contactSPACE

API GUIDE 2.1

Revised – 1st April 2020

Contents

1   General Information

This document outlines the set of production and beta APIs available on the contactSPACE platform. It details their usage and the data returned.

Data returned is in XML format.

Pay special attention to data formats with regards to items such as dates.

API keys are just randomised examples.

2 Production API Methods

2.1 Add a Dataset - [CreateDataSet]

Usage:

https://apidev.contactspace.com/?apikey=<APIKEY>&function=CreateDataSet&initiativeid=<Initiativ eId>&datasetname=<Name of DataSet>&active=<active>

Example:

https://apidev.contactspace.com/?apikey=jhbdfjUYHGVFGjhdbfgjuerg8748dhj&function=CreateData Set&initiativeid=42&datasetname=MainDataSet&active=1

Returned XML:

```
<xml>
<record>
      <datasets>
            <dataset>
                  <id>###</id>
            </dataset>
      </datasets>
</record>
</xml>
```

Notes:

- InitiativeID is the ID of the Initiative. You can get this ID by hovering over the Initiative Name in the Initiatives screen.
- <Name of DataSet> is the name of the dataset as it will be seen in the system.
- Active is whether the data set is turned on or off. Values are 1 for on and 0 for off. If on, the records will be dialled immediately. If off, the administrator will need to turn the dataset on in the admin interface.
- ### is a numeric BIGINT value representing the ID of the dataset in the system.

2.2   Insert Record into a Data Set – [InsertRecord]

Usage:

https://apidev.contactspace.com/?apikey=<APIKEY>&function=InsertRecord&module=data&dataset id=<ID of DataSet>&xmldata=
<record>
<fieldname1>Field Value 1</fieldname1>
<fieldname2>Field Value 2</fieldname2>
<fieldname3>Field Value 3</fieldname3>
<fieldname4>Field Value 4</fieldname4></record>

Example:

https://apidev.contactspace.com/?apikey=<APIKEY>&function=InsertRecord&module=data&dataset id=<ID of DataSet>&xmldata=
<record><FIrstName>Luke</FirstName> <LastName>Watson</LastName> <Age>21</Age> <PolicyNumber>12#-87654321</PolicyNumber></record>

Returned XML:

```
<xml>
<record>
      <outcome>
            <id>ID of inserted Record</id>
            <message>Outcome Message</message>
      </outcome>
</record>
</xml>
```

Notes:

-   <ID of DataSet> is the ID of the dataset you created with CreateDataSet.
-   <fieldname#> tags should be set to the name of the field in the Initiative.
-   You can find the field names by looking in the field manager for the specific Initiative.
-   The 'Field Value #' is the value you are inserting into the field.
-   Field Names are case sensitive.
-   Field values must be a valid value for that field type or the insert will fail.

2.3   Updating a Record - [UpdateRecord]

Usage:

https://apidev.contactspace.com/?apikey=<APIKEY>&function=UpdateRecord&module=data&
initiativeid=<ID of Initiative>&recordid=<ID of Record>&xmldata=
<record>
<fieldname1>Field Value 1</fieldname1>
<fieldname2>Field Value 2</fieldname2>
<fieldname3>Field Value 3</fieldname3>
<fieldname4>Field Value 4</fieldname4>
</record>

Example:

https://apidev.contactspace.com/?apikey=784c83247fg27b3c&function=
UpdateRecord&module=data&initiativeID=22&xmldata=
<record><FIrstName>Luke</FirstName> <LastName>Watson</LastName>
<Age>21</Age> <PolicyNumber>12#-87654321</PolicyNumber></record>

Returned XML:

```
<xml>
<outcome>
        <message>Success</message>
</outcome>
</xml>
```

Notes:

- <ID of Initiative> is the ID of the Initiative which you can get from hovering over the Initiative name in the Initiatives screen.
- <ID of Record> is the contactSPACE ID for that record, unique to the Initiative only.
- <fieldname#> tags should be set to the name of the field in the Initiative.
- You can find the field names by looking in the field manager for the specific Initiative.
- The 'Field Value #' is the value you are inserting into the field.
- The returned <message> tag will contain 'Success' if the update was successful and an error message if it was not.

2.4   Setting a Single Field Value – [SetValue]

Usage:

https://apidev.contactspace.com/?apikey=<APIKEY>&function=SetValue&module=data&callid=<call_id>&modulefieldupdate=<field>='<value>'

All field update values must be encapsulated in single quotes.

Example:

https://apidev.contactspace.com/?apikey=jhbdfVbfgjuerg8748dhj&function=SetValue&module=data&callid=1234&modulefieldupdate=postcode='2000'

Returned XML:

```
<xml>
<outcome>
        <message>Success</message>
</outcome>
</xml>
```

2.5   Get Data from the System – [GetData] & [GetDataWithAgent]

Usage [GetData]:

https://apidev.contactspace.com/?apikey=<APIKEY>&function=GetData&module=data&moduleid=<moduleid>&fromdate=<from date>&todate=<to date>

Example:

https://apidev.contactspace.com/?apikey=jhjhfgjhhdfgJHJHLFF8738745hbsdvjhg75&function=GetData&module=data&moduleid=25&fromdate=2015-05-01&todate=2015-05-31

Usage [GetDataWithAgent]:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=GetDataWithAgent&module=data&moduleid=<moduleid>&fromdate=<from date>&todate=<to date>

Example:

https://apidev2.contactspace.com/?apikey=jhjhfgjhhdfgJHJHLFF8738745hbsdvjhg75&function=GetDataWithAgent&module=data&moduleid=25&fromdate=2015-05-01&todate=2015-05-31

Notes:

- ModuleID should be set to the ID of the initiative.
- FromDate must be in the format 'YYYY-MM-DD'.
- ToDate must be in the format 'YYYY-MM-DD'.
- Note: Times within the dates are not accepted.

Returned:

Initiative data as XML.

2.6 Get Single Record from the System – [GetRecord]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=GetRecord&module=data&callid=<callID>

CallID should be set to the ID of the call made.

Example:

https://apidev2.contactspace.com/?apikey=odfjgijhKUUYFJGYVjgfji987456787656&function=GetRecord&module=data&callid=5846

Returned:

Initiative data as XML

2.7   Get Users – [GetUsers]

Usage:

https://apidev.contactspace.com/?apikey=<API_KEY>&function=GetUsers

Example:

https://apidev.contactspace.com/?apikey=odfjgijhKUUJGYVjgfji9874567656&function=GetUsers

Returned:

User Details as XML.

Returned XML:

```
<xml>
<users>
        <user>
                <Id>1</Id>
                <Email>test1@test.com</Email>
                <FirstName>Test</FirstName>
                <Surname>User 1</Surname>
        </user>
        <user>
                <Id>2</Id>
                <Email>test2@test.com</Email>
                <FirstName>Test</FirstName>
                <Surname>User 2</Surname>
        </user>
</users>
</xml>
```

2.8   Get User Status – [GetAgentStatus]

Usage:

https://apidev.contactspace.com/?apikey=<API_KEY>&function=GetAgentStatus&userid=<USER_ID>

Example:

https://apidev.contactspace.com/?apikey=ogijhKUUVjgfji98745656&function=GetAgentStatus&userid=12

Returned:

User Status as XML.

Returned XML:

```
<xml>
        <status>Logged Out</status>
</xml>
```

2.9   Insert Next Record for User – [InsertNextRecord]

Usage:

https://apidev.contactspace.com/?apikey=<APIKEY>&function=InsertNextRecord&module=data&dat asetid=<ID of DataSet>&userid=<USER ID>&xmldata=

<record>

<fieldname1>Field Value 1</fieldname1>

<fieldname2>Field Value 2</fieldname2>

<fieldname3>Field Value 3</fieldname3>

<fieldname4>Field Value 4</fieldname4>

</record>

Example:

Returned XML:

Success message and ID of record.

```
<outcome>
      <id>99</id>
      <message>Success</message>
</outcome>
```

2.10   Get Recording – [GetRecording]

Usage:

https://apidev.contactspace.com/?apikey=<API_KEY>&function=GetRecording&callid=<CALL_ID>

Example:

Returned XML:

```
<xml>
<url>
      http://voicerecordings.contactspace.net/2015/Oct/06/01a131e5-a444-6fdggertg.wav
</url>
</xml>
```

2.11   Search Record – [SearchRecord]

Searches Records in an Initiative and returns the initiative data.   Optionally the dataset ID and field values can be provided in the request to filter the initiative data that is being returned.

Usage:

https://apidev.contactspace.com/?apikey=<APIKEY>&function=SearchRecord&module=data&initiativeid=<ID of Initiative>&xmldata=
<record>
<fieldname1>Field Value 1</fieldname1>
<fieldname2>Field Value 2</fieldname2>
<fieldname3>Field Value 3</fieldname3>
<fieldname4>Field Value 4</fieldname4>
</record>

Example:

Only Initiative ID:

https://apidev.contactspace.com/?apikey=<API_key>&function=SearchRecord&module=data&initiativeid=240

Only DataSet ID:

https://apidev.contactspace.com/?apikey=<API_key>&function=SearchRecord&module=data&datasetid=1963

Initiative ID & DataSet ID:

https://apidev.contactspace.com/?apikey=<API_key>&function=SearchRecord&module=data&initiativeid=1963&datasetid=240

Initiative ID & DataSet ID & Email Address:

https://apidev.contactspace.com/?apikey=<API_key>&function=SearchRecord&module=data&initiativeid=1963&datasetid=240&>&xmldata=
<record>
<emailaddress>luke.watson@contactspace.com</emailaddress>
</record>

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Returned XML:

```xml
<xml>
<records>
      <record>
              <Id>1</Id>
              <cs_201_original_id>1</cs_201_original_id>
              <OutcomeId>475</OutcomeId>
              <OutcomeUpdateDateTime>2015-06-01
              10:37:00</OutcomeUpdateDateTime>
              <Assigned>1</Assigned>
              <Attempts>3</Attempts>
              <Record_ID>1</Record_ID>
              <Home_Phone>61779097458</Home_Phone>
              <Work_Phone>61414616126</Work_Phone>
              <Mobile_Phone>61434503112</Mobile_Phone>
              <First_Name>John</First_Name>
              <Surname>Doe</Surname>
              <Email_Address>fake.email@test.com</Email_Address>
              <Address1>1 Fake St</Address1>
              <Suburb>Sydney</Suburb>
              <Postcode>2000</Postcode>
              <State>NSW</State>
              <Outcome>Answer Machine</Outcome>
              <IsContact>0</IsContact>
              <IsComplete>0</IsComplete>
              <IsDMContact>0</IsDMContact>
              <IsEmail>0</IsEmail>
              <IsAgentCallback>0</IsAgentCallback>
              <IsInitiativeCallback>1</IsInitiativeCallback>
      </record>
      <record>
              <Id>92</Id>
              <cs_201_original_id>92</cs_201_original_id>
              <Attempts>0</Attempts>
              <Record_ID>4</Record_ID>
              <Home_Phone>61779097458</Home_Phone>
              <Work_Phone>412616126</Work_Phone>
              <Mobile_Phone>437503112</Mobile_Phone>
              <First_Name>Ara2</First_Name>
              <Surname>Doe</Surname>
              <Email_Address>fake.email@test.com</Email_Address>
              <Address1>3 Fake St</Address1>
<Suburb>Sydney</Suburb>
<Postcode>2000</Postcode>
<State>NSW</State>
      </record>
</records>
</xml>
```

2.12   Get Outcome – [GetOutcome]

Retrieves a list of outcomes names and IDs used in a specified initiative.

Usage:

https://apidev.contactspace.com/?apikey=<API_KEY>&function=GetOutcome&module=data&initiativeid=<Initiative ID>

Example:

https://apidev.contactspace.com/?apikey=zzz999f9cieie&function=GetOutcome&module=data&initiativeid=201

Returned XML:

List of outcome IDs & names assigned to the Initiative ID:

```
<xml>
 <outcomes>
        <outcome>
                <Id>472</Id>
                <Name>Completed</Name>
        </outcome>
        <outcome>
                <Id>473</Id>
                <Name>Callback</Name>
    </outcome>
  </outcomes>
</xml>
```

2.13 Update Outcome – [UpdateOutcome]

Updates and outcome for a record in an initiative.

Usage:

https://apidev.contactspace.com/?apikey=<APIkey>&function=UpdateOutcome&module=data&initiativeid=<InitiativeId>&recordid=<RecordId>&outcomeid=<OutcomeId>

Example:

https://apidev.contactspace.com/?apikey=<APIKey>&function=UpdateOutcome&module=data&initiativeid=201&recordid=66&outcomeid=472 Sample

Returned XML:

Success or failure message.

```
<xml>
<outcome>
        <message>Success</message>
</outcome>
</xml>
```

2.14 Get a List of CLI Numbers Available – [GetCLIs]

This function provides a list of available Caller IDs and their IDs. These IDs can be used to update the caller ID of an initiative through the UpdateCLI function.

Usage:

https://apidev.contactspace.com/?apikey=<APIkey>&function=GetCLIs

Example:

https://apidev.contactspace.com/?apikey=jf8h487f3rhf4h&function=GetCLIs

Returned XML:

```xml
<xml>
<cli>
      <id>1</id>
      <callerid>61288803120</callerid>
</cli>
<cli>
      <id>2</id>
      <callerid>61288803121</callerid>
</cli>
<cli>
      <id>3</id>
      <callerid>61288803122</callerid>
</cli>
<cli>
      <id>4</id>
      <callerid>61288803123</callerid>
</cli>
<cli>
      <id>5</id>
      <callerid>61288803124</callerid>
</cli>
</xml>
```

2.15   Update an Initiative CLI – [UpdateCLI]

This function allows the caller ID for a specific initiative to be set using the ID specified through the GetCLIs function.

Usage:

https://apidev.contactspace.com/?apikey=<API_key>&function=UpdateCLI&initiativeid=<initiativeid>&cliid=<CLI_ID>

Example:

https://apidev.contactspace.com/?apikey=<Pls fill the api key>&function=UpdateCLI&initiativeid=148&cliid=<21>

Returned:

Success Message or Failure Message.

Sample Output:

```
<xml>
      <outcome>
            <message>Success</message>
      </outcome>
</xml>
```

3 Beta API Methods

These API methods work in the same way but note the URL changes to the following while they are in beta:

https://apidev2.contactspace.com/

Beta APIs may not have had intensive testing and documentation may be incomplete.

3.1 Get Agent Status History - [AgentStatusHistory]

Usage:

https://apidev2.contactspace.com/?apikey=<API_KEY>&function=AgentStatusHistory&userid=<USER _ID>&statusid=<STATUS_ID>&date=<DATE>

Example:

https://apidev2.contactspace.com/?apikey=<API_KEY>&function=AgentStatusHistory&userid=<USER _ID>&statusid=<STATUS_ID>&date=<DATE>

Returned:

```
<xml>
      <activities>
            <activity>
                  <callid>1234</callid>
                  <starttime>2017-02-28 10:30:01</starttime>
                  <endtime>2017-02-28 10:32:04</endtime>
                  <detail>Paused - Training</detail>
            </activity>
            <activity>
                  <callid>1234</callid>
                  <starttime>2017-02-28 10:45:14</starttime>
                  <endtime>2017-02-28 10:46:00</endtime>
                  <detail>Paused - No Reason</detail>
            </activity>
      </activities>
</xml>
```

3.2   Get Agent First & Last Activity - [AgentFirstLastActivity]

Usage:

https://apidev2.contactspace.com/?apikey=<API_KEY>&function=AgentFirstLastActivity userid=<USER_ID>&date=<DATE>

For the date/time fields specify it in the format: YYYY-mm-dd 00:00:00

Returned:

```
<xml>
<activities>
        <activity>
                <starttime>2017-02-28 10:30:01</starttime>
                <endtime>2017-02-28 10:32:04</endtime>
        </activity>
</activities>
</xml>
```

3.3   Get Call IDs - [GetCallIDs]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=GetCallIDs&fromdate=<fromdate>& todate=<todate>&initiativeid=<initiativeid>

For the date/time fields specify it in the format: YYYY-mm-dd 00:00:00

3.4   Insert a Callback Record - [InsertRecordWithCallback]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=InsertRecordWithCallback&dataseti d=<DATASETID>&userid=<USERID>&callbackdatetime=<CALLBACKDATETIME>&xmldata=<RECORDT OINSERT>

3.5   Get Last Call Outcomes - [GetLastCall]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=GetLastCall&module=data&initiativ eid=<INITIATIVEID>&recordid=<RECORDID>

Returned:

```
<xml>
        <lastcalldetails>
                <outcome>
                        <CallId>6411</CallId>
                        <UserId>19</UserId>
                        <OutcomeId>4201</OutcomeId>
                        <CompletedDateTime>2016-10-02 09:44:54</CompletedDateTime>
                </outcome>
                <outcome>
                        <CallId>6428</CallId>
                        <UserId>38</UserId>
                        <OutcomeId>4209</OutcomeId>
                        <CompletedDateTime>2016-11-02 08:34:14</CompletedDateTime>
                </outcome>
        </lastcalldetails>
</xml>
```

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3.6   Get Skills Information - [GetSkillsInfo]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=GetSkillsInfo&skillid=<SKILLID>&outputtype=<OUTPUTTYPE>

Output type can be json (default) or xml.

3.7   Add or Edit Initiative to a Skill - [AddEditInitiativeToSkill]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=AddEditInitiativeToSkill&skillid=<SKILLID>&initiativeid=<INITIATIVEID>&weight=<WEIGHT>&filterid=<FILTERID>&outputtype=<OUTPUTTYPE>

Weight value between 0.0 to 1.0. Filter ID is for Agent Filter, it could be null.

Output type can be json (default) or xml.

3.8   Remove Initiative from a Skill - [RemoveInitiativeFromSkill]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=RemoveInitiativeFromSkill&skillid=<SKILLID>&initiativeid=<INITIATIVEID>&outputtype=<OUTPUTTYPE>

Output type can be json (default) or xml.

3.9   Add or Edit User to a Skill - [AddEditUserToSkill]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=AddEditUserToSkill&skillid=<SKILLID>&userid=<USERID>&skilllevel=<SKILLLEVEL>&outputtype=<OUTPUTTYPE>

Skill Level between 1 to 10.

Output type can be json (default) or xml.

3.10   Remove User from a Skill - [RemoveUserFromSkill]

Usage:

https://apidev2.contactspace.com/?apikey=<APIKEY>&function=RemoveUserFromSkill&skillid=<SKILLID>&userid=<USERID>&outputtype=<OUTPUTTYPE>

Output type can be json (default) or xml.