Call Management

API Guide

zain
Calls

1. Introduction

This document outlines the API endpoints provided by our call center platform to integrate with external systems. These APIs enable clients to:

- Retrieve detailed call logs based on domain and date.
- Programmatically initiate calls to customers and connect them to agents.

All APIs follow RESTful standards, use JSON payloads, and are secured via token-based authentication.

2. Objective and Requirements

The goal of this API integration is to:

- Automate the retrieval of historical call data for operational and analytical purposes.
- Initiate customer calls and connect them to available agents.

3. Call Flow
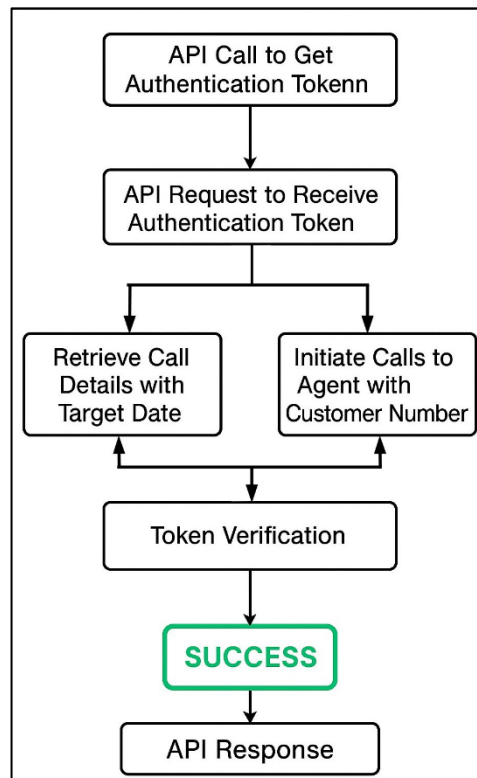
Working:
- An API call is made to obtain an authentication token.
- The system receives and stores the token for use.
- Depending on the use case:
  To fetch call logs, the API is called with the target date.
  To initiate a call, the API is called with the customer number & agent extension.
- The token is verified during each request.
- If valid, the operation proceeds and returns a success response.
- The system receives and processes the API response.

4. Authentication

All API requests must include a valid access token in the header.

Header Format:

```
{
  "Token": "your_access_token_here",
  "locale": "en",
  "Content-Type": "application/json"
}
```

5. API Endpoints

5.1 Fetch Call Center Call Details

This endpoint to retrieve call records filtered by domain and a specific target date for reporting or analysis.

Method: GET

Endpoint: https://yourdomain.com/api/FetchCallDetailsByDate

Request Headers:

```
{
  "Token": "access_token",
  "locale": "en",
  "Content-Type": "application/json"
}
```

Request Body (Params):

```
{
  "domainName": "example.com",
  "targetDate": "05/07/2025"
}
```

Success Response:
- **HTTP Code:** 200 OK

Sample Response:

```
{
 "status": "success",
 "data": [
  {
    "callId": "123456",
    "callType": "INCOMING",
    "duration": "00:03:45",
    "timestamp": "2025-07-05 10:15:22",
    "agent": "6000"
  },
  ]
}
```

5.2 Initiate Outbound Call and Connect to Agent

This endpoint allows you to initiate a call to a customer and route it directly to a specified agent extension.

Method: POST

Endpoint: https://yourdomain.com/api/InitiateCustomerCall

Request Headers
```
{
 "Token": "access_token",
 "locale": "en",
 "Content-Type": "application/json"
}
```

Request Body (Params):
```
{
 "domainName": "example.com",
 "customerNumber": "0501234567",
 "agentExtension": "6000"
}
```

Success Response:
- **HTTP Code:** 200 OK

Sample Response:
```
{
 "status": "success",
 "message": "Call initiated and being routed to agent.",
 "callSessionId": "xyz-7890"
}
```

6. Error Codes

HTTP Status	Description
200	Request successful
400	Bad Request / Missing Parameters
401	Unauthorized / Invalid Token
500	Internal Server Error

7. Conclusion

This API documentation is intended to facilitate smooth and secure integration between the client's systems and our call center platform. These APIs are designed for flexibility, scalability, and reliability to support your operational workflows. For further support, enhancements, or access requests, please contact our integration support team.

For technical support, contact us at zaincalls-support@speechlogix.com.