



API Documentation Call Masking

USER GUIDE

TELSPIEL COMMUNICATIONS PVT LTD

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Preamble

This document underlines the specifications of the HTTP/HTTPS based API provided by telSpiel for the call masking service via Internet within telSpiel infrastructure. The document is intended for developers planning on integrating their systems with telSpiel's Call Masking service.

Customer Support Team

As an organisation, we do follow strict timelines and adhere highest level of SLAs to fulfil our commitment. Our customer support team professionals are highly qualified industry veterans are handholding with you 24X7X365 from proof of concept till post-sales support. Our team is reachable at following touchpoints.

Touchpoint	Technical Support	Campaigns	Account Configuration
Email	care@telspiel.com	campaigns@telspiel.com	configuration@telspiel.com
Phone	(+91) 9999998898 (Ext 1)	(+91) 9999998898 (Ext 2)	(+91) 9999998898 (Ext 3)
Availability	24 / 7	09:00 Hrs – 21:00 Hrs	09:00 Hrs – 21:00 Hrs

Assumptions

The guide assumes that you are familiar with and have sufficient experience in applying the following technologies and concepts of HTTP and XML.

- HTTP/HTTPS communications using the GET and POST methods for parameter passing through API.
- A programming language such as Python, or PHP to integrate the HTTP URL with the Application.
- Application designed in any of the above Languages should be capable of capturing the API.

Successful Transmission of Call Masking

For each successful Job creation, the API would return a unique Job ID along with DIDs and other required data for that request. The Client's Application should capture the Job ID and DID. This Job ID then can be used to complete/cancel/update that Job.



Sample HTTPS URL Format

The below HTTPS API can be used by Client to send the messages to telSpiel's Server.

Base URL

All URLs referenced in the API documentation have the following base:

```
https://app.habitic.in/api/mask
```

Masking Job

URL- https://app.habitic.in/api/mask

Method – POST

Headers – accept: application/json

api-key: xxxxxxxxxxxxxxxxxxxxx (Given by Admin)

API Parameters Specification

Whenever the Client Application hits the HTTP URL, it should include the following parameters as per the requirement. The following parameters should be used in the same order as given below to call HTTP API.

Parameter Name	Value	Description
action	String	Action parameter would have four options as "create/update/cancel/complete". Users can input any of them at a time while creating and updating the masking job
username	String	username will be provided by Telspiel
agent_phone	Numeric	Agent phone number
customer_phone	Numeric	Customer phone number
expiry_minute	Numeric	Call masking job will get expired based on the pre-defined set time limit
job_id	String	Once the masking job is successfully created then in return API will provide job ID



Sample Success Response

Success API Response Sample Format

```
{
"code": 200,
"status": "success",
"message": "Job completed"
}
```

Sample Error Response

403 Error API Response Sample Format

```
{
"code": 403,
"status": "forbidden",
"message": "invalid api key"
}
```

422 Error API Response Sample Format

```
{
"code": 422,
"status": "invalid",
"message": "Invalid data",
"errors": "{\\"customer_phone\\":[\\"The customer phone field is required while  
Creating masking job.\\""]}"
}
```



Error Code Description

The below error can be displayed while hitting the HTTP API if there is any wrong parameter entered or issue with the account.

Error Code	Description
200	Success
403	User not found or license not active or invalid api key
422	Incorrect predefined parameter's value

Masking Job Creation

- For PIN base masking job 4-character PIN will be generated.
- Expiry time must be in minutes format.

Sample Request Format

```
{
  "action": "create",
  "username": "xxxxxx",
  "agent_phone": "9999999999",
  "customer_phone": "8888888888",
  "expiry_minute": xxx
}
```

Note:- A PIN will be generated in response only in PIN-based Masking Job.



Sample Response Format

```
{
  "code": 200,
  "status": "success",
  "message": "OK",
  "data": {
    "allocated_did": xxxxxxxx,
    "job_id": "xxxxxxxxxx",
    "pin":xxxx
  }
}
```

Masking Job Updation

- Only expiry minutes will be updated.
- Updated minutes will be added to the expiry minutes of the old job.

Sample Request Format

```
{
  "action":"update",
  "username":" xxxxxx",
  "job_id":"xxxxxxxxxx",
  "expiry_minute":xx
}
```

Sample Response Format

```
{
  "code": 200,
  "status": "success",
  "message": "Job updated"
}
```



Masking Job Cancellation

Sample Request Format

```
{  
  "action": "cancel",  
  "username": " xxxxx ",  
  "job_id": "xxxxxxxxxxxxx"  
}
```

Sample Response Format

```
{  
  "code": 200,  
  "status": "success",  
  "message": "Job cancelled"  
}
```

Masking Job Completion

Sample Request Format

```
{  
  "action": "complete",  
  "username": " xxxxx",  
  "job_id": "xxxxxxxxxxxxx"  
}
```

Sample Response Format

```
{  
  "code": 200,  
  "status": "success",  
  "message": "Job completed"  
}
```


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