**系统设计文档**

**2020-05-01**

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<http://127.0.0.1:5031/chat/chat.html>

var msg='{"action":2,"chatMsg":{"orgId":"orgId","msg":"'+msgContent.value+'","msgId":"msgId","receiverId":"1","senderId":"2"},"extand":"orgId"}';

消息记录

<http://127.0.0.1:5031/clientAPI/chatRecord/im/index.html>

查看名片

<http://127.0.0.1:5031/clientAPI/im/cards/index.html>

访客留言

<http://127.0.0.1:5031/clientAPI/im/leaveMessage/index.html>

营销诊断

<http://127.0.0.1:5031/clientAPI/visitor/analyse/index.html>

名片分配

<http://127.0.0.1:50351/cardAdmin/index.html>

数据统计

<http://127.0.0.1:5181/report/index.html>

同事对话

AI机器人

设置中心

<http://127.0.0.1:8001/clientAPI/console/index.html>

客服监控

http://127.0.0.1:50381/crm/formManage.html

CRM

<http://127.0.0.1:50381/crm/index.html>

查看表单

<http://127.0.0.1:50381/crm/form/index.html>

# 门户网站

## 注册登录

### 注册

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **功能描述** | 注册 | | | |
| URL | http://www.easymis.org/v2/common/login\_do/login.do | | | |
| **提交方式** | **Get** | | | |
| **输入参数** | | | | |
| **参数名称** | **名称** | **类型** | **是否必填** | **备注** |
|  |  |  |  |  |
|  |  |  |  |  |
| **返回参数** | | | | |
| 返回页面 | | | | |

### 发送手机注册验证码

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **功能描述** | 发送手机注册验证码 | | | |
| URL | http://dbview.easymis.org/ register /mobile/captcha.json | | | |
| **提交方式** | **POST** | | | |
| **输入参数** | | | | |
| **参数名称** | **名称** | **类型** | **是否必填** | **备注** |
|  |  |  |  |  |
|  |  |  |  |  |
| **返回参数** | | | | |
| 返回页面 | | | | |

### 登录

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **功能描述** | 系统登录 | | | |
| URL | http://dbview.easymis.org/v2/common/login\_do/login.do | | | |
| **提交方式** | **POST** | | | |
| **输入参数** | | | | |
| **参数名称** | **名称** | **类型** | **是否必填** | **备注** |
|  |  |  |  |  |
|  |  |  |  |  |
| **返回参数** | | | | |
| 返回页面 | | | | |

# 电脑客服端

## 系统登录

## Websocket注册

## 文字聊天

### 访客发送消息

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **功能描述** | 访客发送消息 | | | |
| URL | http://127.0.0.1:5031/chat/msg.do?cmd=addMessage&\_t=1588323369886 | | | |
| **提交方式** | **POST** | | | |
| **输入参数** | | | | |
| **参数名称** | **名称** | **类型** | **是否必填** | **备注** |
| c | 对话ID |  |  |  |
| cId | 公司组织ID |  |  |  |
| v | 访客ID |  |  |  |
| **msg** | 消息内容 |  |  |  |
| **force** | 强制 |  |  |  |
|  |  |  |  |  |
| **返回参数** | | | | |
| 返回页面 | | | | |

### 访客接收消息

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **功能描述** | 访客接收消息 | | | |
| URL | http://127.0.0.1:5031/chat/msg.do?cmd=getMessage&\_t=1588324140214 | | | |
| **提交方式** | **POST** | | | |
| **输入参数** | | | | |
| **参数名称** | **名称** | **类型** | **是否必填** | **备注** |
| c |  |  |  |  |
| v |  |  |  |  |
| u |  |  |  |  |
| cId |  |  |  |  |
| **start** |  |  |  |  |
| **vstart** |  |  |  |  |
|  |  |  |  |  |
| **返回参数** | | | | |
| 返回页面 | | | | |

### 客服发送消息

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **功能描述** | 客服发送消息 | | | |
| URL |  | | | |
| **提交方式** | **Websocket** | | | |
| **输入参数** | | | | |
| **参数名称** | **名称** | **类型** | **是否必填** | **备注** |
| action | 消息类型 |  |  | 201为文字消息 |
| chatMsg | 消息主体 |  |  |  |
| chatMsg.orgId | 组织id |  |  |  |
| chatMsg.msg | 消息内容 |  |  |  |
| chatMsg.msgId |  |  |  |  |
| chatMsg.receiverId | 接收者ID |  |  |  |
| chatMsg.senderId | 发送者ID |  |  |  |
| chatMsg.type | 消息类型 |  |  | RECORD\_RECORD |
| chatMsg.chatId | 对话id |  |  |  |
| extand |  |  |  |  |
| **返回参数** | | | | |
| 返回页面 | | | | |

### 客服接收消息

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **功能描述** | 客服接收消息 | | | |
| URL |  | | | |
| **提交方式** | **Websocket** | | | |
| **输入参数** | | | | |
| **参数名称** | **名称** | **类型** | **是否必填** | **备注** |
| action | 201 |  |  |  |
| chatMsg |  |  |  |  |
| chatMsg. orgId |  |  |  |  |
| chatMsg. groupId |  |  |  |  |
| chatMsg.senderId |  |  |  |  |
| chatMsg.**receiverId** |  |  |  |  |
| chatMsg.chatId |  |  |  |  |
| chatMsg.type |  |  |  |  |
| chatMsg.msg |  |  |  |  |
| chatMsg.msgId |  |  |  |  |
| extand |  |  |  |  |
| data |  |  |  |  |
| **返回参数** | | | | |
| 返回页面 | | | | |

## 表情聊天

## 传送文件

## 评价客服

文字聊天测试

注册用户

msg='{"action":1,"chatMsg":{"orgId":"orgId","msg":"'+'初始问候语'+'","msgId":"msgId","receiverId":"","senderId":"2"},"extand":"orgId"}'

发送消息

{"action":201,"chatMsg":{"orgId":"12990","msg":"ok","msgId":"msgId","receiverId":"01000000012990615773331170973517","senderId":"AI-ylkj","type":"RECORD\_RECORD","chatId":"337131562"},"extand":"orgId"}

# 手机客服端

## 系统登录