

# Widget Integration API Document



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## Document Revision History

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Version	Date	Author	Description of change
1.0	13/02/2019	Radhika Solgama	Technical Document

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## 1. LOGIN & Logout (JavaScript Function)

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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'}, '*');
```

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

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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/dialer/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](http://ServerIP/dialer/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/dialer/elision\\_api.php?  
source=test&user=api&pass=1234&function=update\\_user&agent\\_user=1000&agent\\_pa  
ss=9876&agent\\_user\\_level=5&agent\\_full\\_name=Testing+Person&agent\\_user\\_group=A  
GENTS](http://ServerIP/dialer/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

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### 3. Click to Call (JavaScript Function)

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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 field 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/dialer/elision\\_api.php?source=test&user=api&pass=1234&function=add\\_list&list\\_id=1101&list\\_name=Test+API+list&campaign\\_id=TESTCAMP](http://ServerIP/dialer/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"}}
```

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## 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

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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/dialer/elision\\_api.php?source=test&user=api&pass=1234&function=active\\_lists](http://ServerIP/dialer/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:**

```
http://ServerIP/dialer/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":"1101","postal_code":91}]
```

#### **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

## Products

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



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