# 01.jpgdialshree

M2all:Technical Document

Document Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of change** |
| 1.0 | 10/08/2018 | Radhika Solgama | Add Basic Details |
| 1.0 | 26/06/2018 | Palak Panchal | APIDocument |
| 1.1 | 18/07/2018 | Palak Panchal | API Document |
| 1.2 | 13/08/2018 | Puja Gediya | Add details for repush script and mark X script |

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1. Company Details

Company name: Mahindra & Mahindra Ltd (M2ALL)

City: Mumbai

State: Maharastra

Country: India

Address:

1. Project & Client Details

**Clients Details**:

**Client Name:**

**Contact Person:** Amber

**Mobile No:** 8097030003

**Project Details:**

1. GIT repository

**Server:** 103.81.88.80

**Link:** <http://103.81.88.80/elision-dialer/>

**Git clone link:** git@gitlab.com:elision-m2all/elision-dialer.git

1. Roles & Responsibility

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

1. Initial Requirement

• Standard call features

Elision Provides Best Call Features and accordingto that provide call details reports.

**Below is the list of Features:**

* Inbound
* Outbound
* Manual call
* Transfer call
* Park call

• All modes of dialing (preview, manual and predictive mode)

Elision provides different types of call mode like:

* Preview - Agent able to see customer details before dial the number.
* Manual – Agent able to manually dial number to the customer.
* Predictive – When Agent is logged in on agent Panel then he/she is using call facility on Ready and Pause status.

• Call monitoring

Elision provides facility to Admin will monitors to all agents like LIVE call, Pause call, Ready for call etc.

• Call recording

Elision Provides Call recording report, which contain inbound/outbound call recording and other details and also Agent can download single or multiple recording also Play that recording.

• Lead management

Elision Provide Lead management facility in that Admin has to upload all data one campaign when agent logged in and he/she is on ready then automatically call is fire according to that campaign.

• Multi-level IVRS

Elision Provide IVRS facility according to customers requirement like:

* For Example: When customer calling then IVR playing Welcome message then ask for language selection like Press 1 for English then Press 2 for Hindi then Press 3 for Gujarati.

• Standard reports and other range of reports

Elision Provides multiples reports like inbound, outbound, real time, Agent report, Export report etc. And Also Provide Reports according to the customers’ requirements.

• Graphical reports

Elision provides Multiple Graphical report Like Based on call disposition, Total State Performance Report and Also Create graphical Report as per Customer requirement.

• DID management

Elision provides DID management solutions to configure incoming number to handle the inbound call on agent panel.

• Multilingual support

Elision provides solutions to configure multi language support IVR.

• Real-time call status

Elision provides Real Time Reports which is display all agents call status.

• Voicemail

Elision providesfacility in unavailability of agent, here customer will send voice mail to voice mail box.

* For Example: When agent is not available and customer calling then IVR paly like agent is not able to receive your call Please Leave Your message after Beep sound and then customer speak after that beep sound and message will be sent to the Voice mail box.

• Dashboard

Elision provides different-different Dashboard Like:

* Ping Dashboard – Here Admin see the network connectivity of agent machine with server.
* System Dashboard – Here Admin see the server utilization verification.
* Broadcast Dashboard – Here Admin see the all broadcast Process in detail using select Particular campaign

• Productivity sale graph

Elision provides Productivity Sale Graph where you compare your selling based on Disposition like SALE.

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"}

1. 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"}

1. 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"}

1. If phone number field is blank ,

{"success":"false","message":"add\_lead PHONE NUMBER IS REQUIRED"}

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

{"success":"false","message":"add\_lead PHONE NUMBER IS NOT VALID"}

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

{"success":"false","message":"add\_lead LIST ID NOT FOUND IN SYSTEM"}

1. If list id is blank ,

{"success":"false","message":"add\_lead LIST ID IS REQUIRED"}

1. If list id do not have require length ,

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

1. If list id do not have custom form ,

{"success":"false","message":"add\_lead CUSTOM\_FIELDS IS REQUIRED AND MUST HAVE SET TO Y"}

1. 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"}]](http://103.81.88.109/elision-dialer/elision-api/main.php?action=add_multi_lead&source=external&custom_fields=Y&multi_leads=%5b%7b%22phone_number%22:%221111111111%22,%22list_id%22:%2225062018%22,%22prospects_id%22:%22321%22,%22CustomerName%22:%22testuser%22,%22MobileNo%22:%221111111111%22,%22EnquirySource%22:%22test%22,%22EnquiryType%22:%22tets%22,%22CreateEnquiryID%22:%22987%22,%22WebEnquiryNumber%22:%225654%22,%22LeadSubSource%22:%22WEB%22,%22LeadSource%22:%22WEB%22,%22LeadformURL%22:%22google.com%22,%22CustomField1%22:%22mrnnumber%22,%22CustomField2%22:%22mrnnumber%22%7d,%7b%22phone_number%22:%222222222%22,%22list_id%22:%2225062018%22,%22prospects_id%22:%22321%22,%22CustomerName%22:%22testuser2%22,%22MobileNo%22:%222222222%22,%22EnquirySource%22:%22test2%22,%22EnquiryType%22:%22tets2%22,%22CreateEnquiryID%22:%229872%22,%22WebEnquiryNumber%22:%2256542%22,%22LeadSubSource%22:%22WEB2%22,%22LeadSource%22:%22WEB2%22,%22LeadformURL%22:%22google.com%22,%22CustomField1%22:%2212%22,%22CustomField2%22:%2235%22%7d%5d)

* **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"}

1. If action is wrong then,

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

1. If source is less the 2 character ,

{"success":"false","message":"add\_multi\_lead PLEASE ENTER TWO DIGIT SOURCE VALUE"}

1. If source is black ,

{"success":"false","message":"add\_multi\_lead SOURCE IS REQUIRED"}

1. If you enter another value in custom field,

{"success":"false","message":"add\_multi\_lead CUSTOM\_FIELDS IS REQUIRED AND MUST HAVE SET TO Y"}

1. 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"}}}

1. 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"}}}

1. 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"}}}

1. 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"}}}

1. 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"}}}

1. 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"}}}

1. 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"}}}

1. If API has a syntax error ,

{"success":"false","message":"add\_multi\_lead PLEASE CHECK YOUR JSON SYNTAX"}

1. 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"}

1. If Api user login fails ,

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

1. If Multilead parameter is blank ,

{"success":"false","message":"add\_multi\_lead MULTI\_LEAD IS REQUIRED FIELDS"}

1. Click to Call API
2. Click to Call API places manual dial phone call on the logged-in agent screen.
3. For that, you can define whether to search for the lead in the existing database or not and you can define the phone\_code.
4. 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"}

1. If agent user is not logged in ,

{"success":"false","message":"manual\_dial AGENT\_USER IS NOT LOGGED IN"}

1. If agent user is not in pause mode,

{"success":"false","message":"manual\_dial AGENT\_USER IS NOT PAUSED"}

1. 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"}

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

{"success":"false","message":"manual\_dial VALUE IS NOT VALID"}

1. If value field is blank ,

{"success":"false","message":"manual\_dial VALUE IS REQUIRED"}

1. Additional Requirement

## Push Call Details in Real Time

* As per client requirement they need all call details on real time. So for that they have provide us one API using this API we are passing require details. We are calling this API in dispo call URL.
* Below is client API details ,

URL: [https://lmscrm.m2all.comservice/v4\_1/rest.php](https://apac01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flmscrm.m2all.comservice%2Fv4_1%2Frest.php&data=02%7C01%7CSONI.KASHISH%40mahindra.com%7C3f4bceb3e37e4f900b5a08d5f90fca4e%7C8c4858b5f020483ab7ef71ded6e81767%7C0%7C0%7C636688768576528876&sdata=s1VKJqb347O2AUFP0p8MXz8TJmm8187%2BHRUQ6ybd2L0%3D&reserved=0)?

Method = dialer\_response\_elision

Post Parameter Key and value

input\_type=JSON

source=click\_to\_call

agent\_user=2026

action=manual\_dial

phone=997400831

prospects\_id=1114249d-a368-c793-b329-5b499125a6fb

connect\_status=Connected

recording\_name=record\_file.mp3

call\_duration=0:12:45

call\_start\_time=2018-07-18 15:00:00

response=responsetest

list\_id=12345

**API Response:**

**Fail Response,**

{"status":"faild","result":"false"}

**Success Response,**

{"status":"success","result":"true"}

* Below is dispocall URL which we have to set in campaign ,

DispoCallURL:  <http://192.168.0.11/clients/elision-m2all/elision-dialer/scripts/dispo_api.php?dispo_action=send_lead_lms&source=--A--source_id--B--&agent_user=--A--user--B--&phone=--A--phone_number--B--&prospects_id=--A--vendor_lead_code--B--&status=--A--dispo--B--&filename=--A--recording_filename--B--&call_duration=--A--talk_time--B--&list_id=--A--list_id--B--&lead_id=--A--lead_id--B-->

## 9.2 Repush Failed Lead to LMS

* When we are pushing called lead details to LMS on real time bases at that time if leads are fails to push or have fails response then we have to again push fails lead at the end of day.
* For that we have created one script which is used to take data from vicidial\_url\_log table having api date as current date and response as fail or server error and we are inserting this data to other table “elision\_leadpush\_fail\_log” and from this table again we are pushing lead from their and update response.”
* **Script Name :**

elision\_auto\_repush\_failed\_leads\_tolms.php

## 9.3 Remove Not Called Lead of Today

* Client is pushing lead though api so they want not called lead of current day to remove from dialer.
* So for that we have made one script which is used to take data from vicidial\_list having entry date of today date and status as NEW and we are updating lead status as X.
* We are also removing lead from hopper if leads are in hopper.
* **Script Name :**

elision\_inactive\_leads.php

