Interface between Call center GUI and Provisioning system

**Call center service**

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# **Common structure of JSON provisioning request/response**

## **Request**

The request from CC GUI to Provisioning has the following structure:

{

"header":{

"request\_date\_time":"2020-10-14T11:44:58.123+03:00",

"correlation\_id":"61000000540902000024",

"session\_id":" 8c0e3d81-59b7-4b80-acdb-76f6a600ef96",

"source\_system":"t\_stoimenova@CC\_GUI",

"target\_system":"Provisioning"

},

"key":{

"property":[

{

"name":"SERVICE\_NUMBER",

"value":"35980012345"

}

]

},

"service":{

"object":[

{

"object\_name":null,

"object\_type":"CALL\_CENTER",

"purpose":"UPDATE\_CALL\_CENTER",

"property":[

{

"name":"CC/BULSTAT",

"value":"123456",

"cmp":"neq"

},

{

"name":"CC/COMPANY\_NAME",

"value":"Zagorka OOD",

"cmp":"eq"

}

]

}

]

}

}

Request components:

* header - contains system information:
  + request\_date\_time – date and time request is send
  + correlation\_id – 20 digits unique identifier for every request. This identifier will be used to trace the request in logs of the different systems processing the request
  + session\_id – unique identifier for the session. Optional parameter. Can be the same as correlation\_id
  + source\_system – source of the request. Contains of two parts: unique ID of the subscriber logged in the GUI (user\_id in the logging table or another identifier) and abbreviation of the service managing the used GUI
  + target\_system – the system that request is intended to
* key - contains key values for the performed action
* service/object - contains separate objects each of whom must have “object\_type”
  + object\_name – defines the name that this object is related to. Optional parameter
  + object\_type – defines the service that this object is related to
  + purpose – defines the action which should be performed
  + property – list with properties that should be added or modified. Every property should have at least “name” attribute. The list can contains multiple properties with same name but different value (multiple value of one property)
    - name – property name
    - value – property value
    - cmp - shows if the property is changed or not, possible values: “eq” (equal) and “neq” (not equal).

## **Response in case of Error**

{

"correlation\_id":"61000000540902000022",

"session\_id":null,

"error":{

"status":"ERRNB",

"status\_code":"10",

"status\_message":null,

"object":[

{

"object\_type":"ErrorMessage",

"purpose":null,

"property":[

{

"name":"ErrorMessage",

"value":"Not Found"

}

]

}

]

}

}

Error Response components:

* correlation\_id – correlation\_id from the request
* session\_id – unique identifier of the session. Optional parameter
* error/status – response status, possible statuses: ERRNB (error non blocking), ERR (error blocking), ERRND (error not defined), PRG (in progress). Status in case of error always will be ERRNB.
* error/status\_code – error message code
* error/status\_message – error message description. Optional parameter
* error/object – contains list of properties. Optional parameter
  + object\_type - defines the service that this object is related to
  + purpose – defines the action which should be performed. Optional parameter
  + property – list with properties. Every property should have at least “name” attribute. The list can contains multiple properties with same name but different value (multiple value of one property)
    - name – property name
    - value – property value

## **Response in case of Success**

{

"correlation\_id":"61000000540902000023",

"session\_id":null,

"success":{

"object":[

{

"object\_type":"CALL\_CENTER",

"purpose":null,

"property":[

{

"name":"CC/SN/LAST\_UPDATE",

"value":"2011-11-24 07:40:55"

}

]

}

]

}

}

Success Response components:

* correlation\_id – correlation\_id which is send in the request
* session\_id – unique identifier of the session. Optional parameter
* success/object – optional parameter. List of objects each of which contains:
  + object\_type - define the service that this object is related to
  + purpose - define the action which should be performed
  + property - list with properties. Every property should have at least “name” attribute. The list can contains multiple properties with same name but different value (multiple value of one property)
    - name – property name
    - value – property value

# **CC GUI to Provisioning requests**

## **Query Call center MSISDNs by Bulstat**

### **Request**

{

"header":{

"request\_date\_time":"2020-10-14T11:44:58.123+03:00",

"correlation\_id":"61000000540902000021",

"source\_system":"t\_stoimenova@CC\_GUI",

"target\_system":"Provisioning"

},

"key":{

"property":[

{

"name":"BULSTAT",

"value":"12345678"

}

]

},

"service":{

"object":[

{

"object\_name":null,

"object\_type":"CALL\_CENTER",

"purpose":"QUERY\_CALL\_CENTERS"

}

]

}

}

### **Response in case of success**

{

"correlation\_id":"61000000540902000021",

"session\_id":null,

"success":{

"object":[

{

"object\_type":"CALL\_CENTERS",

"purpose":null,

"object":[

{

"object\_type":"CALL\_CENTER",

"purpose":null,

"property":[

{

"name":"CC/SN/MSISDN",

"value":"35980012345"

},

{

"name":"CC/SN/LAST\_UPDATE",

"value":"2011-11-24 07:40:55"

}

]

},

{

"object\_type":"CALL\_CENTER",

"purpose":null,

"property":[

{

"name":"CC/SN/MSISDN",

"value":"35980012346"

},

{

"name":"CC/SN/LAST\_UPDATE",

"value":"2011-11-26 07:40:55"

}

]

}

]

}

]

}

}

### **Response in case of error**

{

"correlation\_id":"61000000540902000021",

"session\_id":null,

"error":{

"status":"ERRNB",

"status\_code":"10",

"status\_message":null,

"object":[

{

"object\_type":"ErrorMessage",

"purpose":null,

"property":[

{

"name":"ErrorMessage",

"value":"Not Found"

}

]

}

]

}

}

## **Query Call center by MSISDN**

### **Request**

{

"header":{

"request\_date\_time":"2020-10-14T11:44:58.123+03:00",

"correlation\_id":"61000000540902000022",

"source\_system":"t\_stoimenova@CC\_GUI",

"target\_system":"Provisioning"

},

"key":{

"property":[

{

"name":"SERVICE\_NUMBER",

"value":"35980012345"

}

]

},

"service":{

"object":[

{

"object\_name":null,

"object\_type":"CALL\_CENTER",

"purpose":"QUERY\_CALL\_CENTER"

}

]

}

}

### **Response in case of success**

{

"correlation\_id":"61000000540902000022",

"session\_id":null,

"success":{

"object":[

{

"object\_type":"CALL\_CENTER",

"purpose":null,

"object":[

{

"object\_type":"COMMON\_INFO",

"purpose":null,

"property":[

{

"name":"TYPE",

"value":"SERVICE\_NUMBER"

},

{

"name":"CC/BULSTAT",

"value":"123456"

},

{

"name":"CC/COMPANY\_NAME",

"value":"Zagorka OOD"

},

{

"name":"CC/SN/CONTACT\_PERSON",

"value":"Pesho Peshev"

},

{

"name":"CC/SN/CONTACT\_PHONE",

"value":"3598881234567"

},

{

"name":"CC/SN/CONTACT\_EMAIL",

"value":"Pesho@Zagorka.com"

},

{

"name":"CC/SN/ADDRESS",

"value":"Stara Zagora"

},

{

"name":"CC/SN/NOT\_ALLOWED\_NETWORKS",

"value":"1"

},

{

"name":"CC/SN/NOT\_ALLOWED\_NETWORKS",

"value":"3"

},

{

"name":"CC/SN/MSISDN",

"value":"080012345"

},

{

"name":"CC/SN/USE\_IVR",

"value":"1"

},

{

"name":"CC/SN/IVR\_DIGITS",

"value":"1"

},

{

"name":"CC/SN/IVR\_DIGITS",

"value":"3"

},

{

"name":"CC/SN/IVR\_DIGITS",

"value":"4"

},

{

"name":"CC/SN/IVR\_DIGITS",

"value":"5"

},

{

"name":"CC/SN/DEFAULT\_IVR\_DIGIT",

"value":"3"

},

{

"name":"CC/SN/USE\_LBR",

"value":"1"

},

{

"name":"CC/SN/DEFAULT\_OFFICE",

"value":"1"

},

{

"name":"CC/SN/BL",

"value":"359888123456"

},

{

"name":"CC/SN/BL",

"value":"359888123457"

},

{

"name":"CC/SN/BL",

"value":"359888123458"

},

{

"name":"CC/SN/BL",

"value":"359888123459"

},

{

"name":"CC/SN/CUSTOM\_CALL\_DURATION",

"value":"0"

},

{

"name":"CC/SN/CALL\_DURATION",

"value":"20"

},

{

"name":"CC/SN/UNREACH\_ACTION",

"value":"3"

},

{

"name":"CC/SN/DEFAULT\_NUMBER",

"value":"0888765432ns1"

},

{

"name":"CC/SN/TDS/START\_HOUR",

"value":"08:00:00"

},

{

"name":"CC/SN/TDS/END\_HOUR",

"value":"08:00:00"

},

{

"name":"CC/SN/TDS/MONDAY",

"value":"1"

},

{

"name":"CC/SN/TDS/TUESDAY",

"value":"1"

},

{

"name":"CC/SN/TDS/WEDNESDAY",

"value":"1"

},

{

"name":"CC/SN/TDS/THURSDAY",

"value":"1"

},

{

"name":"CC/SN/TDS/FRIDAY",

"value":"1"

},

{

"name":"CC/SN/TDS/SATURDAY",

"value":"0"

},

{

"name":"CC/SN/TDS/SUNDAY",

"value":"0"

},

{

"name":"CC/SN/TDS/NON\_WORKING\_DAYS",

"value":"2011-03-01"

},

{

"name":"CC/SN/TDS/NON\_WORKING\_DAYS",

"value":"2011-05-01"

},

{

"name":"CC/SN/TDS/WORKING\_DAYS",

"value":"2011-03-12"

},

{

"name":"CC/SN/TDS/TDS\_ACTIVE",

"value":"1"

},

{

"name":"CC/SN/MESSAGES",

"value":"TBD"

},

{

"name":"CC/OFFICE/1/REGIONS",

"value":"1"

},

{

"name":"CC/OFFICE/1/REGIONS",

"value":"17"

},

{

"name":"CC/OFFICE/1/REGIONS",

"value":"26"

},

{

"name":"CC/OFFICE/1/REGIONS",

"value":"30"

},

{

"name":"CC/OFFICE/1/CALL\_RATE",

"value":"50"

},

{

"name":"CC/OFFICE/1/NAME",

"value":"Stara Zagora"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_1",

"value":"359881234567"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_1",

"value":"359881234568"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_3",

"value":"35942123456"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_3",

"value":"35942123457"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_4",

"value":"359882345678"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_5",

"value":"359881234571"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_5",

"value":"359881234572"

},

{

"name":"CC/OFFICE/2/REGIONS",

"value":"4"

},

{

"name":"CC/OFFICE/2/REGIONS",

"value":"13"

},

{

"name":"CC/OFFICE/2/REGIONS",

"value":"27"

},

{

"name":"CC/OFFICE/2/CALL\_RATE",

"value":"50"

},

{

"name":"CC/OFFICE/2/NAME",

"value":"Sofia"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_1",

"value":"359881234573"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_1",

"value":"359881234570"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_3",

"value":"35921234568"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_3",

"value":"35921234569"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_4",

"value":"359882345679"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_5",

"value":"359881234573"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_5",

"value":"359881234574"

},

{

"name":"CC/SN/LAST\_UPDATE",

"value":"2011-11-24 07:40:55"

},

{

"name":"CC/SN/MAX\_DURATION\_CALL\_ATTEMPTS",

"value":"3900"

},

{

"name":"CC/SN/NO\_ANSWER\_TIMEOUT",

"value":"20"

},

{

"name":"CC/SN/ROUTING\_START",

"value":"first"

},

{

"name":"CC/SN/CALL\_HUNTING",

"value":"true"

},

{

"name":"CC/SN/MAX\_ITERATIONS",

"value":"2"

}

]

},

{

"object\_type":"DESTINATIONS\_TYPE",

"purpose":null,

"property":[

{

"name":"VOICE",

"value":"359881234567"

},

{

"name":"VOICE",

"value":"359881234567"

},

{

"name":"VOICE",

"value":"359881234568"

},

{

"name":"VOICE",

"value":"359881234573"

},

{

"name":"VOICE",

"value":"359881234574"

},

{

"name":"VOICE",

"value":"359881234571"

},

{

"name":"VOICE",

"value":"359881234572"

},

{

"name":"VOICE",

"value":"359881234573"

},

{

"name":"VOICE",

"value":"359881234570"

},

{

"name":"HB",

"value":"35942123456"

},

{

"name":"HB",

"value":"35942123457"

},

{

"name":"HB",

"value":"35921234568"

},

{

"name":"HB",

"value":"35921234569"

},

{

"name":"BTR",

"value":"359882345678"

},

{

"name":"BTR",

"value":"359882345679"

}

]

}

]

}

]

}

}

### **Response in case of error**

{

"correlation\_id":"61000000540902000022",

"session\_id":null,

"error":{

"status":"ERRNB",

"status\_code":"10",

"status\_message":null,

"object":[

{

"object\_type":"ErrorMessage",

"purpose":null,

"property":[

{

"name":"ErrorMessage",

"value":"Not Found"

}

]

}

]

}

}

## **Query Call center last update time**

### **Request**

{

"header":{

"request\_date\_time":"2020-10-14T11:44:58.123+03:00",

"correlation\_id":"61000000540902000023",

"source\_system":"t\_stoimenova@CC\_GUI",

"target\_system":"Provisioning"

},

"key":{

"property":[

{

"name":"SERVICE\_NUMBER",

"value":"35980012345"

}

]

},

"service":{

"object":[

{

"object\_name":null,

"object\_type":"CALL\_CENTER",

"purpose":"QUERY\_LAST\_UPDATE"

}

]

}

}

### **Response in case of success**

{

"correlation\_id":"61000000540902000023",

"session\_id":null,

"success":{

"object":[

{

"object\_type":"CALL\_CENTER",

"purpose":null,

"property":[

{

"name":"CC/SN/LAST\_UPDATE",

"value":"2011-11-24 07:40:55"

}

]

}

]

}

}

### **Response in case of error**

{

"correlation\_id":"61000000540902000023",

"session\_id":null,

"error":{

"status":"ERRNB",

"status\_code":"10",

"status\_message":null,

"object":[

{

"object\_type":"ErrorMessage",

"purpose":null,

"property":[

{

"name":"ErrorMessage",

"value":"Not Found"

}

]

}

]

}

}

## **Update Call center**

### **Request**

{

"header":{

"request\_date\_time":"2020-10-14T11:44:58.123+03:00",

"correlation\_id":"61000000540902000024",

"source\_system":"t\_stoimenova@CC\_GUI",

"target\_system":"Provisioning"

},

"key":{

"property":[

{

"name":"SERVICE\_NUMBER",

"value":"35980012345"

}

]

},

"service":{

"object":[

{

"object\_name":null,

"object\_type":"CALL\_CENTER",

"purpose":"UPDATE\_CALL\_CENTER",

"property":[

{

"name":"CC/BULSTAT",

"value":"123456",

"cmp":"neq"

},

{

"name":"CC/COMPANY\_NAME",

"value":"Zagorka OOD",

"cmp":"neq"

},

{

"name":"CC/SN/CONTACT\_PERSON",

"value":"Pesho Peshev",

"cmp":"neq"

},

{

"name":"CC/SN/CONTACT\_PHONE",

"value":"3598881234567",

"cmp":"neq"

},

{

"name":"CC/SN/CONTACT\_EMAIL",

"value":"Pesho@Zagorka.com",

"cmp":"neq"

},

{

"name":"CC/SN/ADDRESS",

"value":"Stara Zagora",

"cmp":"neq"

},

{

"name":"CC/SN/NOT\_ALLOWED\_NETWORKS",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/NOT\_ALLOWED\_NETWORKS",

"value":"3",

"cmp":"neq"

},

{

"name":"CC/SN/MSISDN",

"value":"080012345",

"cmp":"neq"

},

{

"name":"CC/SN/USE\_IVR",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/IVR\_DIGITS",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/IVR\_DIGITS",

"value":"3",

"cmp":"neq"

},

{

"name":"CC/SN/IVR\_DIGITS",

"value":"4",

"cmp":"neq"

},

{

"name":"CC/SN/IVR\_DIGITS",

"value":"5",

"cmp":"neq"

},

{

"name":"CC/SN/DEFAULT\_IVR\_DIGIT",

"value":"3",

"cmp":"neq"

},

{

"name":"CC/SN/USE\_LBR",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/DEFAULT\_OFFICE",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/BL",

"value":"359888123456",

"cmp":"neq"

},

{

"name":"CC/SN/BL",

"value":"359888123457",

"cmp":"neq"

},

{

"name":"CC/SN/BL",

"value":"359888123458",

"cmp":"neq"

},

{

"name":"CC/SN/BL",

"value":"359888123459",

"cmp":"neq"

},

{

"name":"CC/SN/CUSTOM\_CALL\_DURATION",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/UNREACH\_ACTION",

"value":"3",

"cmp":"neq"

},

{

"name":"CC/SN/DEFAULT\_NUMBER",

"value":"08887654321",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/START\_HOUR",

"value":"08:00:00",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/END\_HOUR",

"value":"18:00:00",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/MONDAY",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/TUESDAY",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/WEDNESDAY",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/THURSDAY",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/FRIDAY",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/SATURDAY",

"value":"0",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/SUNDAY",

"value":"0",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/NON\_WORKING\_DAYS",

"value":"2011-03-01",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/NON\_WORKING\_DAYS",

"value":"2011-05-01",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/WORKING\_DAYS",

"value":"2011-03-12",

"cmp":"neq"

},

{

"name":"CC/SN/TDS/TDS\_ACTIVE",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/SN/MESSAGES",

"value":"TBD",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/REGIONS",

"value":"1",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/REGIONS",

"value":"17",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/REGIONS",

"value":"26",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/REGIONS",

"value":"30",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/CALL\_RATE",

"value":"50",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/NAME",

"value":"Stara Zagora",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_1",

"value":"359881234567",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_1",

"value":"359881234568",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_3",

"value":"35942123456",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_3",

"value":"35942123457",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_4",

"value":"359882345678",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_5",

"value":"359881234571",

"cmp":"neq"

},

{

"name":"CC/OFFICE/1/DEST\_MSISDNS\_5",

"value":"359881234572",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/REGIONS",

"value":"4",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/REGIONS",

"value":"13",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/REGIONS",

"value":"27",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/CALL\_RATE",

"value":"50",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/NAME",

"value":"Sofia",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_1",

"value":"359881234573",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_1",

"value":"359881234570",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_3",

"value":"35921234568",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_3",

"value":"35921234569",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_4",

"value":"359882345679",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_5",

"value":"359881234573",

"cmp":"neq"

},

{

"name":"CC/OFFICE/2/DEST\_MSISDNS\_5",

"value":"359881234574",

"cmp":"neq"

},

{

"name":"CC/SN/MAX\_DURATION\_CALL\_ATTEMPTS",

"value":"3900",

"cmp":"neq"

},

{

"name":"CC/SN/NO\_ANSWER\_TIMEOUT",

"value":"20",

"cmp":"neq"

},

{

"name":"CC/SN/ROUTING\_START",

"value":"first",

"cmp":"neq"

},

{

"name":"CC/SN/CALL\_HUNTING",

"value":"true",

"cmp":"neq"

},

{

"name":"CC/SN/MAX\_ITERATIONS",

"value":"2",

"cmp":"neq"

}

]

}

]

}

}

### **Response in case of success**

{

"correlation\_id":"61000000540902000024",

"session\_id":null,

"success":null

}

### **Response in case of error**

{

"correlation\_id":"61000000540902000024",

"session\_id":null,

"error":{

"status":"ERRNB",

"status\_code":"100",

"status\_message":null,

"object":[

{

"object\_type":"ErrorMessage",

"purpose":null,

"property":[

{

"name":"ErrorMessage",

"value":"XXX"

}

]

}

]

}

}

# **Call center parameters description**

|  |  |  |
| --- | --- | --- |
| **Parameter name** | **Parameter description** | **Multiple parameter** |
| **Customer data** | | |
| CC/BULSTAT | Bulstat | NO |
| CC/COMPANY\_NAME | Company name | NO |
| **Service number data** | | |
| CC/SN/CONTACT\_PERSON | Contact person | NO |
| CC/SN/CONTACT\_PHONE | Contact phone number | NO |
| CC/SN/CONTACT\_EMAIL | Contact e-mail | NO |
| CC/SN/ADDRESS | Company address |  |
| CC/SN/LAST\_UPDATE | Last update date in format:  “yyyy-MM-dd HH:mm:ss” | NO |
| **Call center service configurations** | | |
| CC/SN/MSISDN | Service number MSISDN | NO |
| CC/SN/NOT\_ALLOWED\_NETWORKS | Not Allowed network list | YES |
| CC/SN/USE\_IVR | IVR to be used or not:  0 – no  1 - yes | NO |
| CC/SN/IVR\_DIGITS | If USE\_IVR is 1, this property defines allowed DTMFs | YES |
| CC/SN/DEFAULT\_IVR\_DIGIT | Default DTMF (in case USE\_IVR is 0 or calling party is dialed incorrect DTMF) | NO |
| CC/SN/USE\_LBR | Routing option:  0 – RBR  1 - LBR | NO |
| CC/SN/DEFAULT\_OFFICE | Default office when the system can not determine calling party location | NO |
| CC/SN/UNREACH\_ACTION | What to be done with the call in case there is no free destination number to handle the call:  1 – Default number  2 – Voice message  3 – Voice mail | NO |
| CC/SN/DEFAULT\_NUMBER | Default number MSISDN | NO |
| CC/SN/BL | List with MSISDN that should be added in the BlackList | YES |
| CC/SN/CUSTOM\_CALL\_DURATION | Whether custom call duration different from default call duration to be used:  0 – no  1 - yes | NO |
| CC/SN/CALL\_DURATION | If CC/SN/CUSTOM\_CALL\_DURATION is 1 – this parameter defines the custom call duration time in seconds | NO |
| CC/SN/MAX\_DURATION\_CALL\_ATTEMPTS | Defines the maximum time for calling the numbers in the group in seconds | NO |
| CC/SN/NO\_ANSWER\_TIMEOUT | Defines no answer timeout in seconds | NO |
| CC/SN/ROUTING\_START | Defines routing start option, possible values:  FIRST/RANDOM | NO |
| CC/SN/CALL\_HUNTING | Define whether to start over after scrolling through the list or not, possible values:  0 - no  1 – yes | NO |
| CC/SN/MAX\_ITERATIONS | Defines how many times to iterate the calling list in case of CALL\_HUNTING = 1 | NO |
| **Time date screening configurations** | | |
| CC/SN/TDS/START\_HOUR | Time date screening start time | NO |
| CC/SN/TDS/END\_HOUR | Time date screening end time | NO |
| CC/SN/TDS/MONDAY | Monday:  0 – non working  1 - working | NO |
| CC/SN/TDS/TUESDAY | Tuesday:  0 – non working  1 - working | NO |
| CC/SN/TDS/WEDNESDAY | Wednesday:  0 – non working  1 - working | NO |
| CC/SN/TDS/THURSDAY | Thursday:  0 – non working  1 - working | NO |
| CC/SN/TDS/FRIDAY | Friday:  0 – non working  1 - working | NO |
| CC/SN/TDS/SATURDAY | Saturday:  0 – non working  1 - working | NO |
| CC/SN/TDS/SUNDAY | Sunday:  0 – non working  1 - working | NO |
| CC/SN/TDS/NON\_WORKING\_DAYS | Non-working days list | YES |
| CC/SN/TDS/WORKING\_DAYS | Exception working days list | YES |
| CC/SN/TDS/TDS\_ACTIVE | Time date screening option:  0 – non active  1 - active | NO |
| **Voice messages configurations** | | |
| CC/SN/MESSAGES | TBD | YES |
| **Call center offices configurations** | | |
| CC/OFFICE/x/REGIONS | List of the numbers of the regions served by this office in case option LBR is selected | YES |
| CC/OFFICE/x/CALL\_RATE | Percentage distribution of calls if the option RBR is selected | NO |
| CC/OFFICE/x/NAME | Office name | NO |
| CC/OFFICE/x/DEST\_MSISDNS\_y | Lists of destination numbers for office x corresponding to DTMF y | YES |