

# Elision API Document



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## Document Revision History

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Version	Date	Author	Description of change
1.0	03/12/2018	Radhika Solgama	APIDocument

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## 1. Add Lead API

**DESCRIPTION:** add\_lead - adds a new lead to the table with several fields and options

### REQUIRED FIELDS:

- phone\_number - must be all numbers, 6-16 digits
- phone\_code - must be all numbers, 1-4 digits, defaults to 1 if not set
- list\_id - must be all numbers, 3-12 digits, defaults to 999 if not set
- source - description of what originated the API call (maximum 20 characters)

### SETTINGS FIELDS:

- dnc\_check - Y, N or AREACODE, default is N
- campaign\_dnc\_check - Y, N or AREACODE, default is N
- campaign\_id - 2-8 Character campaign ID, required if using campaign\_dnc\_check or callbacks
- add\_to\_hopper - Y or N, default is N
- hopper\_priority - 99 to -99, the higher number the higher priority, default is 0
- hopper\_local\_call\_time\_check - Y or N, default is N. Validate the local call time and/or state call time before inserting lead in the hopper
- duplicate\_check - Check for duplicate records in the system, can select more than one (duplicate\_check=DUPLIST-DUPTITLEALTPHONELIST) If duplicate is found, will return error, the duplicate data and lead\_id and list\_id of existing record

Here are the duplicate\_check options:

DUPLIST - check for duplicate phone\_number in same list  
DUPCAMP - check for duplicate phone\_number in all lists for this list's campaign  
DUPSYS - check for duplicate phone\_number in entire system

DUPTITLEALTPHONELIST - check for duplicate title and alt\_phone in same list  
DUPTITLEALTPHONECAMP - check for duplicate title and alt\_phone in all lists for

this list's campaign

DUPTITLEALTPHONESYS - check for duplicate title and alt\_phone in entire system  
DUPNAMEPHONELIST - check for duplicate first\_name, last\_name and

phone\_number in same list

DUPNAMEPHONECAMP - check for duplicate first\_name, last\_name and phone\_number in all lists for this list's campaign

DUPNAMEPHONESYS - check for duplicate first\_name, last\_name and phone\_number in entire system

" 90DAY - Added to one of the above duplicate checks(i.e.

"DUPSYS90DAY"), only checks leads loaded in last 90 days

- usacan\_prefix\_check - Y or N, default is N. Check for a valid 4th digit for USA and Canada phone numbers (cannot be 0 or 1)
- usacan\_areacode\_check - Y or N, default is N. Check for a valid areacode for USA and Canada phone numbers(also checks for 10-digit length)

- `nanpa_ac_prefix_check` - Y or N, default is N. Check for a valid NANPA areacode and prefix, if optional NANPA data is on the system
- `custom_fields` - Y or N, default is N. Defines whether the API will accept custom field data when inserting leads into the table For custom fields to be inserted, just add the field label as a variable to the URL string For example, if the `field_label` is "favorite\_color" you would add "&favorite\_color=blue"
- `tz_method` - , POSTAL, TZCODE or NANPA, default is which will use the country code and areacode for time zone lookups
  - POSTAL relies on the `postal_code` field
  - TZCODE relies on the `owner` field being populated with a proper time zone code
  - NANPA relies on the optional NANPA areacode prefix data being loaded on your system
- `callback` - Y or N, default is N. Set this lead as a scheduled callback.
  - `campaign_id` field is REQUIRED for callbacks
- `callback_status` - 1-6 Character, callback status to use, default is CALLBK (`dialer_list` status will be set to CBHOLD to lock)
- `callback_datetime` - YYYY-MM-DD+HH:MM:SS, date and time of scheduled callback.
  - REQUIRED if callback is set. NOW can be used for current datetime.
- `callback_type` - USERONLY or ANYONE, default is ANYONE
- `callback_user` - User ID the USERONLY callback is assigned to
- `callback_comments` - Optional comments to appear when the callback is called back
- `lookup_state` - Y or N, default is N. Looks up state field from areacode list. Only works if the 'state' field is not populated.
  - (for fields with spaces in the values, you can replace the space with a plus + sign[address, city, first\_name, etc...])

## OPTIONAL FIELDS:

- `vendor_lead_code` - 1-20 characters
- `source_id` - 1-50 characters
- `gmt_offset_now` - overridden by auto-lookup of `phone_code` and `area_code` portion of phone number if applicable
- `title` - 1-4 characters
- `first_name` - 1-30 characters
- `middle_initial` - 1 character
- `last_name` - 1-30 characters
- `address1` - 1-100 characters
- `address2` - 1-100 characters
- `address3` - 1-100 characters
- `city` - 1-50 characters
- `state` - 2 characters
- `province` - 1-50 characters
- `postal_code` - 1-10 characters
- `country_code` - 3 characters
- `gender` - U, M, F (Undefined, Male, Female) - defaults to 'U'
- `date_of_birth` - YYYY-MM-DD
- `alt_phone` - 1-12 characters
- `email` - 1-70 characters
- `security_phrase` - 1-100 characters
- `comments` - 1-255 characters

- multi\_alt\_phones - 5-1024 characters (see examples for more info)
- rank - 1-5 digits
- owner - 1-20 characters (user ID, Territory or user group)
- entry\_list\_id - WARNING! ONLY USE IF YOU KNOW WHAT YOU ARE DOING, CAN BREAK CUSTOM FIELDS! (must be all numbers, 3-12 digits, will not work if custom\_fields is set to Y)

## MULTI-ALT-PHONES FORMAT:

- 7275551212\_1\_work!7275551213\_1\_sister+house!1234567890\_1\_neighbor
- The multi-alt-phones field is formatted as a field of phone-number/phone-code/phone-note set of data (phone code and alt\_note is both optional and the phone code can be overridden by the force phone code flag). The record delimiter is an exclamation point with the optional phone code and note delimited within the record by an underscore character \_.

## EXAMPLE URLS:

- [http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add\\_lead&phone\\_number=7275551111](http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add_lead&phone_number=7275551111)
- [http://serverip/elision-dialer/elision-api/main.php?source=test&action=add\\_lead&phone\\_number=7275551212&phone\\_code=1&list\\_id=159&dnc\\_check=N&first\\_name=Bob&last\\_name=Wilson](http://serverip/elision-dialer/elision-api/main.php?source=test&action=add_lead&phone_number=7275551212&phone_code=1&list_id=159&dnc_check=N&first_name=Bob&last_name=Wilson)
- [http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add\\_lead&phone\\_number=7275551111&phone\\_code=1&list\\_id=159&dnc\\_check=N&first\\_name=Bob&last\\_name=Wilson&add\\_to\\_hopper=Y&hopper\\_local\\_call\\_time\\_check=Y](http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add_lead&phone_number=7275551111&phone_code=1&list_id=159&dnc_check=N&first_name=Bob&last_name=Wilson&add_to_hopper=Y&hopper_local_call_time_check=Y)
- [http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add\\_lead&phone\\_number=7275551111&phone\\_code=1&list\\_id=159&dnc\\_check=N&campaign\\_dnc\\_check=Y&campaign\\_id=TESTCAMP&first\\_name=Bob&last\\_name=Wilson&address1=1234+Main+St.&city=Chicago+Heights&state=IL&add\\_to\\_hopper=Y&hopper\\_local\\_call\\_time\\_check=Y&multi\\_alt\\_phones=7275551212\\_1\\_work!7275551213\\_1\\_sister+house!1234567890\\_1\\_neighbor](http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add_lead&phone_number=7275551111&phone_code=1&list_id=159&dnc_check=N&campaign_dnc_check=Y&campaign_id=TESTCAMP&first_name=Bob&last_name=Wilson&address1=1234+Main+St.&city=Chicago+Heights&state=IL&add_to_hopper=Y&hopper_local_call_time_check=Y&multi_alt_phones=7275551212_1_work!7275551213_1_sister+house!1234567890_1_neighbor)
- [http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add\\_lead&phone\\_number=7275551212&phone\\_code=1&list\\_id=159&dnc\\_check=N&first\\_name=Bob&last\\_name=Wilson&duplicate\\_check=DUPLIST-DUPNAMEPHONELIST](http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add_lead&phone_number=7275551212&phone_code=1&list_id=159&dnc_check=N&first_name=Bob&last_name=Wilson&duplicate_check=DUPLIST-DUPNAMEPHONELIST)
- [http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add\\_lead&phone\\_number=7275551212&phone\\_code=1&list\\_id=159&custom\\_fields=Y&favorite\\_color=blue](http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add_lead&phone_number=7275551212&phone_code=1&list_id=159&custom_fields=Y&favorite_color=blue)
- [http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add\\_lead&phone\\_number=7275551111&campaign\\_id=TESTCAMP&callback=Y&callback\\_status=CALLBK&callback\\_datetime=NOW&callback\\_type=USERONLY&callback\\_user=6666&callback\\_comments=Comments+go+here](http://serverIP/elision-dialer/elision-api/main.php?source=test&action=add_lead&phone_number=7275551111&campaign_id=TESTCAMP&callback=Y&callback_status=CALLBK&callback_datetime=NOW&callback_type=USERONLY&callback_user=6666&callback_comments=Comments+go+here)

**Note: you have to replace your server IP in above URL.**

## RESPONSES:

- ERROR:  
{"status":"false","message":"PLEASE ENTER ACTION VALUE"}  
{"status":"false","message":"ENTER ACTION IS WRONG"}

```
{
  "status": "false",
  "message": "add_lead PLEASE ENTER MINIMUM 2 DIGIT SOURCE VALUE",
  "data": {
    "source": "t"
  }
}
{"status": "false", "message": "add_lead AUTH USER DOES NOT HAVE PERMISSION TO USE THIS FUNCTION", "data": {"user": "6666", "function": "add_lead"}}
{"status": "false", "message": "add_lead USER DOES NOT HAVE PERMISSION TO ADD LEADS TO THE SYSTEM", "data": {"user": "6666", "modify_leads": "1"}}
{"status": "false", "message": "add_lead NOT AN ALLOWED LIST ID", "data": {"user": "6666", "list_id": "999", "phone_number": "1234567890"}}
{"status": "false", "message": "add_lead PLEASE ENTER PHONE NUMBER MINIMUM 6 AND MAXIMUM 16 DIGIT", "data": {"user": "6666", "phone_number": "123"}}
{"status": "false", "message": "INVALID PHONE NUMBER PREFIX", "data": {"user": "6666", "phone_number": "123"}}
{"status": "false", "message": "add_lead INVALID PHONE NUMBER AREACODE", "data": {"user": "6666", "phone_number": "123"}}
{"status": "false", "message": "add_lead INVALID PHONE NUMBER NANPA AREACODE PREFIX", "data": {"user": "6666", "phone_number": "1234567891"}}
{"status": "false", "message": "add_lead PHONE NUMBER IN DNC", "data": {"user": "6666", "phone_number": "1234567891"}}
{"status": "false", "message": "add_lead PHONE NUMBER IN DNC", "data": {"user": "6666", "phone_number": "1234567891"}}
{"status": "false", "message": "add_lead PHONE NUMBER IN CAMPAIGN DNC", "data": {"user": "6666", "phone_number": "1234567891", "campaign_id": "ELISION"}}
{"status": "false", "message": "add_lead DUPLICATE PHONE NUMBER IN LIST", "data": {"user": "6666", "phone_number": "1234567891", "list_id": "999", "duplicate_lead_id": "224"}}
{"status": "false", "message": "add_lead DUPLICATE PHONE NUMBER IN CAMPAIGN LISTS", "data": {"user": "6666", "phone_number": "1234567891", "list_id": "999", "duplicate_lead_id": "224", "duplicate_lead_list": "999"}}
{"status": "false", "message": "add_lead DUPLICATE TITLE ALT_PHONE IN LIST", "data": {"user": "6666", "title": "1234", "alt_phone": "98255452", "list_id": "999", "duplicate_lead_id": "224"}}
{"status": "false", "message": "add_lead DUPLICATE TITLE ALT_PHONE IN CAMPAIGN LISTS", "data": {"user": "6666", "title": "1234", "alt_phone": "98255452", "list_id": "999", "duplicate_lead_id": "224", "duplicate_lead_list": "999"}}
{"status": "false", "message": "add_lead DUPLICATE TITLE ALT_PHONE IN SYSTEM", "data": {"user": "6666", "title": "1234", "alt_phone": "98255452", "list_id": "999", "duplicate_lead_id": "224", "duplicate_lead_list": "999"}}
{"status": "false", "message": "add_lead DUPLICATE NAME PHONE IN LIST", "data": {"first_name": "test", "last_name": "elision", "phone_number": "98255452", "list_id": "999", "duplicate_lead_id": "224"}}
{"status": "false", "message": "add_lead DUPLICATE NAME PHONE IN CAMPAIGN LISTS", "data": {"first_name": "test", "last_name": "elision", "phone_number": "98255452", "list_id": "999", "duplicate_lead_id": "224", "duplicate_lead_list": "999"}}
{"status": "false", "message": "add_lead DUPLICATE NAME PHONE IN SYSTEM", "data": {"first_name": "test", "last_name": "elision", "phone_number": "98255452", "list_id": "999", "duplicate_lead_id": "224", "duplicate_lead_list": "999"}}
{"status": "false", "message": "add_lead LEAD HAS NOT BEEN ADDED", "data": {"phone_number": "98255452", "list_id": "999", "user": "6666"}}
• NOTICE:
{"status": "NOTICE", "message": "add_lead NANPA OPTIONS DISABLED, NANPA PREFIX DATA NOT LOADED ID", "data": {"user": "api", "nanpa_prefix_codes_count": "6666"}}
{"status": "NOTICE", "message": "add_lead MULTI-ALT-PHONE NUMBERS
```

```

LOADED", "data": {"alt_phones": "193716", "lead_id": "225", "user": "6666"}}
{"status": "NOTICE", "message": "add_lead CUSTOM FIELDS VALUES ADDED
", "data": {"phone_number": "7275551111", "lead_id": "1234", "list_id": "999", "updat
e_count": "1"}}
{"status": "NOTICE", "message": "add_lead CUSTOM FIELDS NOT ADDED, NO
FIELDS
DEFINED", "data": {"phone_number": "7275551111", "lead_id": "1234", "list_id": "99
9"}}
{"status": "NOTICE", "message": "add_lead ADDED TO
HOPPER", "data": {"phone_number": "7275551111", "lead_id": "1234", "hopper_id": "
11"}}
{"status": "NOTICE", "message": "add_lead NOT ADDED TO
HOPPER", "data": {"phone_number": "7275551111", "lead_id": "1234"}}
{"status": "NOTICE", "message": "add_lead SCHEDULED CALLBACK NOT ADDED,
USER NOT VALID
", "data": {"lead_id": "7275551111", "campaign_id": "TESTCAMP", "
callback_user": "6", "callback_type": ""}}
{"status": "NOTICE", "message": "add_lead SCHEDULED CALLBACK ADDED
", "data": {"lead_id": "112", "campaign_id": "TESTCAMP", "callback_datetime": "2018
-08-08
12:00:01", "callback_type": "6666", "callback_user": "USERONLY", "callback_status"
: "CALLBK"}}
{"status": "NOTICE", "message": "add_lead SCHEDULED CALLBACK NOT ADDED,
CAMPAIGN NOT VALID ", "data": {"lead_id": "112", "campaign_id": "TESTCAMP"}}
• SUCCESS:
{"status": "true", "message": "add_lead LEAD HAS BEEN
ADDED", "data": {"phone_number": "1234567890", "list_id": "999", "lead_id": "293", "g
mt_offset": -4, "user": "api"}}
  
```



## Products

- Call Center Dialer
- IP / PBX
- Voice Broadcasting
- IVR System
- Click2Call
- Live Chat
- SoftSwitch
- Voice logger
- Video Telephony



### Elision TechnoLab LLP

#### India Office :

3B, 4th Floor, Sumeru Center, Nr. Parimal Bridge, Paldi,  
Ahmedabad-380007 Gujarat, India. Tel.: +91 704 164 9394

#### USA Office :

2419 # E Piper Lane, Charlotte,  
NC. 28208-7325, USA, Tel.: +1 305 328 9898

[www.elisiontec.com](http://www.elisiontec.com)