Integration Document

Ameyo Customer Manager API

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Revision By	Swati Kuhar

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1. Document Scope

This document serves as a technical proposal and scope of work for the Customer Application integration with Ameyo Contact Center solution. It is intended to be used by client's operation/ IT team for better understanding. The document has to be shared with teams (and stakeholders) and versions history is controlled for proper process management. Any future change in the requirements and plan should be captured in the document itself.

1.1. Document History

Version	Revision date	Revised By	Summary of changes
1.0.0	23-02-2010	Jugal Saini	Document created
1.1.0	02-03-2010	Jugal Saini	Document updated as per Customer Application response on 2nd Feb 2010
1.2.0	04-04-2011	Jugal Saini	Document Updates
1.3.0	15-06-2011	Jugal Saini	Format Updates
1.4.0	20-06-2012	Tanu Verma	Revised the Document
1.5.0	04-05-2015	Gaurav Sharma	Revised the document
1.5.1	05-03-2016	Garima Gautam	Revised the Document
1.6.1	29-03-2018	Swati Kuhar	Added API flow diagram for session management

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2. Introduction

The document intend to discuss one of the approaches for integration of Customer Application with Ameyo IPCC. Ameyo IPCC will be responsible for providing contact center features including customer calls based on various parameters including priority and availability of agents on various campaigns. Customer Application will be responsible for customer information management and implementation of process workflows as per business requirement. Ameyo IPCC and Customer Application will integrate to offer an integrated solution to the end customers and the call center agents.

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3. API Flow Diagram (Session Management)
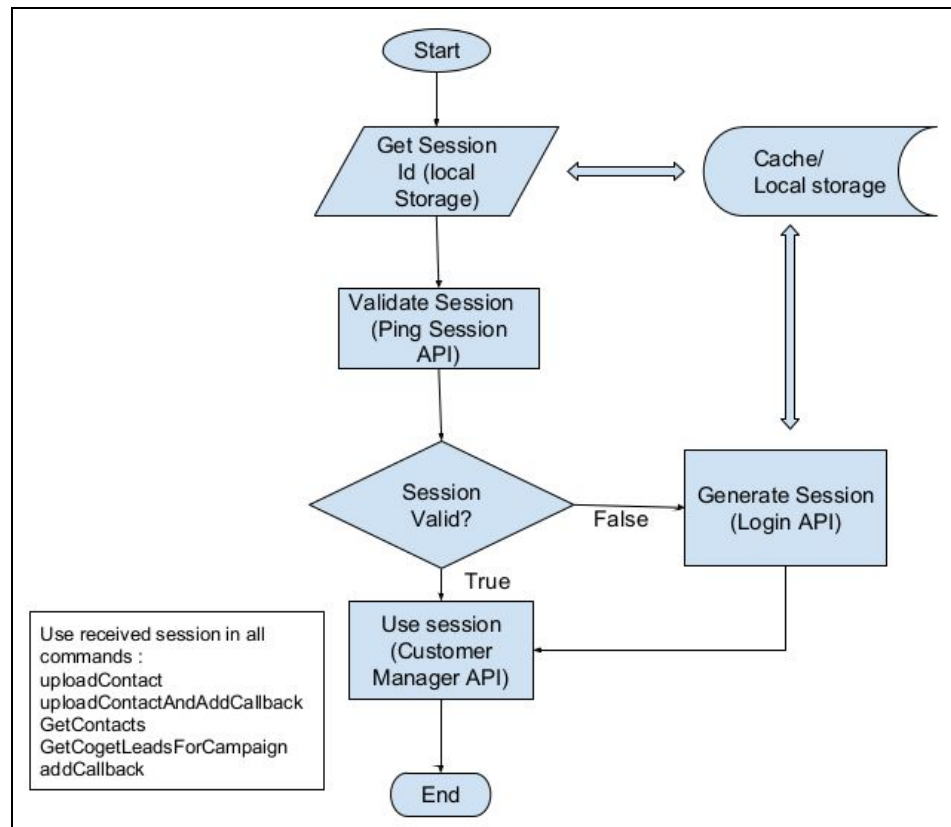
Fig: 3a API Flow

API Flow Description:

1. 3rd party customer /vendor will get the session from local storage.

2. After that session will be validated via Ping session API.

3. Response:

    a. If session is valid, then session will be used in required API commands (like uploadContact, uploadContactAndAddCallback, GetContacts etc)

    b. If session is not valid, then session will be generated via Login API and that will be get from local storage /cache.

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4. Approach

1. Ameyo will expose its HTTP based API to upload contacts, schedule callbacks and gets updated on the calling history.
2. Customer Application would use this API to upload contacts in Ameyo on a timely basis.
3. Customer Application system implements the workflow for the customer tickets.
4. Ameyo System will display the information provided by the Customer Application/ DB/ CRM in the form of CTI popup when the call gets connected to the Call center Agent.
5. Customer Application will provide a URL interface that needs to be invoked by Ameyo system in order to update the status of customer in Customer Application system.

4.1. Ameyo Customer Manager API

4.1.1. API Format

The request should be in following format.

POST URL: http://<Server-ip>:<port>/ameyowebaccess/command

POST DATA: command=<commandId>&data=< apiparameters>

The request should be URL encoded where :

- ❖ **IP** – The IP is on which application is running. By default this runs on the server machine.
- ❖ **Port** – The port at which application is running.
- ❖ **Command Id** – It is the id of the command to be executed.
- ❖ **Data** – These are the parameters to be passed to the command.

The response to this request will be of the same encoding as the request.

4.1.2. Usage

A special role (Customer Manager) is provided by Ameyo System for the purpose of integration with Customer Application. The Customer Manager user (here Customer Application) will login to Ameyo System to exchange information with use of following supported APIs.

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4.1.3. List of Commands

1. **Login** – Login a user into the Ameyo.
2. **Logout** – Logout a user from Ameyo.
3. **GetContacts** – Get contacts matching the given search criteria from Ameyo.
4. **UploadContactAndAddCallback** – Add customers and schedule callbacks for them at a later time. If this contact does not exist in the system, then there is an option of adding the customer to the system.

4.2. Proposed Solution

Ameyo will expose its HTTP based API to provide the functionality of a customer manager. Support is also provided to add callbacks to customers, at a given future time.

The communication shall be via HTTP. The commands shall be sent as requests to the system. The API is synchronous, and the response shall contain all the return data.

The interface is accessible to a Ameyo user role named "Customer Manager". These users need to be allowed from Ameyo licenses. Customer Application will act as a Customer Manager user to Ameyo System and will login to execute the web based commands. The session will be automatically timed out after 3 minute of inactivity.

The Customer Application will use this API to periodically upload the contacts. The contacts in Ameyo will store the contact information. The information required for correlating the contacts with the Customer Application and Ameyo will be returned with the contact information when the contacts are fetched.

Using the provided API interface, the Customer Application system can perform the following functions:

1. Callbacks can be added for the customers in the system. There is a functionality to schedule a callback for a given number, and add the contact if it does not exist in the system.
2. The Ameyo system provides a functionality to limit the maximum number of retries for a number as a part of lead management.

4.3. Login

This command is used to login a user into Ameyo.

4.3.1. Command Id - login

4.3.2. Request Parameters

1. **User-id**: The userid of user to login.
2. **Password**:The password of the user.
3. **Terminal**: The local ip of user logging in.
4. **ClientType**

4.3.3. Response Parameters

1. **session Id:** The session id of the user.
2. **userType**:The type of the user.
3. **terminal Info**:The Ip from where the user has logged in.
4. **campaign Names:** The array of names of campaigns the user has logged in to.
5. **campaign Ids**: The array of Ids of campaigns the user has logged in to.
6. **campaign Types**: The array of types of campaigns the user has logged in to.

4.3.4. Request data (JSON)

For Login:

http://10.10.2.176:8888/ameyowebaccess/command?command=login&data=

{"password": "myPassword",

"terminal": "127.0.0.1",

"userId": "user1"

}

4.3.5. Response data (JSON)

{

"sessionId":"d431-54f54717-ses-CustomerManager-5300-1",

"userId":"CustomerManager",

"userType":"CustomerManager",

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"terminalInfo":"10.10.2.134",

"breakStatuses":[

"Training",

"Un-Available",

"Lunch",

"Snacks",

"Baño"

],

"readStatuses":[

"Available"

],

"campaignInfos":[

{

"campaignName":"MoviStarSurvey",

"campaignId":1,

"campaignType":"Outbound Voice Campaign",

"dialTimeOut":-1,

"defaultWorking":false,

"localIVRInfos":[]

},

{

"campaignName":"MOSL_Frenchise",

"campaignId":5,

"campaignType":"Interactive Voice Application",

"dialTimeOut":-1,

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```
"defaultWorking":false,

"localIVRInfos":[]

},

{

"campaignName":"TestInbound",

"campaignId":10,

"campaignType":"Interactive Voice Application",

"dialTimeOut":-1,

"defaultWorking":false,

"localIVRInfos":[]

}

],

"knowledgeBaseURL":"",

"pingInterval":20000,

"pingNotificationTimeout":60000,

"sessoinTimeout":180000,

"commandTimeout":20000,

"maxPhoneLengthAllowed":20,

"maxNumberOfCharactersToDisplayInCampaign":999,

"maskedPrivileges":[],

"defaultReady":false,

"addCustomerToDial":true,

"dialPhoneEnable":true,

"allowTPVNumbers":true,

"allowInternalChat":true,
```

"allowLocalIVR":true,

"overrideSelfCallBack":false,

"shouldHoldBeforeConfer":false,

"shouldUnholdBeforeTransfer":false,

"holdAllOnConferEnable":false,

"shouldAllowTransferToAssignedCampaignsOnly":false,

"allowScreenRecord":false,

"autoSelectSingleAssignedCampaign":true,

"webUrl":"http://www.ameyosuite.com",

"campaignMaskedPrivilegeMap":{

"campaignId_1":[],

"campaignId_5":[],

"campaignId_10":[]

},

"loginProperties":{

},

"preferences":{

"shouldAddCustomerWhenManualdial":"true",

"_shouldMaskCustomerPhone":"{\"1\":false,\"5\":false,\"10\":false}",

"_maskCustomerPhoneWithValue":"{\"1\":\"xxxxxxxxxx\",\"5\":\"xxxxxxxxxx\",\"10\":\"xxxxxxxxxx\"}",

"_showAdditionalCustomerInfoMap":"{}",

"_allowAgentStatusChangeInCallIfAutoCallDisabled":"true",

"_djinnphoneLoadingTime":"100"

},

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"srsIp":"localhost",

"srsPort":"8889",

"allowMultipleExtensions":false,

"maxAllowedExtensions":3,

"maxNotificationSize":5

}

4.4. Command Id: Ping-session

4.4.1. Request Parameters

1. **session Id :**The session id of the user.

4.4.2. Response Parameters

1. Alive
2. ServerTime

4.4.3. Request data (JSON)

http://<ServerIP>:8888/ameyowebaccess/command/?command=ping-session&data=

{

"sessionId":"d547-54f428e8-ses-CustomerManager-3207-2",

"sessionPushSeqNo":"0",

"sessionpushseqno":"0"

}

4.4.4. Response data (JSON)

{

"alive":true,

"serverTime":1425297998312

}

4.4.5. Error

{

"status":"error",

"reason":"Invalid session Id: d547-54f428e8-ses-CustomerManager-3207-2",

"details":"Invalid session Id: d547-54f428e8-ses-CustomerManager-3207-2"

}

4.5. Log Out and terminate-session

4.5.1. CommandId - logout

Command to logout a user from Ameyo.

4.5.2. Request Parameters

1. **sessionId** – The session id of the user. This parameter cannot be NULL.

4.5.3. Response Parameters

Null

4.5.4. Request data (JSON)

http://<Server-IP>:8888/ameyowebaccess/command?command=logout&data=

{

"sessionId":"d417-54e81cd0-ses-CustomerManager-9210-18"

}

4.5.5. Response data (JSON)

{}

4.5.6. Error : Invalid Session

{

"message":"Invalid session Id: d547-54f428e8-ses-CustomerManager-3207-1",

"type":"ProcessingException",

"isPopulated":true

}

4.6. GetContacts

4.6.1. CommandId – getContacts

Provides all the contacts in the system corresponding to the given search criteria

4.6.2. Request Parameters

1. **session Id** – The session id of the user. This parameter can not be NULL.

2. **campaign Id** – The Id of the campaign in which the customers are uploaded. This parameter can not be NULL.

3. **customer Ids** – The array of customer Id's from where to select customers based on search criteria. Default – **All**

4. **Table Filter Ids:**

   a. **lead Ids** – The array of lead Id's. Default – **None**

   b. **Choose Enabled Leads** – To choose only enable leads or all leads. **Default – False**

   c. **Other Columns** – Object with the additional attribute name is required in response. List of additional attributes is mentioned below. Attributes with Null values in database will not appear in the result object, **extraData**.

      i. attempts

      ii. last_dialed

      iii. status

      iv. last_churn_1

      v. last_churn_2

      vi. disposition

      vii. last_churn_date

      viii. churn_count

      ix. last_user_id

      x. num_inbound_attempted

      xi. num_outbound_attempted

      xii. num_inbound_connected

      xiii. num_outbound_connected

      xiv. last_connected_time

xv.   last_dialed_time

xvi.   last_status_1

xvii.   last_status_2

xviii.   last_status_3

xix.   last_status_4

xx.   last_disposition_1

xxi.   last_disposition_2

xxii.   last_disposition_3

xxiii.   last_disposition_4

xxiv.   last_user_id_1

xxv.   last_user_id_2

xxvi.   last_user_id_3

xxvii.   last_user_id_4

xxviii.   last_dialed_number_1

xxix.   last_dialed_number_2

xxx.   last_dialed_number_3

xxxi.   last_dialed_number_4

xxxii.   last_dialed_time_1

xxxiii.   last_dialed_time_2

xxxiv.   last_dialed_time_3

xxxv.   last_dialed_time_4

5. **Other Filter String:**

   a. **OrderBy** – Sort the customers data based on this field. **Default – Null – No order**

   b. **LimitOffset** – Maximum number of records to return for this query. **Default – Null – No limit**

4.6.3. Response Parameters

Following customer information parameters are included in the response list:

1. **customerId** - Ameyo Customer Id

2. **campaignId** - Campaign in which the customer exists.

3. **lead Id** - Lead id in which the customer exists.

4. **phone Numbers** - Array of customer phone Numbers

5. **timezone** - Timezone

6. **Date Modified** - The most recent date that on which customer information was modified.
7. **Last Dialed** - The last date when the customer number was dialed.
8. **Last Churn 1** - The last status of the customer before he was churned.
9. **Last Status** - The last status of the customer. Status refers to the outcome of the call with respect to the system. The possible values are -
   a. **BUSY** - When call was attempted, customer channel was busy.
   b. **NO_ANSWER** - The customer did not answer the call.
   c. **CONNECTED** - The call was connected with both customer and agent.
   d. **CALL_DROP** - The customer was connected but while he was waiting for a free agent the request timed out.
   e. **CALL_HANGUP** - Customer was connected but he disconnected the call before the agent could be connected.
   f. **AMD** - Answering machine detected.
   g. **ATTEMPT_FAILED** - Failed to create customer channel.
   h. **TRANSFERRED_TO_CAMPAIGN** - The call was transferred to another campaign.
   i. **CALL_NOT_PICKED** - The call was routed to an agent but the agent did not pickup the call.
   j. **NUMBER_FAILURE** - Received when connecting the number is failed by the network, stating a permanent number failure like number does not exist.
   k. **NUMBER_TEMP_FAILURE** - Received when connecting the number is failed by the network, stating a temporary number failure like call rejected.
   l. **PROVIDER_FAILURE** - Caused when the provider rejects the call with a permanent cause like channel unacceptable.
   m. **PROVIDER_TEMP_FAILURE** - Caused when the provider rejects the call with a temporary cause like temporarily unavailable.
   n. **SYSTEM_ERROR** - Caused when the customer channel was successfully created but the voice resource goes offline or does not respond.
   o. **FAILED** - Unknown hangup cause.
   p. **SIT_INTERCEPT** - Number changed or disconnected
   q. **SIT_VACANT** - Number is unassigned

r.   **SIT_NOCIRCUIT** - All circuits busy

s.   **SIT_REORDER** - Call failure, no wink or partial digits received - distant office

10. **Last Disposition** - The last disposition select by agent for respective customer call Ex – Sale, Foreign Language, DNC

11. **Last User** - The last user (agent) which whom customer was connected.

12. **Customer Data** - Variable Customer data like phones, timezone etc.. op_call_id will be derived from this map.

13. **Validity Time** – The time after which the customer will not be dialed.

4.6.4. Request data (JSON)

http://<Server-IP>:8888/ameyowebaccess/command/?command=getContacts&data=

{

"sessionId":"d431-54f54717-ses-CustomerManager-5300-1",

"campaignId":1,

"chooseEnabledLeads":true,

"customerIds":[

"12458"

],

"leadIds":[

"1"

],

"otherColumns":{

"__campaign_customer_table_alias__.last_disposition_2":"DISPOSITION_2",

"__campaign_customer_table_alias__.last_disposition_3":"DISPOSITION_3",

"__campaign_customer_table_alias__.disposition":"DISPOSITION",

"__campaign_customer_table_alias__.status":"STATUS",

"__campaign_customer_table_alias__.attempts":"ATTEMPTS"

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}

}

4.6.5. Response data (JSON)

```
{

"beanResponse":[

{

"customerId":12458,

"processId":1,

"leadId":1,

"numInboundAttempted":0,

"numInboundConnected":0,

"numOutboundAttempted":0,

"numOutboundConnected":0,

"customerData":{

"region":"REGIÓN 4",

"login":"504089",

"phone1":"0458681166572"

},

"extraData":{

"ATTEMPTS":5,

"STATUS":"BUSY"

}

}

],

"result":"Success.",
```

"comment":"Execution successful"

}

4.6.6. Error- Invalid Session ID

{

"result":"Failed.",

"comment":"[\"LogoutRemoterProcessorHelper.invalid.sessionid\",\"d865-54eabe17-ses-CustomerManager-9839-9\"]"

}

4.6.7. Error- Invalid lead Id

{

"result":"Failed.",

"comment":"[\"CustomerManager.lead.not.in.camp.11\",2,1]"

}

4.7. Command Id : Upload Contacts

4.7.1. Request Parameters

1. **campaign Id:** Id of the campaign in which the customers are uploaded.
2. **session Id:** session id of the user.
3. **lead Id:** lead id in which records will be uploaded.
4. **Status :** Status of contact (Ex : NOT_TRIED)
5. **numAttempts :** Current attempt of contact.
6. **customer Records:** A Customer record is a map containing the column name vs value. Eg- phone1, phone2, phone3, op_code_id, account_no etc. All the specific values that need to be stored per customer as per the Customer Application shall be given in as a parameter in this map.
7. **properties:**This is a map of the properties to be used while uploading contacts. Any property that is not found in the map shall be considered as null. This field is not Nullable.
8. Properties that can be defined here are:
    a. **"update.customer"**: Whether to update a customer already present. Values

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-true/false.

b. **"migrate.customer"**: Whether to migrate the customer to a new lead. Values -true/false.

4.7.2. Response Parameters

1. **inserted:** It will confirm whether the record is inserted or not.
2. **customer Id:** Ameyo Customer Id.
3. **resultTypeString:** The result of the upload.
4. **crm Integrated:** Set if the records are being integrated with the CRM.
5. **crmSuccess:** Set if the records are inserted into the CRM.
6. **crmResultTypeString:** The result of the upload to the CRM.

4.7.3. Request data (JSON)

http://<Server-IP>:8888/ameyowebaccess/command/?command=uploadContacts&data=

```
{

        "campaignId":"1",

        "leadId":35,

        "sessionId":"d431-54f54717-ses-CustomerManager-5300-1",

        "properties":{

        "update.customer":true,

        "migrate.customer":true

        },

        "numAttempts" : "0",

        "Status" : "NOT_TRIED",

        "customerRecords":[

        {

        "phone1":"1734567898999",

        "name":"amit",
```

```json
"region":"region3",

"login":"amit"

},

{

"phone1":"9991734567896",

"name":"amit",

"region":"region3",

"login":"amit"

}

]

}
```

4.7.4. Response data (JSON)

```json
{

"beanResponse":[

{

"inserted":true,

"customerId":17821,

"resultTypeString":"ADDED",

"crmIntegrated":true,

"crmSuccess":true,

"crmResultTypeString":"ADDED"

},

{

"inserted":true,

"customerId":17822,
```

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```
"resultTypeString":"ADDED",

"crmIntegrated":true,

"crmSuccess":true,

"crmResultTypeString":"ADDED"

}

]

}
```

4.7.5. Error - Invalid Length

```
{

"beanResponse":[

{

"inserted":false,

"exception":"[\"CustomerManager.Phone.number.does.not.have.valid.length\",13]",

"resultTypeString":"PREPROCESSING_INVALID_LENGTH",

"crmIntegrated":false,

"crmSuccess":false

},

{

"inserted":false,

"exception":"[\"CustomerManager.Phone.number.does.not.have.valid.length\",13]",

"resultTypeString":"PREPROCESSING_INVALID_LENGTH",

"crmIntegrated":false,

"crmSuccess":false

}

]
```

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}

4.7.6. Error - Primary Column Missing

{

"beanResponse":[

{

"Inserted":false,

"exception":"[\"CustomerManager.Column.name.cannot.be.missing.empty\",\"phone1\"]",

"resultTypeString":"PREPROCESSOR_NOT_NULLABLE_COLUMN_GIVEN_NULL",

"crmIntegrated":false,

"crmSuccess":false

},

{

"inserted":false,

"exception":"[\"CustomerManager.Phone.number.does.not.have.valid.length\",13]",

"resultTypeString":"PREPROCESSING_INVALID_LENGTH",

"crmIntegrated":false,

"crmSuccess":false

}

]

}

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4.8. uploadContactAndAddCallback

4.8.1. Command Id – uploadContactAndAddCallback

Command to upload or update a customer, and set a callback.

4.8.2. Request Parameters

1. **session Id** – session id of the user (agent).
2. **Campaign Id** – Id of the campaign for which the callback is to be added.
3. **Lead Id** – lead id in which records will be uploaded.
4. **CustomerAndCallbackRecords** – List of records containing both the customer and the callback information. Each record will contain the following parameters-
    a. **Customer Record** - A Customer record is a map which contains column name along with their values. Eg- phone1, phone2, phone3, op_code_id, account_no etc. All the specific values that need to be stored per customer as per Customer Application shall be given in as a parameter in this map.
    b. **Callback Record** – A callback record is a record containing all the parameters that are required to schedule a callback. The parameters that can be used are:
        i. **CallBackTime** – Time at which callback will be attempted. This parameter can not be null.
        ii. **IsSelfCallBack** – Is the callback set for a user is self callback. By default – False.
        iii. **User Id** – User to whom the callback is to be routed. By default – Null
        iv. **CallBackPhone** – The phone on which callback is to be routed. By default – Phone1
        v. **customerId** – The customer id for which the callback is to be scheduled.
        vi. **status -** The target status set for the customer(s) after upload. For Eg., NOT_TRIED, BUSY etc. If the record is already uploaded then this parameter will help to churn the record if used with update flag.
5. **Usage:**

  a. To upload a customer -

    i. If a customer with the same parameters(by default phone1) is already present in the system, then the upload will be treated as an update or migrate command based on the properties set.

    ii. If a customer with the same parameters(by default phone1) is not present, then the customer is added.

  b. To add a callback -

    i. If the customer id is provided, then the callback is scheduled for that customer

    ii. If the customer id is not provided, and a customer is uploaded/ updated/ migrated in the same record, then a callback will be added for that customer.

    iii. If the customer id is not provided, and a customer is not uploaded/ updated/ migrated, then a callback will be added for that phone number.

6. **Validity Time** – The time after which the customer record will not be dialed.

7. **Properties** – This is a map of properties to be used while uploading contacts. Any property that is not found in the map shall be considered as null. This field can not be null.

8. Properties that can be defined here are:

  a. **"update.customer"**: Whether to update a customer already present. Values -true/false,

  b. **"migrate.customer"**: Whether to migrate the customer to a new lead. Values-true/
   false.

4.8.3. Response Parameters

List of records containing the response of uploaded customers and callbacks. These records are in the same order in which the requests were made. This order can be used to co-relate the customers and callbacks that were added.

1. **CampaignId** - Campaign id of the campaign in which the callback is added.

2. **CustomerId** - Ameyo customer Id.

3. **IsInserted** - Whether the record is inserted or not.

4. **ResultTypeString** - The result of the upload.

5. **CrmIntegrated** - Set if the records are being integrated with the CRM.

6. **CrmSuccess** - Set if the records are inserted into the CRM.

7. **CrmResultTypeString** - The result of the upload to the CRM.

8. **CallBackId** – ameyo callback id.

9. **CallBackTime** – Callback time.

10. **IsSelfCallBack** - to check if the callback is a self callback. i.e The callback is set for the user.

11. **UserId** - User id for which the callback is scheduled.

12. **CallBackProperties-** This is a map of the properties of the callbacks added. The following callback properties can be used -

    a. **customer id** – The id of the customer for whom a callback is to be added.

    b. **phone** – the phone number to which the callback is to be scheduled.

The result type and crm result type can be any of the following-

1. **INVALID_RECORD_FAILED** – Record is invalid.

2. **ADD_FAILED** – Failed to add customer.

3. **UPDATE_FAILED** – Could not update the customer.

4. **MIGRATE_FAILED** – Could not migrate the customer to a new lead.

5. **UPDATE_AND_MIGRATE_FAILED** – Attempted to perform an update and migrate failed.

6. **ADDED** – Customer added successfully.

7. **UPDATED** – customer updated successfully.

8. **DUPLICATE_NOT_ADDED** – Customer is duplicate, and hence not added.

9. **MIGRATED** – Customer migrated to a new lead successfully.

10. **UPDATED_AND_MIGRATED** – Customer updated and migrated successfully.

11. **NOT_MIGRATED-** Customer could not be migrated to a new lead.

12. **INVALID_CONFIGURATION** – Invalid configuration for adding customer.

4.8.4. Request data (JSON)

http://<Server-IP>:8888/ameyowebaccess/command/?command=uploadContactAndAdd
Callback&data=

```json
{

    "campaignId":1,

    "leadId":35,

    "sessionId":"d431-54f54717-ses-CustomerManager-5300-1",

    "customerAndCallbackRecords":[

    {

    "customerRecord":{

            "phone1":"6601045038888"

    },

    "callbackRecord":{

            "isSelfCallBack":false,

            "userId":"agent",

            "callBackPhone":"6601045038888",

            "callBackTime":"2016-08-2716:23:00"

    }

    }

    ],

    "properties":{

    "update.customer":true

    }

],

"validityTime": "2010-04-13 22:30:00 IST",

"leadId": 100,

"properties": {"update.customer": true}

}
```

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}

4.8.5. Response data (JSON)

[

{

"callbackProperties":{

"phone":"6601045038888",

"customerId":"17924"

},

"callbackTime":"Mar 3, 2015 11:29:34 AM",

"campaignId":1,

"id":null,

"isSelfCallback":false,

"userId":null,

"crmIntegrated":true,

"crmTypeString":"ADDED",

"crmSuccess":true,

"customerId":17924,

"isInserted":true,

"resultTypeString":"ADDED",

"message":null

}

]

4.9. Command Id: get leads for Campaign

4.9.1. Request Parameters

1. **campaignId:** Id of the campaign in which the customers are uploaded.

2. **sessionId:** session id of the user.

4.9.2. Response Parameters

1. **CampaignId:** Id of the campaign in which the customers are uploaded.
2. **Lead Id:** lead id in which the records will be uploaded.
3. **Priority:** Current priority set on that lead in the system, as appearing on Supervisor's contact management tab.
4. **Weightage:** Current weightage assigned to that lead in the system, as appearing on Supervisor's contact management tab.
5. **Enabled:** Current lead status in the system, as appearing on Supervisor's contact management tab. (values will be true or false)
6. **MaxAttempt:** Current max attempt value set on that lead in the system, as appearing on Supervisor's contact management tab.
7. **Churn Count:** Number of times the lead got churned in system..
8. **Fetch Order Details:** Details of the fetch order that is applied to the lead. It can be ascending or descending.

3.9.3. Request data (JSON)

http://<Server-IP>:8888/ameyowebaccess/command/?command=getLeadsForCampaign&data=

```
{

    "campaignId":1,

    "sessionId":"d431-54f54717-ses-CustomerManager-5300-1"

}
```

3.9.4. Response data (JSON)

```
[

    {

    "id":1,

    "campaignId":1,

    "leadId":1,
```

```
"priority":1,

"weightage":1,

"enabled":true,

"maxAttempt":10,

"churnCount":0,

"fetchOrderDetails":[

{

        "ascending":false

}

]

},

{

"id":35,

"campaignId":1,

"leadId":35,

"priority":1,

"weightage":1,

"enabled":false,

"maxAttempt":10,

"churnCount":0

},

{

"id":21,

"campaignId":1,

"leadId":21,
```

```json
        "priority":1,

        "weightage":1,

        "enabled":true,

        "maxAttempt":10,

        "churnCount":0,

        "fetchOrderDetails":[

        {

                "ascending":false

        }

        ]

        },

        {

        "id":39,

        "campaignId":1,

        "leadId":39,

        "priority":1,

        "weightage":1,

        "enabled":true,

        "maxAttempt":10,

        "churnCount":0

        }

    ]
```

4.10. Command Id: addCallback

4.10.1. Request Parameters

1. **Session Id :** session id of the user
2. **Campaign Id :** Id of the campaign for which the callback needs to be added.
3. **CallBackTime :** Time at which callback will be attempted - **Not nullable**
4. **IsSelfCallBack :** Is the callback set for a user self callback. **Default – False**

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5. **User Id :** The user to whom the callback will be assigned.. **Default – Null**

6. **CallBackHandlerType: - Null**

7. **CallBackProperties :** This is a map of the properties of the callbacks added.

4.10.2. Response Parameters

1. **BeanResponse :** It the global variable received under API response. It contains following parameters:

    a. **Campaign Id:** Id of the campaign for which the callback is to be added.

    b. **CallBackTime:** Time at which callback will be attempted

    c. **SelfCallback :** Defines whether the callback is a self call back.

    d. **CallBackProperties:**

        i. **phone :** Phone no of the customer.

        ii. **customerId :** customer Id.

    e. **UserId :** Id of the user.

    f. **Phone :** Phone no of the customer.

    g. **CustomerId :** Id of the customer.

4.10.3. Request data (JSON)

http://10.10.10.247:8888/ameyowebaccess/command/?command=addCallback&data=

```
{

        "sessionId":"d431-54f54717-ses-CustomerManager-5300-1",

        "campaignId":1,

        "callBackTime":"2017-05-31 15:30:00",

        "isSelfCallBack":"false",

        "userId":"agent",

        "callBackHandlerType":"voice.campaign.callback.handler",

        "callBackProperties":{

        "customerId":"112",

        "phone":"5555056887"

        }

}
```

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4.10.4. Response data (JSON)

```
{

        "beanResponse":{

        "id":"d431-54f54717-cm-2",

        "campaignId":1,

        "callBackTime":"Mar 3, 2015 1:07:26 PM",

        "selfCallback":false,

        "callBackProperties":{

        "phone":"5555056887",

        "customerId":"112"

        },

        "userId":"agent",

        "phone":"5555056887",

        "customerId":112

        }

}
```

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