Elision API Document

DIALSHREE

Document Revision History

Version	Date	Author	Description of change
1.0	26/06/2018	Palak Panchal	APIDocument
1.1	18/07/2018	Palak Panchal	API Document

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1. Add Lead API

Adds a new lead to the dialer with several fields and options.

- **Below are the parameters with their description to pass to Add Lead API:**

Parameter	Description
source*	Description of what originated the API call (maximum 20 characters)
action *	add_lead
phone_number*	Must be all numbers, 6-16 digits
list_id *	Must be all numbers, 3-12 digits, defaults to 999 if not set
custom_fields *	Must be Y

* Required parameters.

- **Below are additional/optional parameters of API:**

Parameter	Description
prospects_id	Must be up to 36 digits
CustomerName	Must be 1-100 characters
MobileNo	Must be 10 digits
EnquirySource	Must be 1-100 characters
EnquiryType	Must be 1-100 characters
CreateEnquiryID	Must be 1-100 characters
WebEnquiryNumber	Must be 1-100 characters
LeadSubSource	Must be 1-100 characters
LeadSource	Must be 1-100 characters
LeadfromURL	Must be 1-200 characters
CustomField1	Must be 1-200 characters
CustomField2	Must be 1-200 characters

- **Below is Sample URL of API:**

  http://103.81.88.109/elision-dialer/elision-api/main.php?source=test&action=add_lead&phone_number=1234567890&list_id=25062018&custom_fields=Y&prospects_id=123&CustomerName=testuser&MobileNo=1234567890&EnquirySource=test&EnquiryType=tets&CreateEnquiryID=987&WebEnquiryNumber=5654&LeadSubSource=WEB&LeadSource=test&LeadformURL=google.com&CustomField1=&CustomField2=

- **Below are the SUCCESS Responses:**

  {"success":"true","message":"add_lead LEAD CREATED SUCCESSFULLY","data":{"Phone Number":"1234567890","List ID":"25062018","Lead ID":1764,"Status":"NEW","Prospects Id":"123"}}

- **Below are the ERROR Responses:**

  1. If source field is blank ,

     {"success":"false","message":"add_lead SOURCE IS REQUIRED"}

  2. If api user have not permission to add lead in system ,

     {"success":"false","message":"add_lead USER DOES NOT HAVE PERMISSION TO ADD LEADS TO THE SYSTEM"}

  3. If phone number field do not have require length,

     {"success":"false","message":"add_lead PHONE NUMBER MUST HAVE MINIMUM 6 DIGIT AND MAXIMUM 16 DIGIT"}

  4. If phone number field is blank ,

     {"success":"false","message":"add_lead PHONE NUMBER IS REQUIRED"}

  5. If phone number have alphabets or any special character ,

     {"success":"false","message":"add_lead PHONE NUMBER IS NOT VALID"}

  6. If list id is not there in dialer system ,

     {"success":"false","message":"add_lead LIST ID NOT FOUND IN SYSTEM"}

  7. If list id is blank ,

     {"success":"false","message":"add_lead LIST ID IS REQUIRED"}

  8. If list id do not have require length ,

     {"success":"false","message":"add_lead LIST ID MINIMUM 3 DIGIT AND MAXIMUM 14 DIGIT"}

  9. If list id do not have custom form ,

     {"success":"false","message":"add_lead CUSTOM_FIELDS IS REQUIRED AND MUST HAVE SET TO Y"}

10. If any field is not there in custom form ,
{"success":"false","message":"add_lead CUSTOM FIELDS NOT ADDED, NO CUSTOM FIELDS DEFINED FOR THIS LIST"}

2. Add Multi Lead API

This API use to add multiple leads into dialer.

- **Below are the parameters with their description to pass to Add Multilead API:**

Parameter	Description
source*	Description of what originated the API call (maximum 20 characters)
action *	add_lead
custom_fields *	Must be Y
multi_leads*	multiple leads in JSON format Of array of multiple lead.check below sample

* Required parameters.

- **Below is Sample array which contains of list of parameters as we discussed in 'API Parameters' section:**

[{"phone_number":"1111111111","list_id":"25062018","prospects_id":"321","CustomerName":"testuser","MobileNo":"1111111111","EnquirySource":"test","EnquiryType":"tets","CreateEnquiryID":"987","WebEnquiryNumber":"5654","LeadSubSource":"WEB","LeadSource":"WEB","LeadformURL":"google.com","CustomField1":"mrnnumber","CustomField2":"mrnnumber"},{"phone_number":"2222222","list_id":"25062018","prospects_id":"321","CustomerName":"testuser2","MobileNo":"2222222","EnquirySource":"test2","EnquiryType":"tets2","CreateEnquiryID":"9872","WebEnquiryNumber":"56542","LeadSubSource":"WEB2","LeadSource":"WEB2","LeadformURL":"google.com","CustomField1":"12","CustomField2":"35"}]

- **Below are the parameters with their description to pass to multi_leads Array Parameters:**

Parameter	Description
phone_number*	Must be all numbers, 6-16 digits
list_id *	Must be all numbers, 3-12 digits, defaults to 999 if not set
prospects_id	Must be up to 36 digits
CustomerName	Must be 1-100 characters
MobileNo	Must be 10 digits
EnquirySource	Must be 1-100 characters
EnquiryType	Must be 1-100 characters

CreateEnquiryID	Must be 1-100 characters
WebEnquiryNumber	Must be 1-100 characters
LeadSubSource	Must be 1-100 characters
LeadSource	Must be 1-100 characters
LeadfromURL	Must be 1-200 characters
CustomField1	Must be 1-200 characters
CustomField2	Must be 1-200 characters

* Required parameters.

- **Below is Sample URL of API:**

http://103.81.88.109/elision-dialer/elision-api/main.php?action=add_multi_lead&source=external&custom_fields=Y&multi_leads=[{"phone_number":"1111111111","list_id":"25062018","prospects_id":"321","CustomerName":"testuser","MobileNo":"1111111111","EnquirySource":"test","EnquiryType":"tets","CreateEnquiryID":"987","WebEnquiryNumber":"5654","LeadSubSource":"WEB","LeadSource":"WEB","LeadformURL":"google.com","CustomField1":"mrnnumber","CustomField2":"mrnnumber"},{"phone_number":"2222222","list_id":"25062018","prospects_id":"321","CustomerName":"testuser2","MobileNo":"2222222","EnquirySource":"test2","EnquiryType":"tets2","CreateEnquiryID":"9872","WebEnquiryNumber":"56542","LeadSubSource":"WEB2","LeadSource":"WEB2","LeadformURL":"google.com","CustomField1":"12","CustomField2":"35"}]

- **Below is the SUCCESS Responses:**

{"lead 1":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"1111111111","List ID":"25062018","Lead ID":1765,"Status":"NEW","Prospects Id":"321"}},"lead 2":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"2222222","List ID":"25062018","Lead ID":1766,"Status":"NEW","Prospects Id":"321"}}}

- **Below are the ERROR Responses:**

1. If action is blank then,

{"status":"false","message":"PLEASE ENTER ACTION VALUE"}

2. If action is wrong then,

{"status":"false","message":"ENTERED ACTION IS NOT VALID"}

3. If source is less the 2 character ,

{"success":"false","message":"add_multi_lead PLEASE ENTER TWO DIGIT SOURCE VALUE"}

4. If source is black ,

   {"success":"false","message":"add_multi_lead SOURCE IS REQUIRED"}

5. If you enter another value in custom field,

   {"success":"false","message":"add_multi_lead CUSTOM_FIELDS IS REQUIRED AND MUST HAVE SET TO Y"}

6. If phone number is not between 6 to 16 range,

   {"lead 1":{"success":"false","message":"add_multi_lead PHONE NUMBER MINIMUM 6 DIGIT AND MAXIMUM 16 DIGIT"},"lead 2":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"2222222","List ID":"25062018","Lead ID":1699,"Status":"NEW"}}}

7. If Phone number is blank ,

   {"lead 1":{"success":"false","message":"add_multi_lead PHONE NUMBER IS REQUIRED"},"lead 2":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"2222222","List ID":"25062018","Lead ID":1701,"Status":"NEW"}}}

8. If Phone number have alphabetic value,

   {"lead 1":{"success":"false","message":"add_multi_lead PHONE NUMBER IS NOT VALID"},"lead 2":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"2222222","List ID":"25062018","Lead ID":1713,"Status":"NEW"}}}

9. If list_id is blank,

   {"lead 1":{"success":"false","message":"add_multi_lead LIST ID IS REQUIRED"},"lead 2":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"2222222","List ID":"25062018","Lead ID":1691,"Status":"NEW"}}}

10. If list_id is wrong then,

{"lead 1":{"success":"false","message":"add_multi_lead LIST ID liopk DOES NOT EXISTS"},"lead 2":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"2222222","List ID":"25062018","Lead ID":1692,"Status":"NEW"}}}

11. If list_id lessthen 3 character ,

   {"lead 1":{"success":"false","message":"add_multi_lead LIST ID MINIMUM 3 DIGIT AND MAXIMUM 14 DIGIT"},"lead 2":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"2222222","List ID":"25062018","Lead ID":1693,"Status":"NEW"}}}

12. If list_id is created but there is no custom form ,

   {"lead 1":{"success":"false","message":"add_multi_lead CUSTOM FIELDS NOT ADDED, NO CUSTOM FIELDS DEFINED FOR THIS LIST"},"lead

2":{"success":"true","message":"add_multi_lead RECORD(S) CREATED","data":{"Phone Number":"2222222","List ID":"25062018","Lead ID":1707,"Status":"NEW"}}}

13. If API has a syntax error ,

{"success":"false","message":"add_multi_lead PLEASE CHECK YOUR JSON SYNTAX"}

14. If Api user do not have permission of Modify lead ,

{"success":"false","message":"add_multi_lead USER DOES NOT HAVE PERMISSION TO ADD LEADS TO THE SYSTEM"}

15. If Api user login fails ,

{"success":"false","message":"Login incorrect, please try again"}

16. If Multilead parameter is blank ,

{"success":"false","message":"add_multi_lead MULTI_LEAD IS REQUIRED FIELDS"}

3. Click to Call API

1. Click to Call API places manual dial phone call on the logged-in agent screen.

2. For that, you can define whether to search for the lead in the existing database or not and you can define the phone_code.

3. Different parameters are used to place a call using this API which are defined in next section 'API Parameters'.

- **Below are the parameters with their description to pass to Click to Call API:**

Parameter	Description
agent_user *	It is a dialer agent whose session that you want to affect. This agent_user will be agent user of dialer system.
source *	Description of what originated the API calls (maximum 20 characters). For e.g., source=clicktocall
value *	This will be your any valid phone number on which call will be dialed.
action *	This is the name of API function as '**manual_dial**'.
search *	YES – It performs a search in the campaign-defined leads table list for this phone number and brings up that lead. NO - Do not search, it will create a new lead record for the call
preview *	YES – It will preview the lead in the agent screen without dialing, call will not be placed immediately NO - Do not preview the lead, it will place call immediately
focus *	YES – It will focus to agent screen about dialed number, brings up an alert in the browser window NO - Do not change focus, agent will not get alert in the browser
phone_code	Any valid phone country code (1 for USA/Canada, 44 for UK, etc...).
prospects_id	Must be up to 36 digits

* Required parameters.

- **Below is Sample URL of API:**

  http://103.81.88.109/elision-dialer/elision-api/main.php?source=click_to_call&agent_user=dialer_agent_user&action=manual_dial&value=1234567890&phone_code=&search=YES&preview=NO&focus=YES&prospects_id=654dsddfd

- **Below is the SUCCESS Response:**

  {"success":"true","message":"manual_dial EXTERNAL_DIAL FUNCTION SET","data":{"Phone Number":"1234567890","Prospects Id":"654dsddfd"}}

- **Below are the ERROR Response:**

  1. If action is blank ,

     {"status":"false","message":"PLEASE ENTER ACTION VALUE"}

  2. If agent user is not logged in ,

     {"success":"false","message":"manual_dial AGENT_USER IS NOT LOGGED IN"}

  3. If agent user is not in pause mode,

     {"success":"false","message":"manual_dial AGENT_USER IS NOT PAUSED"}

  4. If agent user do not have permission to do manual call ,

     {"success":"false","message":"manual_dial AGENT_USER IS NOT ALLOWED TO PLACE MANUAL DIAL CALLS"}

  5. If value field do not have valid phone number ,

     {"success":"false","message":"manual_dial VALUE IS NOT VALID"}

  6. If value field is blank ,

     {"success":"false","message":"manual_dial VALUE IS REQUIRED"}

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