# Title: Freshsales-Freshcaller Integration Architecture

### **Outline**:

**Freshsales** customers should be able to integrate their **Freshcaller** account for Telephony requirements inside freshsales. This will make Freshcaller as a service that could be integrated with any products. This Integration in all about how Freshsales consume Freshcaller data and vice versa. We will capture all requirements needed from **Freshcaller team** and **Freshsales Team**for this integration.

**ALIAS**:

**FSAccount** =   jane.freshsales.io

**FCAccount**  = [jane.](http://jane.freshsales.io)freshcaller.com

**Assumptions**:

  1.**FSAccount** wants to integrate Freshcaller account **FCAccount**

### **Integration Flow**:

  1. Configuring Freshcaller Account inside freshsales

* Freshsales hits Freshcaller endpoint to create an account in Freshcaller. This api should link  **FSAccount and FCAccount.** This means **FSAccount** should know about **FCAccount**and vice versa for perfect integration and future data sync.

**Freshcaller Dependency requirements**:

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| --- | --- | --- |
| Freshcaller Signup API for linking **FSAccount** and **FCAccount:** | status | Devs |
|  | not yet started | [Deepak Babu](https://confluence.freshworks.com/display/~deepak.babu) |

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| --- |
| Freshcaller Signup API Response: |
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| Freshcaller Signup API Error Response: |
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**Freshsales Dependency requirements**:

2. Initializing Freshcaller Widget inside Freshsales

* Freshcaller Widget Url(staging): '<http://s3.amazonaws.com/freshcallerwidgetloader/prestaging/fc-widget.js>'

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| Sample Initialization of Freshcaller Widget(ember) |
| import Ember from 'ember';    const FS\_CALLER\_URL = '<http://s3.amazonaws.com/freshcallerwidgetloader/prestaging/fc-widget.js>';    const token = '\*\*\*\*'    export default Ember.Component.extend({    didInsertElement() {      return Ember.$.getScript(FS\_CALLER\_URL).then(() => {        window.freshcallerWidget = new window.FreshcallerWidget({          widgetUrl: "[http://](http://fcprestaginguseast-kathir.freshfonehello.com/widget/)[jane.](http://jane.freshsales.io)[freshcaller.com](http://freshcaller.com)[/widget/](http://fcprestaginguseast-kathir.freshfonehello.com/widget/)", productName: 'freshdesk',          freshidEnabled: true, token: token,          styleOptions: {  left: ' left: 1000px;', zindex: ' z-index: 9;', height: ' height: 400px;', bottom: 'bottom: 400px;' },        });      }, (error) => {        });    }  }); |

3.   Agent Syncing between **FSAccount and FCAccount.**

      An Agent in **FSAccount**  can be created as agent in **FCAccount**by enabling simple checkbox inside freshsales.

**Freshcaller Dependency requirements:**

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| Freshcaller agent Creation Api: |
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| Freshcaller agent Creation Api Response: |
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| Freshcaller agent Creation Api  Error Response: |
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4.  **Webhooks from FCAccount to FSAccount.**This is the most important part of the integration. All telephony related activities inside **Freshcaller widget**  happens with the backbone of **FCAccount**as             datasouce. Each calls made through **Freshcaller widget** will be recorded only in **FCAccount.** So data should be synced between **FCAccount and FSAccount.**This happens through following webhooks.

**FCAccount** will trigger following webhooks around each calls made through **Freshcaller widget** to **FSAccount.**

    4.1. **Creation of phone Call**. This Webhook api should contain following required entities

|  |  |
| --- | --- |
| phone\_caller\_id | Uniquid Identifier |
| phone user email/id | agent email/id |
| phone number | system phone number(TWILIO) |
| phone caller | contact number |

**Freshcaller Dependency requirements**:

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| **Freshcaller Phone call created Webhook request body format:** |
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  4.2.  **Updation of phone calls**. This Webhook api occurs when following event happens

* Notes created/updated
* call duration updated

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| **Freshcaller Phone call updated Webhook request body format:** |
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4.3. **Phone Call Recording.**This Webhook api occurs when **Call recording** for a particular call is ready.

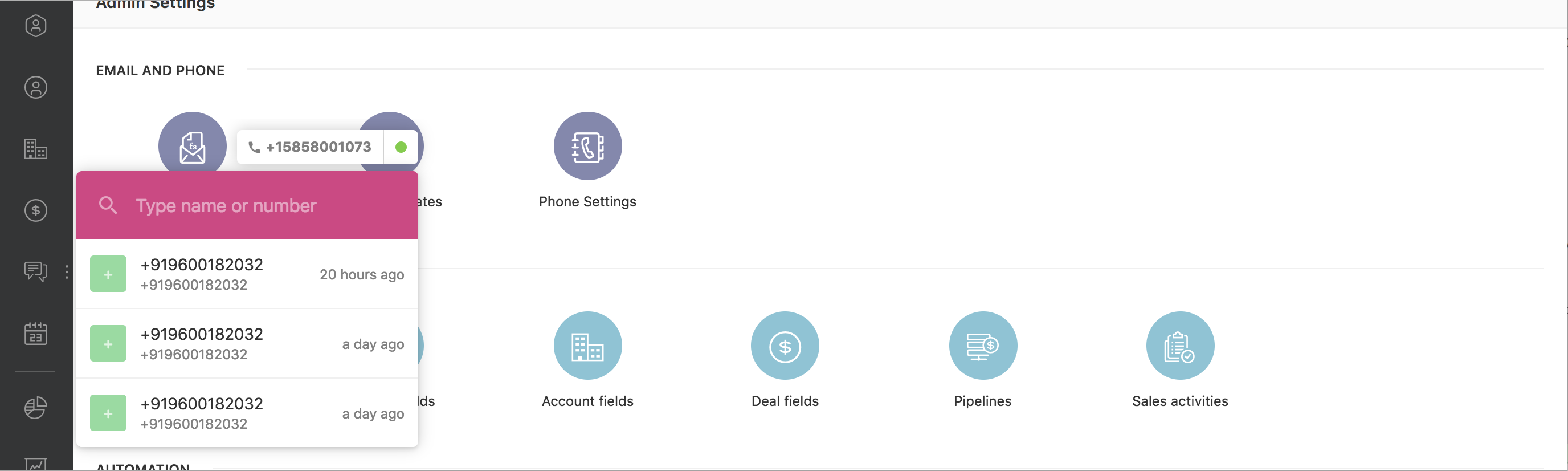
|  |
| --- |
| **Freshcaller Phone Call Recording Webhook request body format:** |
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5. **Freshcaller Widget Customisation**:

**Freshcaller Dependency requirements:**

     1. List of possible Customization in Freshcaller widget

* \_\_\_\_
* **\_\_**\_\_\_



Freshcaller Dependencies:

|  |  |  |
| --- | --- | --- |
| SNO | Dependency context | Status |
| 1 | Freshcaller Intergration |  |