

ACS Call

Send call and screen pop information to the call center

Url: callcenter.mypronexis.com/webservices/acs_call.php

Input

- Secretkey
- Brand
- First name
- Last name
- URL
- Phone
- Contact_id (from your system)
- Urgency (priority in queue)

XML Response

- Code - 0 on error or 1 on success
- Message - error or success message

If Call is successfully added the following information is returned

- Screenpop_id
- Contact_id
- Brand
- First_name
- Last_name
- Phone
- URL

ACS Remove

Send a request to remove a customer from the call queue

Url: callcenter.mypronexis.com/webservices/acs_remove.php

Input

- Secret key
- Id (contact_id from your system)

XML Response

- Code - 0 on error or 1 on success
- Message - error or success message

Audio Player

Returns html with the player info, message from the agent that took the call, and form to rate and enter comments regarding the call.

Url: callcenter.mypronexis.com/webservices/audio_player.php

Input

- Secret key
- Call_id
- User_id
- Email

HTML Response

- Page with the audio player embedded and form to rate the call.

Call Disposition

Request the call disposition report for a certain date range and location

Url: callcenter.mypronexis.com/webservices/call_disposition.php

Input

- Secretkey
- Start date
- End date
- Location_id (pro_id or franchise_id)
- Callcenter
- email

HTML Output

- Table with all the calls for that location and their dispositions.

Contact Info

Retrieve all actions and notes for a specific contact

Url: callcenter.mypronexis.com/webservices/getinfo.php

Input

- Secretkey
- contact_id

XML Response

- Name
- Email
- Phone
- Address
- City
- State
- Zipcode
- Description
- Notes
- Appointment
 - Appointment date

Online Booking API

Uses the Google calendar API to interact with the calendars, return available appointments and to book a customer in their desired appointment time.

Url: callcenter.mypronexis.com/webservices/onlinebooking.php

1. Available Appointments

Input

- API Token
- Zip code

JSON Response

- Listing of the available appointments for calendars selected for that zip code in the location specified by the API Token.

2. Appointment Request

Input

- API Token
- Event_id
- Full name (optional either full name, or first name and last name)
- First name
- Last name
- Email
- Primary phone
- Address
- City
- State
- Source_id (lead source to be assigned to the lead)
- Service type

JSON Response

- Confirmation with appointment date and time or error message
- If appointment confirmed confirmation emails are sent to the customer and the professional (according to notification settings for the location).

Winback

Add a contact to the winback call queue

Url: callcenter.mypronexis.com/webservices/winback.php

Input

- Secretkey
- Action
 - Contact_exists - checks whether contact_id exists in the queue
 - Input - contact_id
 - XML Response - true or false
 - Add_contact - adds contact to the winback queue
 - Input - contact_id, customer_name, customer_number, customer_state, quote_id, quote_date, screenpop_url
 - XML response - contact_added true or false
 - Called - marks a record as called
 - Input contact_id
 - XML response - true

XML Response

If there are any errors

- Code = 0
- Message (error message)