

Elision Click to Call API



Document Revision History

Version	Date	Author	Description of change
1.0	20/12/2018	Radhika Solgama	API Document

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1. Click to Call API

DESCRIPTION: Places a manual dial phone call on the agent screen, you can define whether to search for the lead in the existing database or not and you can define the phone_code and the number to dial. This action will pause the agent after their current call, enter in the information to place the call, and dialing the call on the agent screen.

- value - Any valid phone number (7275551212), or "MANUALNEXT" to mimic the Dial Next Number button
- lead_id - Any valid lead_id from the system (either value or lead_id are required) if both are defined, lead_id will override value
- phone_code - Any valid phone country code (1 for USA/Canada, 44 for UK, etc...)
- search - YES - perform a search in the campaign-defined dialer_list list for this phone number and bring up that lead
- search - NO - do not search, create a new dialer_list record for the call
- preview - YES - preview the lead in the ELISION DIALER screen without dialing
- preview - NO - do not preview the lead, place call immediately
- vendor_id - OPTIONAL, any valid Vendor lead code
- dial_prefix - OPTIONAL, any dial prefix that you want to add to the beginning of the dial string for this call
- group_alias - OPTIONAL, the outbound callerID (from an existing group-alias) that you want to use for this call
- vtiger_callback - OPTIONAL, YES or NO, will lookup the phone number and Vtiger account ID from the provided Event ID
- alt_user - OPTIONAL, instead of agent_user, this is to lookup the agent_user using the dialer_users.custom_three field
- alt_dial - OPTIONAL, if using lead_id you can set this flag to dial the ALT number or the ADDR3 number or SEARCH a phone_number within the lead if SEARCH is used and the phone_number is not matched with the lead's phone_number, alt_phone or address3 field an ERROR will be returned

EXAMPLE URLS:

- http://serverip/elision-dialer/elision-api/main.php?source=test&agent_user=1000&action=manual_dial&value=01234567890&phone_code=1&search=YES&preview=NO&focus=YES

RESPONSES:

- ERROR:
{"status":"false","message":"PLEASE ENTER ACTION VALUE"}
{"status":"false","message":"ENTER ACTION IS WRONG"}
{"status":"false","message":"external_dial ENTER SOURCE VALUE MINIMUM 2 DIGIT","data":{"source":""}}
{"status":"false","message":"external_dial YOU MUST USE ALL REQUIRED FIELDS","data":{"value":"","phone_code":"1","search":"YES","preview":"NO","focus":"YES","lead_id":"","agent_user":"1000","alt_user":""}}
{"status":"false","message":"external_dial AUTH USER DOES NOT HAVE PERMISSION TO USE THIS"}

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FUNCTION", "data": {"user": "api", "value": "1", "function": "external_dial", "
user_group": "superadmin"}}
{"status": "false", "message": "external_dial NO USER
FOUND", "data": {"alt_user": ""}}
{"status": "false", "message": "external_dial AGENT_USER IS NOT LOGGED
IN", "data": {"agent_user": "1000"}}
{"status": "false", "message": "external_dial GROUP_ALIAS IS NOT
VALID", "data": {"agent_user": "1000", "group_alias": ""}}
{"status": "false", "message": "external_dial CALLER ID NUMBER FROM
GROUP_ALIAS IS NOT
VALID", "data": {"agent_user": "1000", "group_alias": "", "caller_id_number": ""}
}
{"status": "false", "message": "external_dial VTIGER CALLBACK ACTIVITY
DOES NOT EXIST IN VTIGER SYSTEM ", "data": {"value": "01234567890"}}
{"status": "false", "message": "external_dial PHONE NUMBER LEAD_ID SEARCH
NOT
FOUND", "data": {"agent_user": "1000", "value": "01234567890", "lead_id": "224
", "alt_dial": ""}}
{"status": "false", "message": "external_dial PHONE NUMBER IS NOT
VALID", "data": {"agent_user": "1000", "value": "01234567890", "lead_id": "224",
"alt_dial": ""}}
{"status": "false", "message": "external_dial LEAD_ID IS NOT
VALID", "data": {"agent_user": "1000", "lead_id": "224"}}
{"status": "false", "message": "external_dial PHONE_NUMBER IS ALREADY IN
THIS AGENTS MANUAL DIAL
QUEUE", "data": {"agent_user": "1000", "value": "01234567890"}}
{"status": "false", "message": "external_dial AGENT_USER IS NOT ALLOWED
TO PLACE MANUAL DIAL CALLS ", "data": {"agent_user": "1000"}}
{"status": "false", "message": "external_dial AGENT_USER IS NOT PAUSED
", "data": {"agent_user": "1000"}}
{"status": "false", "message": "external_dial AGENT_USER IS NOT LOGGED IN
", "data": {"agent_user": "1000"}}
• SUCCESS:
{"status": "true", "message": "external_dial FUNCTION SET
", "data": {"value": "01234567890 ", "agent_user": "1000",
"phone_code": "1", "search": "YES", "preview": "NO ", "focus": "YES
", "vendor_id": "1021", "epoch": "1000", "dial_prefix": "91", "group_alias": "", "call
er_id_number": "", "alt_dial": ""}}

```

Products

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



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