If a call is made from from a client to a user/agent in our CRM an api would be called from third party service provider.

For example third party site will call

<http://frelcon.com/crm/newcall?From=09879727088&DialWhomNumber=09824311714>

Where From is a customer number who is calling and DialWhomNumber is a user agent number from our CRM.

In this case we are calling app/Http/Controllers/sse.php -> newcall method from the third party server and a new record will be added to ‘callroutes’ table.

Now this (Whenever a new record will be added to ‘callroutes’ table) should be broadcasted in real-time to the browser with ‘From’ and ‘DialWhomNumber’ depending upon following conditions.

It should be called

/crm/admin/leads/quickly?DialWhomNumber=" + (variable) + "&From=" + (variableFrom)

(File Location: Leadcontroller/quickly) with ‘From’ and ‘DialWhomNumber’. Once ‘quickly’ method is called all other things are working. If not it should be working like this.

(This whole process is done in Leadcontroller/quickly and mostly working if above broadcasting is done)

1. Get logged-in user/agent’s phone number and compare it with ‘DialWhomNumber’ if it matches goto step B
2. If user has permission role->persons then check if ‘From’ number exist in ‘persons’ table. If it exist then call route ->admin.contacts.persons.edit with that ‘From’ number otherwise goto step C
3. If it doen’t exist then if user has permission role->leads then check ‘From’ number in ‘Leads’ table. If record exists then call admin.leads.edit with that ‘From’ number otherwise call admin.leads.create with that ‘From’ number