

Widget Integration API Document



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Document Revision History

Version	Date	Author	Description of change
1.1	14/02/2019	Radhika Solgama	Technical Document

1. LOGIN & Logout (JavaScript Function)

When we login in CRM user also get login in widget for that we are using below function at a time of login in CRM.

Function:

```
parent.postMessage({'action': 'login', 'username': 'crm username',  
'password': 'crm password','extension':'crm phone  
extension','phone_pass':'crm phone extension'}, '*');
```

When we logout from crm user also get logout from widget for that we are using below function at a time of logout from crm

Function:

```
parent.postMessage({'action': 'logout'}, '*');
```

2. User will be created/updated in CRM & It should get created/updated in Dialer

When we create user in CRM same user will be gets created in Dialer with same username and password.

For This we are using Dialer add_user api. Below is details for API, add_user - adds a user to the system

NOTE: api user for this function must have user_level set to 8 or higher and "modify users" enabled

REQUIRED FIELDS:

function - add_user
source - 2-20 characters
user - API user's username
pass - API user's password
agent_user - 2-20 characters
agent_pass - 1-20 characters
agent_user_level - 1 through 9
agent_full_name - 1-50 characters
agent_user_group - 1-20 characters, must be a valid user group

OPTIONAL FIELDS:

phone_login - 1-20 characters
phone_pass - 1-20 characters
voicemail_id - 1-10 digits
email - 1-100 characters

Example URL strings for API calls:

http://ServerIP/admin/elision_api.php?source=test&user=api&pass=1234&function=add_user&agent_user=1000&agent_pass=9999&agent_user_level=1&agent_full_name=Testing+Person&agent_user_group=AGENTS

ERROR Responses:

- ERROR: add_user USER DOES NOT HAVE PERMISSION TO ADD USERS - api|0
- ERROR: add_user YOU MUST USE ALL REQUIRED FIELDS - api|1000|
- ERROR: add_user USER DOES NOT HAVE PERMISSION TO ADD USERS IN THIS USER LEVEL - api|8
- ERROR: add_user USER GROUP DOES NOT EXIST - api|ADFHR

- ERROR: add_user USER ALREADY EXISTS - api|api

SUCCESS Response:

- SUCCESS: add_user USER HAS BEEN ADDED - api|10000|9999|1|Testing Person|AGENTS

When we edit user in CRM then also, we are able to update the edited information into Dialer.

For This we are using dialer update_user api. Below is details for API,

update_user - updates or deletes a user entry already in the system

REQUIRED FIELDS :

function - update_user

source - 2-20 characters

user - API user's username

pass - API user's password

agent_user - 2-20 characters

OPTIONAL FIELDS :

agent_pass - 1-20 characters

agent_user_level - 1 through 9, one digit only

agent_full_name - 1-50 characters

agent_user_group - 1-20 characters, must be a valid user group

phone_login - 1-20 characters

phone_pass - 1-20 characters

voicemail_id - 1-10 digits

email - 1-100 characters

active - 'Y' or 'N'

Example URL strings for API calls:

http://ServerIP/admin/elision_api.php?source=test&user=api&pass=1234&function=update_user&agent_user=1000&agent_pass=9876&agent_user_level=5&agent_full_name=Testing+Person&agent_user_group=AGENTS

ERROR Responses:

- ERROR: update_user USER DOES NOT HAVE PERMISSION TO UPDATE USERS - api|0
- ERROR: update_user YOU MUST USE ALL REQUIRED FIELDS - api||
- ERROR: update_user USER DOES NOT EXIST - api|78789
- ERROR: update_user USER DOES NOT HAVE PERMISSION TO UPDATE THIS USER - api| 7878
- ERROR: update_user YOU MUST USE A VALID FULL NAME, THIS IS AN OPTIONAL FIELD - api|

- ERROR: update_user YOU MUST USE A VALID USER LEVEL, THIS IS AN OPTIONAL FIELD - api|0|9|1
- ERROR: update_user YOU MUST USE A VALID USER GROUP, THIS IS AN OPTIONAL FIELD - api|FAKEGROUP|0
- ERROR: update_user YOU MUST USE A VALID PHONE LOGIN, THIS IS AN OPTIONAL FIELD - api|fakephone|0|0
- ERROR: update_user YOU MUST USE A VALID PHONE PASSWORD, THIS IS AN OPTIONAL FIELD - api|0
- ERROR: update_user YOU MUST USE A VALID VOICEMAIL ID, THIS IS AN OPTIONAL FIELD - api
- ERROR: update_user YOU MUST USE A VALID EMAIL, THIS IS AN OPTIONAL FIELD - api
- ERROR: update_user ACTIVE MUST BE Y OR N, THIS IS AN OPTIONAL FIELD - api

SUCCESS Response:

SUCCESS: update_user USER HAS BEEN UPDATED - api|1000

3. Click to Call (JavaScript Function)

When we click on any button for doing click 2 call from CRM to dialer widget we have to use below function for click 2 call

Function:

```
parent.postMessage({'action': 'click_to_call', 'phone_code': '1', 'phone_number':  
phone number of fields on which we click for click 2 call}, '*');
```


4. List will be created in CRM it should get created in dialer

When we create list in CRM it should create in dialer For This we are using add_list api. Below is details for API,

add_list - adds a list to the system

NOTE: api user for this function must have user_level set to 8 or higher and "modify lists" enabled

REQUIRED FIELDS :

function - add_list
source - 2-20 characters
user - API user's username
pass - API user's password
list_id - 2-14 digits
list_name - 6-30 characters
campaign_id - 2-8 characters, must be a valid campaign_id

OPTIONAL FIELDS :

active - Must be one of these: 'Y','N', will default to 'N'

Example URL strings for API calls:

http://ServerIP/admin/elision_api.php?source=test&user=api&pass=1234&function=add_list&list_id=1101&list_name=Test+API+list&campaign_id=TESTCAMP

ERROR Responses :

```
{"success":false,"message":"api User does not have permission to add list in the system","data":{"user":"api","password":"1234"}}
```

```
{"success":false,"message":"Please send list id , campaign id and list name","data":{"list_id":"","list_name":"Test API list","campaign_id":"TESTCAMP"}}
```

```
{"success":false,"message":"TESTCAMP campaign does not exist","data":{"list_id":"1101","list_name":"Test API list","campaign_id":"TESTCAMP"}}
```

```
{"success":false,"message":"1101 list already exist","data":{"list_id":"1101","list_name":"Test API list","campaign_id":"TESTCAMP"}}
```

SUCCESS Response :

```
{"success":true,"message":"1101 list created","data":  
{"list_id":"1101","list_name":"Test API list","campaign_id":"TESTCAMP"}}
```

5. Data to be uploaded in CRM screen and then it can be pushed to Dialer via Export To Dialer function Export To Dialer from CRM to Dialer

Data will be export into dialer form crm via export to dialer button. We are exporting data in 2 cases

1. In Existing List ID
2. In New List ID

1) For Existing List ID

For Exporting Leads in Existing List we are fetching existing list id details form dialer through API

For this We are using active_lists API. Below is API details,

Active_lists - Brings all active lists form dialer

REQUIRED FIELDS :

function - active_lists
source - 2-20 characters
user - API user's username
pass - API user's password

Example URL strings for API calls:

http://ServerIP/admin/elision_api.php?source=test&user=api&pass=1234&function=active_lists

SUCCESS Response:

```
{"success":true,"message":"lists are listed successfully","data":["NIKHIL-1101-Test API list","kartik-2018-kartik jagani","TESTING-20042018-20042018-hardik","NIKHIL-26042018-26042018_custom-form","TESTING-6547-testA","radhika-522018-522018","testcmp-1652018-1652018","Elision-2352018-2352018","test_plk-260518-260518 test"]}
```

For Exporting lead in that list id we are using add_multi_lead API, Below is details for API,

Add_multi_lead - Add Multiple leads to dialer

REQUIRED FIELDS :

function - add_multi_lead
source - 2-20 characters
user - API user's username

```
pass - API user's password
multi_leads - json_encode of Multileads array
Multileads = array Of Multi_leads
Multi_leads =
array('city'=>'Ahmedabad','email'=>','phone_number'=>1234567893,'first_name'=>'test','last_name'=>'test','vendor_lead_code'=>1236,'list_id'=>'1101','postal_code'=>91);
```

In this array 'phone_number' and 'list_id' fields are require.

Example URL strings for API calls (Add multi lead API):

[http://serverIP/admin/elision_api.php?source=test&user=api&pass=1234&function=add_multi_lead&multi_leads=\[{"city":"Ahmedabad","email":"","phone_number":"1234567893","first_name":"test","last_name":"test","vendor_lead_code":1236,"list_id":"1422019","postal_code":91},{ "phone_number":"9565652542","first_name":"Elision","last_name":"last_name1","list_id":"1422019","province":"564664"}\]](http://serverIP/admin/elision_api.php?source=test&user=api&pass=1234&function=add_multi_lead&multi_leads=[{)

Example responses:

```
["ERROR","add_multi_lead YOU MUST USE ALL REQUIRED FIELDS","api",""]
{"lead 1":{"success":false,"message":"Invalid phone number","data":"1293"}}
```

SUCCESS Response:

```
{"lead 1":{"success":true,"message":"Record(s)
Created","data":"1234567893| 1101|1036||NEW|"}}
```

2) In New List ID:

For Upload Lead in New list id first off all create new list id using add_list API. API details are given in 2 point.
After creating list id Use add_multi_lead API

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