用React+Redux+webpack+less技术栈开发

使用webpack创建Library，方便第三方使用