



Life care upgrade: Technical Document

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Document Revision History

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| **Version** | **Date** | **Author** | **Description of change** |
| 1.0 | 10/01/2018 | Pratik Prajapati  Radhika Solgama | Technical Document |

Company Details

Company name: Life care

City: Jaipur

State: Rajasthan

Country: India

Address:

Project & Client Details

**Clients Details**:

**Client Name :**

**Contact Person:** Rahul, Gagan

**Mobile No:** 7665252222

**Email Address:** [rahul.garg@lifcare.in](mailto:rahul.garg@lifcare.in), gagan.swami@lifcare.in

**Project Details:**

Git Repository

**Server:** 182.75.234.179

**Link:** http://182.75.234.179/elision-dialer/admin/dashboard.php

**Git clone link:** git clone git@gitlab.com:elision-lifecare-upgrade/elision-dialer.git

Roles And Responsibility

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Role** | **Responsibility** |
| 1 | Installation |  |
| 2 | Tested By |  |

Initial Requirement

## 5.1 DIALER SETUP

Elision DialShree Predictive Dialer is a outbound/inbound telephone automated system that dial calls from a list of uploaded telephone numbers in sequence, screening unnecessary calls such as busy signals, no answer, answering machines and disconnected numbers while predicting at what point a human caller will be able to handle the next call. In this centre we had setup below points:

### Outbound Calling

Outbound Call Center Suite is a flexible tool that allows contact centers to manage optimal outbound campaigns. Algorithms allow for maximum customer contacts in a minimal amount of time, while targeting precise campaign sales and service objectives. Outbound call center suit is effectively used for outbound calling process like telemarketing, collection, survey etc. to achieve maximum productivity of Agents

Features of outbound call center suite:

* + Automated outbound call hand line Mode with Auto / Predictive/ Manual / Preview Dialing
  + Modular Architecture for Agent Dialing & Admin Management
  + Call Recording along with Advanced and analytical logging
  + Agent / User Management
  + Multiple Campaign Management
  + Real-time and Historical Call Monitoring and Statistics
  + Handling of more than one dialer servers individually or in a cluster
  + Callback scheduling
  + Call Transfer / Forward with 3-Way Call Conferencing
  + DNS leads Management
  + Uploading leads with .csv & with custom options with duplication verification

### Inbound Calling

Inbound Call Center Suit- Automatic Control the distribution of your inbound calls to available agents and reduce processing times for higher customer satisfaction and quick response time. It also provides personalized routing scripts that can be modify at any time.

It helps in Agent performance like first call resolution (FCR), average handle time (AHT) and time in queue.

Features of inbound call center suit:

* Interactive Voice Response
* Skill based Routing
* Inbound Call Pop-UP
* Agent ideal based call routing
* Call Recording along with Advanced and analytical logging
* Agent / User Management
* Multiple Campaign Management
* Call Conferencing
* Automatic Call Distribution
* Real-time and Historical Call Monitoring and Statistics
* Callback scheduling
* Call Transfer / Forward with 3-Way Call Conferencing

5.2 Customization

### 5.2.1 PRI line and GSM device integration

We configured 4 port sangoma PRI cards for outbound and inbound calling from elision server. There are two PRI lines connect of reliance. One is RF line and another is fiber line. Both lines used for incoming as well as outbound calls.

We configured GSM device with server for inbound and outbound calling.

We provided GOIP GSM device of 32 port.

SN(Serial Number): 16MRM16100235

Firmware Version: GST1610-1.01-59-1

Module Version: M35FAR02A01\_RSIM

### 5.2.2 Drop and issue call transferred to outbound campaign

We configured system that drop call and issue call transferred into outbound campaign list for outbound calling. Bellow is the set of dispositions.

'DROP','TIMEOT','N','NSR','BC','UD','VI','VOIISS','CDRP','USRDIS','BLNCL',

' NORESP','RNR','NORESP','CBreq'

We set cronjob for every five minutes. This is push data into outbound campaign.

########Inbound DROP call data push into 1004 list\_id########

\*/5 \* \* \* \* /usr/bin/php /var/www/html/script/inbound\_misscall\_data\_push.php

File: inbound\_misscall\_data\_push.php

*<?php*

*require('/var/www/html/misc/vicidial/dbconnect.php');*

*$different = '-5 minutes';*

*$current\_time = date('Y-m-d H:i:s', time());*

*$previous\_time = date('Y-m-d H:i:s', strtotime($different));*

*$list\_id = '1004';*

*$status = 'NEW';*

*#$sql = "SELECT DISTINCT(phone\_number) FROM vicidial\_list WHERE list\_id='999' AND status IN ('DROP','TIMEOT') AND modify\_date >='".$previous\_time."' AND modify\_date <='".$current\_time."'";*

*$sql = "SELECT DISTINCT(phone\_number) FROM vicidial\_closer\_log WHERE status IN ('DROP','TIMEOT','N','NSR','BC','UD','VI','VOIISS','CDRP','USRDIS','BLNCL','NORESP','RNR','NORESP','CBreq') AND call\_date >='".$previous\_time."' AND call\_date <='".$current\_time."'";*

*#echo $sql."\n";exit;*

*$result = mysql\_query($sql);*

*$entry\_date = date('Y-m-d H:i:s');*

*while ($row = mysql\_fetch\_array($result))*

*{*

*$phone\_number = $row['phone\_number'];*

*$stmt = "select MAX(rank) from vicidial\_list where list\_id = '$list\_id' and status='$status'";*

*$rslt = mysql\_query($stmt,$link);*

*$row = mysql\_fetch\_array($rslt);*

*$last\_rank = $row['0'];*

*$new\_rank = $last\_rank+1;*

*### insert with a new rank*

*$sql\_insert = "insert into vicidial\_list (entry\_date,status,list\_id,phone\_number,rank) values ('$entry\_date','$status','$list\_id','$phone\_number','$new\_rank')";*

*mysql\_query($sql\_insert);*

*}*

*### Reset Hopper*

*#$sql\_hopper\_reset = "DELETE from vicidial\_hopper where campaign\_id='NVSDROP' and status IN('READY','QUEUE','DONE');";*

*#echo $sql\_hopper\_reset;*

*#mysql\_query($sql\_hopper\_reset);*

*?>*

**5.2.3 AGIC Disposition setup for incoming call**

Full form of AGIC disposition is already got incoming call. If customer number pushed into outbound campaign and before that number will dial inbound agent got the call. System will changed that lead status as AGIC. We consider last 24 hours for this lead status change activity.

We set this file in dispo call url of inbound campaigns.

File : dispo\_function.php

Function name : Duplicate\_Data\_Remove($getdata)

*function Duplicate\_Data\_Remove($getdata){*

*date\_default\_timezone\_set('Asia/Kolkata');*

*/\**

*\* Statue AGIC = 'Already Got Incoming Call'*

*\*/*

*// if you want to pass multiple list id, add with comma Like 1002,1003,1004*

*$list\_id = "1004";*

*/\**

*if you want to change hrs change it like Ex: -20 , -30, -50 &*

*if you don't want to pass time then leave it blank like '' or add 0*

*Note add time with minus(-) sign*

*\*/*

*$hrs = "-24";*

*//$phoneNumber ='7041649394';*

*$phoneNumber =$getdata['phone'];*

*//*

*$previousDateTime = date('Y-m-d H:i:s',strtotime($hrs.'hours'));*

*$sql = " UPDATE vicidial\_list SET comments = status, status = 'AGIC' WHERE phone\_number = '".$phoneNumber."' ";*

*if($list\_id && $list\_id !=''){*

*$sql .= " AND list\_id IN (".$list\_id.") ";*

*}*

*if($hrs != '' || $hrs != '0'){*

*$sql .= " AND entry\_date >= '".$previousDateTime ."'";*

*}*

*mysql\_query($sql,$link);*

*echo "Updated Records : " .mysql\_affected\_rows();*

*$sql2 = "select lead\_id from vicidial\_list WHERE phone\_number = '".$phoneNumber."' ";*

*if($list\_id && $list\_id !=''){*

*$sql2 .= " AND list\_id IN (".$list\_id.") ";*

*}*

*if($hrs != '' || $hrs != '0'){*

*$sql2 .= " AND entry\_date >= '".$previousDateTime ."'";*

*}*

*$sql2\_exe = mysql\_query($sql2,$link);*

*$leadIds = array();*

*while ($row = mysql\_fetch\_object($sql2\_exe)){*

*array\_push($leadIds,$row->lead\_id);*

*}*

*$sql3 = "Delete from vicidial\_hopper WHERE lead\_id IN (".implode(',',$leadIds).") ";*

*mysql\_query($sql3,$link);*

*}*

*?>*

### 5.2.4 SMS API Integration

We configured auto SMS on customer numbers. We send SMS on customer number based on category of calls. There are four types of category.

Inbound Connected

Inbound Not Connected

Outbound Connected

Outbound Not Connected

We configured script in dispo call url of campaign as well as inbound group dispo call url field.

*http://192.168.1.75/script/dispo\_api.php?action=dispo\_send\_sms&action1=duplicate\_data\_remove&&status=--A--dispo--B--&phone=--A--phone\_number--B--*

File name: dispo\_function.php

Function Name: DispoSendSMS($getdata)

*Function DispoSendSMS($getdata){*

*//echo "test"; exit;*

*$status = $getdata['status'];*

*#$status = 'IN';*

*//$lead\_id = $getdata['lead\_id'];*

*#$lead\_id = '12345';*

*$phone = $getdata['phone'];*

*#$phone = '9978758577';*

*$startdatetime = date('Y-m-d H:i:s');*

*file\_put\_contents('/tmp/disposendsms.log', "Start Date Time :- ".$startdatetime."\n", FILE\_APPEND);*

*/\*echo "SELECT category FROM vicidial\_statuses WHERE status = '".$status."'";*

*$query\_vs = mysql\_query("SELECT category FROM vicidial\_statuses WHERE status = '".$status."'");*

*$vs\_category = mysql\_fetch\_array($query\_vs);*

*echo "SELECT category FROM vicidial\_campaign\_statuses WHERE status = '".$status."'";*

*$query\_vcs = mysql\_query("SELECT category FROM vicidial\_campaign\_statuses WHERE status = '".$status."'");*

*$vcs\_category = mysql\_fetch\_array($query\_vcs);*

*print\_r($vs\_category);*

*print\_r($vcs\_category);*

*exit;\*/*

*$sql\_status="SELECT category FROM vicidial\_statuses WHERE status='$status' and category !='' UNION SELECT category FROM vicidial\_campaign\_statuses WHERE status='$status' and category !=''";*

*$statues = mysql\_query($sql\_status);*

*$result\_status = mysql\_fetch\_array($statues);*

*file\_put\_contents('/tmp/disposendsms.log', "Status Valid :- ".$status." \n", FILE\_APPEND);*

*if($result\_status['category'] == 'IC'){*

*$query\_sms = mysql\_query("SELECT sms\_text FROM elision\_sms\_templates WHERE id = '1'");*

*$reslut\_sms = mysql\_fetch\_array($query\_sms);*

*$sms\_text = $reslut\_sms['sms\_text'];*

*}*

*if($result\_status['category'] == 'INC'){*

*$query\_sms = mysql\_query("SELECT sms\_text FROM elision\_sms\_templates WHERE id = '2'");*

*$reslut\_sms = mysql\_fetch\_array($query\_sms);*

*$sms\_text = $reslut\_sms['sms\_text'];*

*}*

*if($result\_status['category'] == 'OC'){*

*$query\_sms = mysql\_query("SELECT sms\_text FROM elision\_sms\_templates WHERE id = '3'");*

*$reslut\_sms = mysql\_fetch\_array($query\_sms);*

*$sms\_text = $reslut\_sms['sms\_text'];*

*}*

*if($result\_status['category'] == 'ONC'){*

*$query\_sms = mysql\_query("SELECT sms\_text FROM elision\_sms\_templates WHERE id = '4'");*

*$reslut\_sms = mysql\_fetch\_array($query\_sms);*

*$sms\_text = $reslut\_sms['sms\_text'];*

*}*

*if($sms\_text != ''){*

*file\_put\_contents('/tmp/disposendsms.log', "SMS URL :- http://alerts.valueleaf.com/api/v4/?method=sms&api\_key=A46b667445c9d0dc3d95e0f9f28c7c4be&to=".$phone."&sender=LFCARE&message=".urlencode($sms\_text)."&format=xml \n", FILE\_APPEND);*

*$ch = curl\_init();*

*curl\_setopt($ch, CURLOPT\_URL,"http://alerts.valueleaf.com/api/v4/?method=sms&api\_key=A46b667445c9d0dc3d95e0f9f28c7c4be&to=".$phone."&sender=LFCARE&message=".urlencode($sms\_text)."&format=xml");*

*curl\_setopt($ch, CURLOPT\_POST, 1);*

*curl\_setopt($ch, CURLOPT\_RETURNTRANSFER, true);*

*$server\_output = curl\_exec ($ch);*

*curl\_close ($ch);*

*file\_put\_contents('/tmp/disposendsms.log', "SMS Responce :- ".var\_dump($server\_output)."\n", FILE\_APPEND);*

*}*

*$enddatetime = date('Y-m-d H:i:s');*

*file\_put\_contents('/tmp/disposendsms.log', "End Date Time :- ".$enddatetime."\n", FILE\_APPEND);*

*file\_put\_contents('/tmp/disposendsms.log', "\n", FILE\_APPEND);*

*var\_dump($server\_output);*

*}*

We configured category wise template in DB. We fetched template details from database according to category.

### 5.2.5 Inbound Call Distribution API Integration

Lifcare is basically pharmacy company. They will distribute medicine to customer based on online order in Jaipur and Delh . We have to distribution customer based on city as well as placed order status. We configured api. API provided us details of customer city Jaipur/Delhi, also provide us details of placed order in last three days or not. Also we verify this is new customer of Jaipur city or Delhi city. Based on api response we distribute incoming call in bellow ingroups.

DELHI\_EXISTING\_CUST : Registered customer from Delhi city.

DELHI\_NEW\_CUST : New customer from Delhi city.

DELHI\_RECENT\_ORD : Call placed in last three days from Delhi customer.

JAIPUR\_EXISTING\_CUST : Registered customer from Jaipur city.

JAIPUR\_NEW\_CUST : New customer from Jaipur city.

JAIPUR\_RECENT\_ORD : Call placed in last three days from Jaipur customer.

MIX\_NEW\_CUST : New customer from Jaipur and Delhi city.

We integrated api in agi fie. We called in dialplan for incoming call.

*exten => 1234,1,Answer*

*exten => 1234,n,Set(PHONE\_NUMBER=${CALLERID(num)})*

*exten => 1234,n,Set(DID\_NUM=${DIDNUM})*

*exten => 1234,n,AGI(customer\_details.agi,${DID\_NUM},${PHONE\_NUMBER:-10})*

*exten => 1234,n,AGI(agi-VDAD\_ALL\_inbound.agi,CID-----LB-----${INGROUP}-----${DID\_NUM}-----Closer-----park----------999-----1-----OUTB)*

*exten => 1234,n,Hangup*

File name: /var/lib/asterisk/agi-bin/customer\_details.agi

*#!/usr/bin/php -q*

*<?php*

*#Edited By Akshita 15/05/17*

*set\_time\_limit(30);*

*require('phpagi/phpagi.php');*

*include('/var/www/html/misc/vicidial/dbconnect.php');*

*//$agi = new AGI();*

*$did = $argv[1];*

*$mobile = $argv[2];*

*$startdatetime = date('Y-m-d H:i:s');*

*//$did ='3947701';*

*//$mobile ='9897220624';*

*//require("connection.php");*

*//$postdata = $\_REQUEST;*

*/\*URL :- url?did=$\_POST['did']&mobile=$\_POST['mobile'] \*/*

*agent\_status\_api($did,$mobile,$startdatetime); // Changes for AGI*

*//agent\_status\_api($postdata); // call agent\_status\_api function*

*//function agent\_status\_api($postdata) // for API*

*function agent\_status\_api($did,$mobile,$startdatetime)*

*{*

*#$did=$postdata['did'];*

*#$mobile=$postdata['mobile'];*

*#$startdatetime = date('Y-m-d H:i:s');*

*$log = "\n-------------------\n".PHP\_EOL.*

*"Start Date Time : ".$startdatetime.PHP\_EOL.*

*"did: ".$did.PHP\_EOL.*

*"Moblie:".$mobile.PHP\_EOL;*

*file\_put\_contents('/tmp/agent\_status\_api.log', $log, FILE\_APPEND);*

*$authorization = "Authorization: Bearer c9875fad-3ab2-480f-99d2-302af33fed0f";*

*$ch = curl\_init(); // Initiate cURL*

*$url = "http://sandbox.lifcare.in/v1/account/caller-info/mobile/".$mobile; // Where you want to post data*

*file\_put\_contents('/tmp/agent\_status\_api.log', "URL: ".$url."\n", FILE\_APPEND);*

*curl\_setopt($ch, CURLOPT\_URL,$url);*

*curl\_setopt($ch, CURLOPT\_HTTPHEADER, array('Content-Type: application/json' , $authorization ));*

*curl\_setopt($ch, CURLOPT\_RETURNTRANSFER, true); // Return the output in string format*

*$output = curl\_exec ($ch); // Execute*

*$httpcode = curl\_getinfo($ch, CURLINFO\_HTTP\_CODE);*

*file\_put\_contents('/tmp/agent\_status\_api.log', "Status: ".$httpcode."\n", FILE\_APPEND);*

*curl\_close ($ch); // Close cURL handle*

*file\_put\_contents('/tmp/agent\_status\_api.log', "Responce :json\_decode($output) \n", FILE\_APPEND);*

*$result = json\_decode($output);*

*$data = $result->payload;*

*$recent\_order\_placed = $data ->recent\_order\_placed;*

*$location = $data ->location;*

*//print\_r($data); exit;*

*if($httpcode=="200")*

*{*

*$sql = "SELECT ingroup FROM elision\_exist\_customer WHERE `exist`='$recent\_order\_placed' AND `location`='$location'";*

*$result = mysql\_query($sql);*

*$row = mysql\_fetch\_array($result);*

*$ingroup = $row["ingroup"];*

*setvarbose($ingroup);*

*file\_put\_contents('/tmp/agent\_status\_api.log', "Ingroup: ".$ingroup."\n", FILE\_APPEND);*

*}*

*else*

*{*

*$sqll = "SELECT ingroup FROM elision\_not\_found\_customer WHERE `did`='$did'";*

*$result1 = mysql\_query($sqll);*

*$row = mysql\_fetch\_array($result1);*

*$ingroup = $row["ingroup"];*

*setvarbose($ingroup);*

*file\_put\_contents('/tmp/agent\_status\_api.log', "Ingroup: ".$ingroup."\n", FILE\_APPEND);*

*}*

*file\_put\_contents('/tmp/agent\_status\_api.log', "End Date Time :".date('Y-m-d H:i:s')."\n", FILE\_APPEND);*

*}*

*function setvarbose($ingroup){*

*$agi = new AGI();*

*$agi->verbose("INGROUP DETAILS :: $ingroup");*

*$agi->set\_variable('INGROUP',$ingroup);*

*}*

*?>*

### 5.2.6 Call Waiting Call Transfer

In inbound campaign call flow is higher in respect to agent availability. For this we decided call waiting time. If any customer reaches to wait time limit, immediately call transfer to transfer group campaign if agent is not available in inbound campaign for handle the call.

### 5.2.7 DNC Module

We provided DNC module for incoming call as well as outbound calls. If any number marked as DNC. Next time we are not getting any incoming call from that number. As well outbound call also not coming in hopper for dialling.

*Inbound DNC setup :*

*exten => \_X.,1,Set(PHONE\_NUMBER=${CALLERID(num)})*

*exten => \_X.,n,AGI(inbound\_dnc.agi,${PHONE\_NUMBER})*

*exten => \_X.,n,AGI(agi-DID\_route.agi)*

*File : inbound\_dnc.agi*

*<?php*

*set\_time\_limit(30);*

*require('/var/lib/asterisk/agi-bin/phpagi/phpagi.php');*

*require('/var/www/html/misc/vicidial/dbconnect.php');*

*$didgot = $argv[1];*

*$agi = new AGI();*

*#$agi->get\_variable("didgot", $didgot);*

*$agi->get\_variable("didgot",$didgot);*

*$agi->verbose($didgot);*

*#$query = "select phone\_number from ovs\_incoming\_dnc where phone\_number = '".trim($didgot)."'";*

*$query = "select phone\_number from vicidial\_dnc where phone\_number LIKE '$didgot'";*

*$result = mysql\_query($query);*

*$row=mysql\_fetch\_assoc($result);*

*if($row['phone\_number']==trim($didgot) )*

*{*

*$agi->verbose("Number in Blacklist..!!");*

*$agi->hangup();*

*exit();*

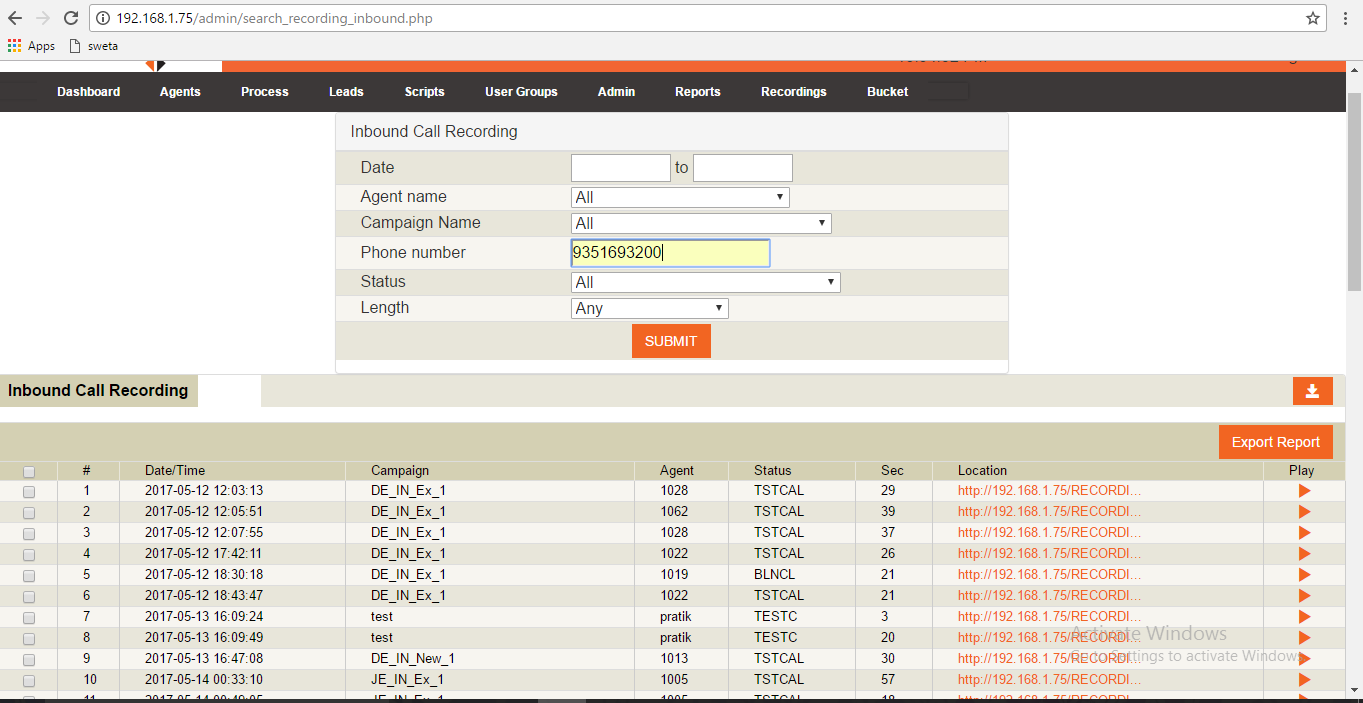
*}*

*?>*

### 5.2.8 Recording Module

We provided recording module for search incoming and outbound call recordings. We provided this module without customer number details displayed on panel. We customized search criteria for recording search.

* + Without date or customer number we are not able to search recordings.
  + We restrict past date selection for recording search.
  + If we put only number and search recording. We can able to search all the recordings of that number from whole system data.
  + We removed phone number column from search data.

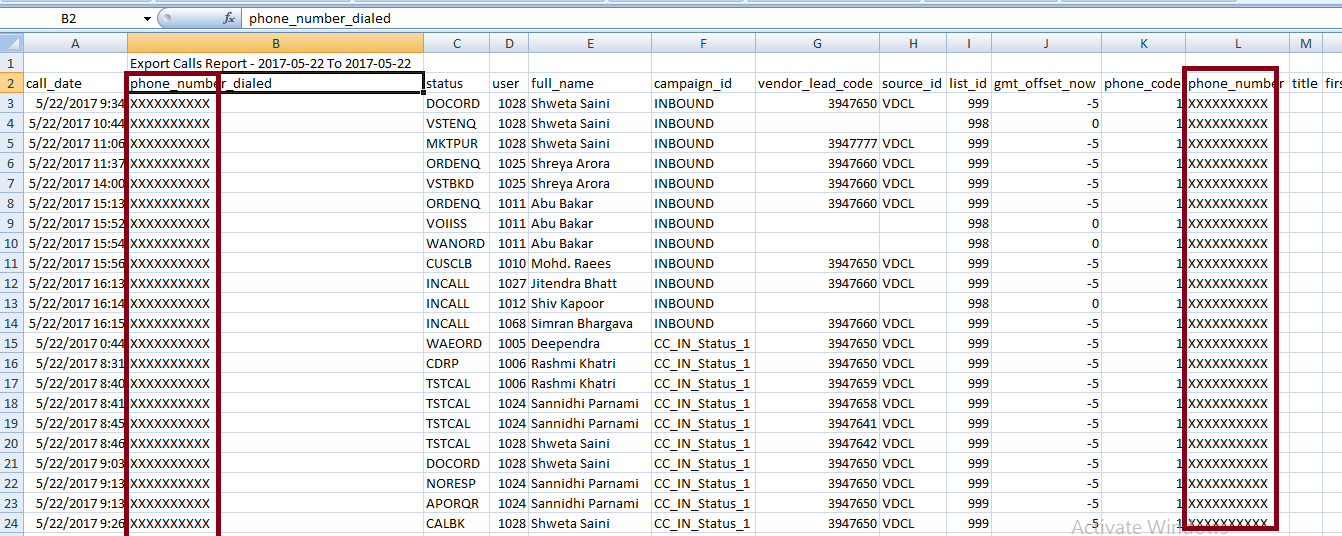


### 5.2.9 Security Module

In Security module, we masked the customer number with XXXXX. This is applied in export call report and export lead report. This feature is manageable from user permission. If we restrict bellow permission from user. Respective user gets the customer number with XXXX in report.

**Admin Hide Phone Data: 1**

**Bellow is the sample format:**

****

### 5.2.10 Click2Call Integration

We provided click2call api for crm integration. If any agent click on phone number in crm, call should be dialled via agent panel to customer same as manual call procedure from agent panel.

For Jaipur patients : DID should be Jaipur.

For Delhi patients: DID should be Delhi.

### 5.2.11 Server Configuration

Processor : Intel(R) Xeon(R) CPU E5-2620 v4 @ 2.10GHz

HDD : 1TB , 250 GB

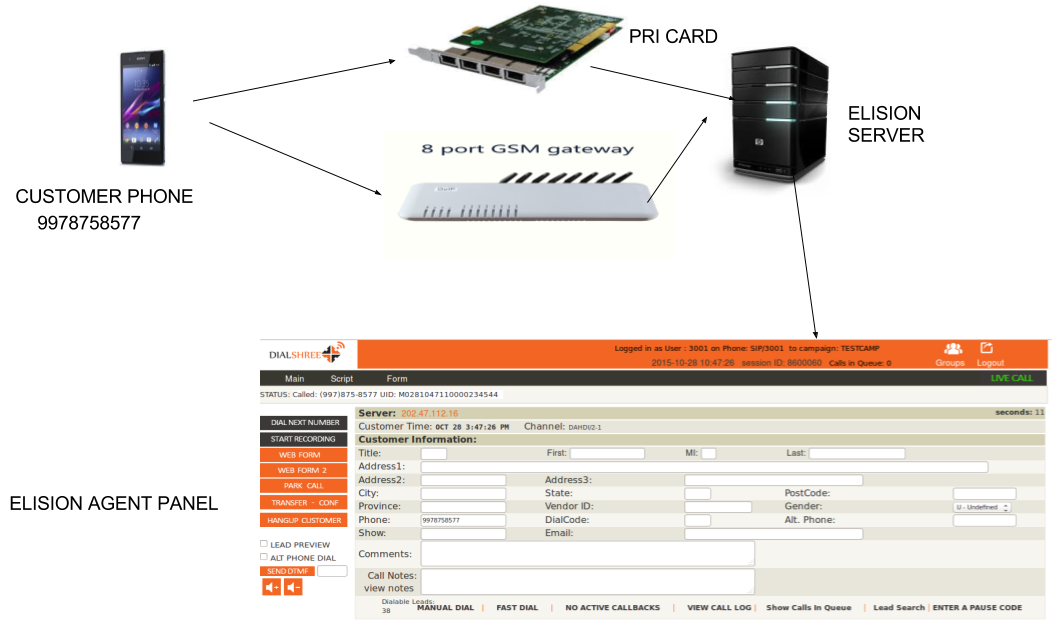
RAM : 32 GB

Core : 16

### 5.2.12 Outbound Call Flow



### 5.2.13 Inbound Call Flow



6. Additional Requirement

## 6.1 Update status API script

We integrate update status API to update the status in vicidial\_list table of particular list ID of particular number. To update the status we pass the four parameter action, list ID, phone number, and status. To update the status in vicidial\_list table we create one function (status\_update) in custom\_api.php file. Action parameter is mandatory to get the success and fail response.

We pass the list ID, phone number, status (status value which we wants to update) parameter in function. If user not passes any of three values in URL then user get fail response.

After passing parameters all the status is updated for particular list ID’s particular phone number. User can check in vicidial\_list table. User gets success response.

Below is the file where function is available

**File Name:** /var/www/html/clients/elision-lifecare-upgrade/elision-dialer/elision-api/custom\_api.php

Sample URL to update the status:

<http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=update_status&phone_number=9978758577&list_id=1006&status=X>

## 6.2 Add lead API Created by Dhaval Gol on 16/03/2018

We integrate this API to add the lead ID on particular list id to add the lead id. Below is the sample URL to add the lead with priority we pass the priority of lead in score parameter.

Sample URL : http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=add\_lead\_life\_care&source=lifecare&list\_id=101&phone\_number=8238829140&vendor\_lead\_code=123&score=85.1&source\_id=elision

Here action, list\_id and phone\_number parameter is mendatory. To add the lead.

Files For API :  elision-api/admin\_api.php   
  elision-api/custom\_api.php   
  elision-api/main.php

## 6.3 Update lead API created By Dhaval Gol on 16/03/2018

We integrate the API to update the status of particular lead. Below is the sample URL to update the status. Here we pass the unique id in source id to update the particular lead if multiple lead id is available with same phone number.

Sample URL: <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=update_status_life_care&phone_number=8141884970&list_id=15032018&status=X&source_id=elision321>

Files For API :  elision-api/admin\_api.php   
  elision-api/custom\_api.php   
  elision-api/main.php

Below are the test case for above both API(Add lead API Created by Dhaval Gol on 16/03/2018, lead API created By Dhaval Gol on 16/03/2018) :

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TEST CASE** | | | | |
|  |  |  |  |  | |
| Sr. No | API | URL | Response | status | |
| 1 | add lead api | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=add_lead_life_care&source=lifecare&list_id=101&phone_number=8238829140&vendor_lead_code=123&score=85.1&source_id=elision> | {"status":"SUCCESS","lead\_id":"615","source\_id":"elision","source":"lifecare","vendor\_lead\_code":"123","list\_id":"101","score":"85.1"} | Done | |
| 2 |  | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=add_lead_life_care&source=lifecare&list_id=15032018&phone_number=&vendor_lead_code=123&score=80&source_id=elision123> | ERROR: add\_lead INVALID PHONE NUMBER LENGTH - |lifcareAdmin | Done | |
| 3 |  | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=add_lead_life_care&source=lifecare&list_id=15032018&phone_number=7548521425&vendor_lead_code=&score=80&source_id=elision123> | {"status":"SUCCESS","lead\_id":"626","source\_id":"elision123","source":"lifecare","vendor\_lead\_code":"","list\_id":"15032018","score":"80"} | Done | |
| 4 |  | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=add_lead_life_care&source=lifecare&list_id=15032018&phone_number=7548521425&vendor_lead_code=&score=&source_id=elision123> | {"status":"SUCCESS","lead\_id":"627","source\_id":"elision123","source":"lifecare","vendor\_lead\_code":"","list\_id":"15032018","score":""} | Done | |
| 5 |  | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=add_lead_life_care&source=lifecare&list_id=15032018&phone_number=7548521425&vendor_lead_code=&score=&source_id=elision123> | {"status":"SUCCESS","lead\_id":"628","source\_id":"elision123","source":"lifecare","vendor\_lead\_code":"","list\_id":"15032018","score":""} | Done | |
| 6 |  | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=add_lead_life_care&source=lifecare&list_id=&phone_number=7548521425&vendor_lead_code=&score=&source_id=> | ERROR: add\_lead NOT AN ALLOWED LIST ID - 7548521425| | Done | |
| 7 |  | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=add_lead_life_care&source=lifecare&list_id=15032018&phone_number=7548521425&vendor_lead_code=&score=&source_id=elision123> | {"status":"SUCCESS","lead\_id":"629","source\_id":"elision123","source":"lifecare","vendor\_lead\_code":"","list\_id":"15032018","score":""} | Done | |
|  |  |  |  |  | |
|  |  |  |  |  | |
| 8 | update lead API | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=update_status_life_care&phone_number=8141884970&list_id=15032018&status=X&source_id=elision321> | {"status":"SUCCESS","lead\_id":"630","source\_id":"elision321","source":"lifecare","vendor\_lead\_code":"","list\_id":"15032018"} | Done | |
| 10 |  | when hit above(same) URL second time | {"status":"ERROR","result":"No Found Data"} | Done | |
| 9 |  | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=update_status_life_care&phone_number=&list_id=15032018&status=X&source_id=elision321> | {"status":"ERROR","result":"Please pass phone number, list Id, status and source\_id in URL."} | Done | |
| 10 |  | <http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/elision-api/main.php?action=&phone_number=7548521425&list_id=15032018&status=X&source_id=elision123> | I get blank response |  | |
|  |  |  |  |  | |

## 6.4 Dispo Call API Developed By Dhaval Gol on 17/03/2018

Using this API We pass all the details in CRM after selecting disposition.

Below is the sample URL:

Dispo URL :- VARhttp://[192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/scripts/dispo\_api.php?action5=send\_crm\_data&lead\_id=--A--lead\_id--B--&call\_record\_url=--A--recording\_filename--B--&campaign=--A--campaign--B--](http://192.168.0.11/clients/elision-lifecare-upgrade/elision-dialer/scripts/dispo_api.php?action5=send_crm_data&lead_id=--A--lead_id--B--&call_record_url=--A--recording_filename--B--&campaign=--A--campaign--B--)

We set the above URL in a Campaign in (Dispo Call URL and No Agent Call URL fields)

Below are the files: scripts/dispo\_api.php        
  scripts/dispo\_function.php

We pass the below parameter to CRM:

disposition\_key,campaign\_lead\_id,elision,campaign\_list\_id,mobile,notes,scheduled\_at,comment,call\_start\_at,call\_end\_at,agent\_id,call\_record\_url

