

Workflow создания пользователя в Mediatel

Новый пользователь создается путем копирования с существующего. Таким образом все настройки закрепления очередей перенесутся с логина источника.

Для создания нового пользователя необходимо:

- 1) Получить список существующих агентов (желательно сделать фильтрацию и обращаться на API после введения первых 2-3 символов логина источника)
- 2) Получить настройки агента, с которого нужно скопировать настройки
- 3) Вызвать метод создания нового пользователя, передав на API настройки логина-источника, предварительно заменив параметры:
 - a. Login - в формате имя.фамилия (например, ivan.ivanov)
 - b. Password - сгенерировать пароль
 - c. Details - полное имя агента. Сюда нужно передать e-mail (например, ivan.ivanov@creditkasa.ua)

Методы работы с API

Agents

Resource URL: <https://hes-webrtc.creditkasa.ua/v1/agents>

Retrieve current user's all agents	
Operation	GET
URL	https://hes-webrtc.creditkasa.ua/v1/agents
Response	<pre>{ "error": { "code": 200 }, "result": [{ "Password": "c4ca4238a0b92382", "ID": 1, "RightID": 4, "Domain": "CALL", "SupervisorRightID": 4, "State": 1, "DefaultSkill": 7, "Login": "root", "SupervisorID": -1,</pre>

	<pre> "Details": "root name", "PersNumbers": [], "ClientApp": { "ShowTreeCC": 1, "ShowValidCB": 1, "ShowFullTreeCC": 1, "AutoAnswer": { "Predictive": 1, "Other": 1, "Time": 0, "Inbound": 1, "Manual": 1 }, "ShowPopupPause": 1, "StartURL": "https://www.google.com/", "TimeWarning": 1, "TimeForDialOut": 15, "AddNrInClipboard": 1, "ClericalReminder": 20, "ResetVoiceChannel": 1, "RingFileID": 4 }, }, { "Password": "c4ca4238a0b92382", "ID": 3, "RightID": 4, "Domain": "1", "SupervisorRightID": 0, "State": 1, "DefaultSkill": 4, "Login": "A1", "SupervisorID": 1, "Details": "agent A1 de la etajul 1", "PersNumbers": ["945"], "ClientApp": { "ShowTreeCC": 1, "ShowValidCB": 1, "ShowFullTreeCC": 1, "AutoAnswer": { "Predictive": 1, "Other": 1, "Time": 2200, "Inbound": 0, "Manual": 1 }, "ShowPopupPause": 0, "StartURL": "http://localhost", "TimeWarning": 1, "TimeForDialOut": 10, "AddNrInClipboard": 1, </pre>
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	<pre>"ClericalReminder": 5, "ResetVoiceChannel": 1, "RingFileID": 5 } }] }</pre>
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Retrieve specific agent	
Operation	GET
URL	https://hes-webrtc.creditkasa.ua/v1/agents/1 https://hes-webrtc.creditkasa.ua/v1/agents/self
Response	<pre> { "error": { "code": 200 }, "result": [{ "Password": "c4ca4238a0b92382", "ID": 1, "RightID": 4, "Domain": "CALL", "SupervisorRightID": 4, "State": 1, "DefaultSkill": 7, "Login": "root", "SupervisorID": -1, "Details": "root name", "PersNumbers": [], "ClientApp": { "ShowTreeCC": 1, "ShowValidCB": 1, "ShowFullTreeCC": 1, "AutoAnswer": { "Predictive": 1, "Other": 1, "Time": 0, "Inbound": 1, "Manual": 1 }, "ShowPopupPause": 1, "StartURL": "https://www.google.com/", "TimeWarning": 1, "TimeForDialOut": 15, "AddNrInClipboard": 1, "ClericalReminder": 20, "ResetVoiceChannel": 1, "RingFileID": 4 } }] } </pre>

Add new agent	
Operation	POST
URL	https://hes-webrtc.creditkasa.ua/v1/agents
Body	<pre>{ "Password": "c4ca4238a0b92382", "ID": -1, "RightID": 0, "Domain": "MCC", "SupervisorRightID": 0, "State": 1, "DefaultSkill": 5, "Login": "NewAgent1", "SupervisorID": 1, "Details": "New Agent", "PersNumbers": [], "ClientApp": { "ShowTreeCC": 0, "ShowValidCB": 0, "ShowFullTreeCC": 0, "AutoAnswer": { "Predictive": 0, "Other": 0, "Time": 0, "Inbound": 0, "Manual": 0 }, "ShowPopupPause": 0, "StartURL": "", "TimeWarning": 0, "TimeForDialOut": 20, "AddNrInClipboard": 0, "ClericalReminder": 20, "ResetVoiceChannel": 1, "RingFileID": -1 } }</pre>
Response	<pre>{ "error": { "code": 200 }, "result": [{ "Password": "c4ca4238a0b92382", "ID": 2, "RightID": 0, "Domain": "MCC", "SupervisorRightID": 0, "State": 1, "DefaultSkill": 5, "Login": "NewAgent5", "SupervisorID": 1, "Details": "New Agent", "PersNumbers": [], "ClientApp": {</pre>

	<pre>"ShowTreeCC": 0, "ShowValidCB": 0, "ShowFullTreeCC": 0, "AutoAnswer": { "Predictive": 0, "Other": 0, "Time": 0, "Inbound": 0, "Manual": 0 }, "ShowPopupPause": 0, "StartURL": "", "TimeWarning": 0, "TimeForDialOut": 20, "AddNrInClipboard": 0, "ClericalReminder": 20, "ResetVoiceChannel": 1, "RingFileID": -1 } }]</pre>
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Modify existing agent	
Operation	PUT
URL	https://hes-webrtc.creditkasa.ua/v1/agents/2
Body	<pre>{ "SupervisorRightID": 4, "SupervisorID": -1 }</pre>
Response	<pre>{ "error": { "code": 200 }, "result": [{ "Password": "c4ca4238a0b92382", "ID": 2, "RightID": 0, "Domain": "MCC", "SupervisorRightID": 4, "State": 1, "DefaultSkill": 5, "Login": "NewAgent5", "SupervisorID": -1, "Details": "New Agent", "PersNumbers": [], "ClientApp": { "ShowTreeCC": 0, "ShowValidCB": 0, "ShowFullTreeCC": 0, "AutoAnswer": { "Predictive": 0, "Other": 0, "Time": 0, "Inbound": 0, "Manual": 0 }, "ShowPopupPause": 0, "StartURL": "", "TimeWarning": 0, "TimeForDialOut": 20, "AddNrlnClipboard": 0, "ClericalReminder": 20, "ResetVoiceChannel": 1, "RingFileID": -1 }, "ShowPopupPause": 0, "StartURL": "", "TimeWarning": 0, "TimeForDialOut": 20, "AddNrlnClipboard": 0, "ClericalReminder": 20, "ResetVoiceChannel": 1, "RingFileID": -1 }] }</pre>

Modifying agent state (logical delete)	
Operation	PUT
URL	https://hes-webrtc.creditkasa.ua/v1/agents/2
Body	<pre>{ "State": 0 }</pre>
Response	<pre>{ "error": { "code": 200 }, "result": [{ "Password": "c4ca4238a0b92382", "ID": 2, "RightID": 0, "Domain": "MCC", "SupervisorRightID": 4, "State": 0, "DefaultSkill": 5, "Login": "NewAgent5", "SupervisorID": -1, "Details": "New Agent", "PersNumbers": [], "ClientApp": { "ShowTreeCC": 0, "ShowValidCB": 0, "ShowFullTreeCC": 0, "AutoAnswer": { "Predictive": 0, "Other": 0, "Time": 0, "Inbound": 0, "Manual": 0 }, "ShowPopupPause": 0, "StartURL": "", "TimeWarning": 0, "TimeForDialOut": 20, "AddNrInClipboard": 0, "ClericalReminder": 20, "ResetVoiceChannel": 1, "RingFileID": -1 } }] }</pre>

Permanent delete agent (<i>works only when agent is logically deleted</i>)	
Operation	DELETE
URL	https://hes-webrtc.creditkasa.ua/v1/agents/2
Response	<pre>{ "error": { "code": 200 }, "result": [] }</pre>

Server Extensions

Resource URL: <https://hes-webrtc.creditkasa.ua/v1/extensions>

Retrieve all shared email accounts	
Operation	GET
URL	https://hes-webrtc.creditkasa.ua/v1/extensions
Response	<pre> "error": { "code": 200 }, "result": [{ "E_ID": 9, "E_Extension": "MSI", "Protocol": "", "E_Type": 0, "E_Description": "MSI1", "E_DialOutIdentities": "", "ContactDisplay": "", "DestAddress": "", "Destination": "~", "Codecs": [], "ConnectionType": "", "DTMFSupport": [], "FromDisplay": "", "Payload": "" }, { "E_ID": 13, "E_Extension": "SIP", "Protocol": "SIP", "E_Type": 5, "E_Description": "SIP Extension", "E_DialOutIdentities": "555", "ContactDisplay": "<sip:123@192.168.0.12:5062>", "DestAddress": "192.168.0.12:5062", "Destination": "07xxxxxx", "Codecs": ["g7231_6", "g7231_5", "g726_40"], "ConnectionType": "3", "DTMFSupport": ["inband", "rfc2833"], "FromDisplay": "<sip:123@192.168.0.12:5062>", "Payload": "127" }] </pre>

Retrieve specific email account with accountID

Operation	GET
URL	192.168.0.40:11711/v1/extensions/13
Response	<pre> { "error": { "code": 200 }, "result": [{ "E_ID": 13, "E_Extension": "SIP", "Protocol": "SIP", "E_Type": 5, "E_Description": "SIP Extension", "E_DialOutIdentities": "555", "ContactDisplay": "<sip:123@192.168.0.12:5062>", "DestAddress": "192.168.0.12:5062", "Destination": "07xxxxxx", "Codecs": ["g7231_6", "g7231_5", "g726_40"], "ConnectionType": "3", "DTMFSupport": ["inband", "rfc2833"], "FromDisplay": "<sip:123@192.168.0.12:5062>", "Payload": "127" }] } </pre>

Add new shared email account	
Operation	POST
URL	https://hes-webrtc.creditkasa.ua/v1/extensions
Body	<pre>{ "E_Extension": "SIP2", "E_Type": 2 }</pre>
Response	<pre>{ "error": { "code": 200 }, "result": [{ "E_ID": 15, "E_Extension": "SIP2", "Protocol": "", "E_Type": 2, "E_Description": "", "E_DialOutIdentities": "", "ContactDisplay": "", "DestAddress": "", "Destination": "", "Codecs": [], "ConnectionType": "", "DTMFSupport": [], "FromDisplay": "", "Payload": "" }] }</pre>

Modify existing email account	
Operation	PUT
URL	https://hes-webrtc.creditkasa.ua/v1/extensions/15
Body	<pre>{ "E_Typet":6 }</pre>
Response	<pre>{ "error": { "code": 200 }, "result": [{ "E_ID": 15, "E_Extension": "SIP2", "Protocol": "", "E_Type": 6, "E_Description": "", "E_DialOutIdentities": "", "ContactDisplay": "", "DestAddress": "", "Destination": "", "Codecs": [], "ConnectionType": "", "DTMFSupport": [], "FromDisplay": "", "Payload": "" }] }</pre>

Delete shared email account	
Operation	DELETE
URL	https://hes-webrtc.creditkasa.ua/v1/extensions/15
Response	<pre>{ "error": { "code": 200 }, "result": [] }</pre>

Batch operation (modify multiple resources) <ul style="list-style-type: none"> - Deleted - valid ID is required - deletes specified extension(s) - Inserted - valid ID > 0 - modify existing extension; ID <= -1 add new extension 	
Operation	PATCH
URL	https://hes-webrtc.creditkasa.ua/v1/extensions
Body	<pre>{ "Deleted": [{ "E_ID": 16 }], "Inserted": [{ "E_ID": 13, "E_Extension": "SIP", "Protocol": "SIP", "E_Type": 5, "E_Description": "SIP New Name", "E_DialOutIdentities": "555", "ContactDisplay": "<sip:123@192.168.0.12:5062>", "DestAddress": "192.168.0.12:5062", "Destination": "077112345", "Codecs": ["g7231_6", "g7231_5", "g726_40"], "ConnectionType": "3", "DTMFSupport": ["inband", "rfc2833"], "FromDisplay": "<sip:123@192.168.0.12:5062>", "Payload": "127" }], { "E_ID": -1, "E_Type": 3, "E_Extension": "SIP3", "Protocol": "SIP" }] }</pre>
Response	<pre>{ "error": { "code": 200 }, "result": [{ "E_ID": 13, "E_Extension": "SIP", "Protocol": "SIP", "E_Type": 5, "E_Description": "SIP New Name", "E_DialOutIdentities": "555", "ContactDisplay": "<sip:123@192.168.0.12:5062>", "DestAddress": "192.168.0.12:5062", "Destination": "077112345", "Codecs": ["g7231_6", "g7231_5", "g726_40"] }], }</pre>

	<pre>"ConnectionType": "3", "DTMFSupport": ["inband", "rfc2833"], "FromDisplay": "<sip:123@192.168.0.12:5062>", "Payload": "127" }, { "E_ID": 17, "E_Extension": "SIP3", "Protocol": "SIP", "E_Type": 3, "E_Description": "", "E_DialOutIdentities": "", "ContactDisplay": "", "DestAddress": "", "Destination": "", "Codecs": [], "ConnectionType": "", "DTMFSupport": [], "FromDisplay": "", "Payload": "" }]</pre>
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Error Code

Resource URL: https://en.wikipedia.org/wiki/List_of_HTTP_status_codes

Code
<pre>http_000_Invalid // 1xxInformational http_100_Continue = 100, http_101_Switching_Protocols = 101, http_102_Processing = 102, // 2xxSuccess http_200_OK = 200, http_201_Created = 201, http_202_Accepted = 202, http_203_NonAuthoritativeInformation = 203, http_204_NoContent = 204, http_205_ResetContent = 205, http_206_PartialContent = 206, http_207_MultiStatus = 207, http_208_AlreadyReported = 208, http_226_IMUsed = 226, //3xxRedirection http_300_MultipleChoices = 300, http_301_MovedPermanently = 301, http_302_Found = 302, http_303_SeeOther = 303, http_304_NotModified = 304, http_305_UseProxy = 305, http_307_TemporaryRedirect = 306, http_308_PermanentRedirect = 307, //4xxClientError http_400_BadRequest = 400, http_401_Unauthorized = 401, http_402_PaymentRequired = 402, http_403_Forbidden = 403, http_404_NotFound = 404, http_405_MethodNotAllowed = 405, http_406_NotAcceptable = 406, http_407_ProxyAuthenticationRequired = 407, http_408_RequestTimeout = 408, http_409_Conflict = 409, http_410_Gone = 410, http_411_LengthRequired = 411, http_412_PreconditionFailed = 412, http_413_PayloadTooLarge = 413, http_414_RequestURITooLong = 414, http_415_UnsupportedMediaType = 415, http_416_RequestedRangeNotSatisfiable = 416, http_417_ExpectationFailed = 417, http_418_I_mAteaPot = 418,</pre>

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http_421_MisdirectedRequest = 421,  
http_422_UnprocessableEntity = 422,  
http_423_Locked = 423,  
http_424_FailedDependency = 424,  
http_426_UpgradeRequired = 426,  
http_428_PreconditionRequired = 428,  
http_429_TooManyRequests = 429,  
http_431_RequestHeaderFieldsTooLarge = 431,  
http_444_ConnectionClosedWithoutResponse = 444,  
http_451_UnavailableForLegalReasons = 451,  
http_498_NetworkOrLocalError = 499, //mediatel  
http_499_ClientClosedRequest = 499,  
//5xxServerError  
http_500_InternalServerError = 500,  
http_501_NotImplemented = 501,  
http_502_BadGateway = 502,  
http_503_ServiceUnavailable = 503,  
http_504_GatewayTimeout = 504,  
http_505_HTTPVersionNotSupported = 505,  
http_506_VariantAlsoNegotiates = 506,  
http_507_InsufficientStorage = 507,  
http_508_LoopDetected = 508,  
http_510_NotExtended = 510,  
http_511_NetworkAuthenticationRequired = 511,  
http_599_NetworkConnectTimeoutError = 599,
```

Error Details

ID	Description
100	Invalid parameters
101	Invalid name
102	Name in use
103	No permissions
104	
105	Other
106	Object in use

Entity Types

ID	Description
0	Queue
1	Agent
2	Group
3	Project
4	Pause