

1. Objective

The objective of the document is to describe in detail the API's required to integrate an IVR Solution and each API is detailed out in terms of Objective, Sample URL and Response.

2. Call Log API

Objective

This API will be called at the end of the call. It will push the call details into user API

Parameters

PARAMETER	STRING	DETAIL
Call Log Id	String Call_Uuid,	It'S The Unique Call Id
Calling Number	String Caller_Number,	The Person Who Is Calling Virtual Number
Date	Datetime Date,	Yyyy-Mm-Dd
Time	Timespan Time,	Hh24:Mi:Ss
Agent Number	String Agent_Connected,	This Is The Number Call Was Connected
Ivr Duration	Timespan Total_Call_Duration,	Duration Before The Call Connected To Agent
Call Duration	Timespan Conversation_Duration,	Conversation Time
Call Status	String Call_Status,	Call Status (Answer/Missed/Dropped)
State	String Caller_Circle,	Caller Circle
Ibizfone Number	String Knumber,	Virtual Number
Call Recording Url	String Recording_Url,	Call Recording Url

Sample API

User will share the API in the following structure, the variable parameters of same have been defined above:

http://abc.xyx.com/api/PostCallLogs/?callernumber=XXXXXXXXXX&date=XXXXXXXXXX&time=XXXXXXXXXX
&agentnumber=XXXXXXXXXX&ivrduration=XX&callduration=xx&callstatus=xxxxxxx&state=xxxx&ibizfonenu
mber=xxxxxxx&recordingurl=xxxxxxx&calllogid=xxxxxxx&department=xxxxxxx

Sample API Response

Success

Successful / Accepted

Failure

Invalid Data / Failure

Owner

Client shall share the above API

3. Agent Management

Objective: Agent number can be made active or inactive for receiving incoming calls

http://125.16.147.182/settings/handler.ashx?apikey=owQnA5cVrKwAu7f81nN6&custid=xxxxx&action=ManageAgent&agentnum=&status=OFF/AVAIL

PARAMETER	STRING	DETAIL
Custid	Cust_Id	Unique Customer Id Shared At The Time Of Account Creation
Agentnum	Agent_Number	Agent Number Requiring Action
Action	Action	Manageagent (Not To Be Changed)
Status	Status	Off/Avail

Sample API Response

Success

Success

Owner

Client shall pass values to the above API

4. Holiday Setting

For defined dates holiday settings shall be activated and callers will listen to a preuploaded voice message, stating that on account of holiday calls will not be answered

<http://125.16.147.182/settings/handler.ashx?apikey=owQnA5cVrKwAu7f81nN6&custid=xxx&action=holiday&hdate=YYYY-MM-DD>

PARAMETER	STRING	DETAIL
Custid	Cust_Id	Unique Customer Id Shared At The Time Of Account Creation
Action	String_Action	Holiday (Not To Be Changed)
Hdate	Datetime Date,	Yyyy-Mm-Dd

Sample API Response

Success

Success

Owner

Client shall pass values to the above API

5. Office Time Setting

Objective: Office active hours and inactive hours can be configured, basis which the pre-uploaded audio will play to the callers

http://125.16.147.182/settings/handler.ashx?apikey=owQnA5cVrKwAu7f81nN6&custid=xxxx&action=OfficeTime&day=Daily/Monday/Tuesday/Wednesday/Thursday/Friday/Saturday/Sunday&st_time=HH:MI AM/PM&en_time=HH:MI AM/PM

PARAMETER	SRTING	DETAIL
Custid	Cust_Id	Unique Customer Id Shared At The Time Of Account Creation
Action	Officetime	Officetime (Not To Be Changed)
Day	Day	Daily/Monday/Tuesday/Wednesday/Thursday/Friday/Saturday/Sunday
St_Time	Starttime	Hh:Mi Am/Pm (Hours:Minutes)
En_Time	End_Time	Hh:Mi Am/Pm (Hours:Minutes)

Sample API Response

Success

Success

Failure

Invalid Time

Owner

Client shall pass values to the above API