

Click to Dial API

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1. Document Versioning

Version	Date	Purpose	Author
VQ API-v1	13-May-2020	First Draft	Saurabh Goyal

2. Introduction

This document discuss the approach that enables the web sites/web application to facilitate their customers to request for a call (to a specified number).The request will enqueue a call to dial as the manual dial call from outbound campaign and once the number is connected, the call will get routed to the free agent without specifying the agent session Id.

2.1 Purpose

"Click to Dial API" enables the user to dial a call upon clicking a link or object in Ameyo CRM. Click-to-Dial means Webcall, that is a form of Web-based communication in which a person clicks an object (example, button, image or text) to request an immediate connection with another person in real-time either by phone call,or Voice-over-Internet-Protocol (VoIP).

2.2 Use Case

Suppose the agent has a lead containing customer's numbers. And the lead is also uploaded at Ameyo web application server. Now, the agent has to insert the customer's number manually and then request to make a call. Thus, the calling becomes a tedious task for the agent. In this case, the agent can use the clickToDial API. Through this API, the agent can click on the customer's uploaded number on Ameyo web application, and that number will be requested for the dialing through Ameyo dialer. Thus, the agent has just to click a link for initiate a call.

3. Required URL Format

<Protocol>://<Domain_Name>:<Port_No>/ameyowebaccess/command/?command=clickToDialWithToken&data={API_Parameters}

When a URL is called, it takes a phone number as an input and will perform the following actions:

In the URL, you have to replace the variables using the following values.

1. **Protocol:** You can provide either HTTP or HTTPS.
2. **IP_Domain_Name:** Provide the domain name or IP Address, where the Ameyo AppServer is running.

By default, this runs on the server machine.

3. **Port:** The port at which the application is running. Its value will be 8888 for HTTP and 8443 for HTTPS.
4. **API_Parameters:** These are the parameters to be passed in the command.

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

4. Parameters

4.1 Request Parameters

1. **(Mandatory) campaignId**: Campaign in which click to Dial is to be performed: should be an outbound campaign.
2. **(Mandatory) userId**: Id of the user for whom the call has been initiated.
3. **(Mandatory) phone**: Phone to dial, if customer with that phone no.is available, then it will dial that customer.
4. **(Optional) additionalParams**: This field contain a JSON object of (key,val) list. If provided these (key,val) pairs can be used to set the nodeflow variables of having name like *key* in the nodeflow.

The parameters should be sent in JSON format, in either GET or POST requests.

4.2 Response Parameters

1. **Result**: Once API is called, this response shows the result of API.
2. **Reason**: It displays the reason corresponding to the result of API.
3. **Status**: It shows the status of the API.
4. **Details**: It shows the detail of the status about the API.

5. clickToDialWithToken API

This API is used to dial the call to the defined number of the customer through any third-party CRM. This API can be called in the following cases.

1. If Ameyo is being integrated through URL based integration and the customer wants to initiate the call from the CRM home-page.
2. If the customer is not able to get the sessionId that has been passed over the KB URL.

The campaign ID in this API will be hard-coded, as the CRM does not store the parameters passed into the KB URL. This API should be implemented from server side by CRM team to avoid any security related issues.

5.1 Method

POST

5.2 CommandId

clickToDialWithToken

5.3 EndPoint URL

<Protocol>://<Domain_Name>:<Port_Number>/ameyowebaccess/command

5.4 Parameters of clickToDialWithToken API

5.4.1 Header parameters of clickToDialWithToken API

Headers	Values
Hash-key	<access_token>
Requesting-host	<requesting-host-API>
Policy-name	<token-based-authorization-policy>

The header attributes will be provided by Ameyo. Contact Services team of Ameyo for the values of Header Attributes.

5.4.2 Request Parameters

Request Parameter	Data Type	Possible Values
phone	string	It is the phone number of the customer.
userId	string	It is Id of the agent for whom the call has been initiated.
campaignId	string	It is the Id of the campaign in which the call has to be initiated.
(Optional) additionalParams	object	These parameters are the additional parameters that has to be passed in <i>JSON</i> format.

5.4.3 Response Parameters

Response Parameter	Data Type	Possible Values
result	string	FAILURE/SUCCESS
reason	string	It contains the end result of the call.
status	string	It shows the status of the API.

Response Parameter	Data Type	Possible Values
details	string	If error is found in status, then it shows the reason of that error.

5.5 Data of clickToDialWithToken API

5.5.1 Request Data

```
{
  "userId": "<User_Id_of_Agent>",
  "campaignId": "<Campaign_Id>",
  "phone": "<Phone_Number_of_Customer>",
  "additionalParams":
  {
    "CaseID": "<Case_Id>",
    "LeadID": "<Lead_Id>",
    "ContactID": "<Contact_Id>"
  }
}
```

5.5.2 Response Data

Following responses can be found based on the status of agent and customer.

1. The response of the clickToDialWithToken API, if the agent is on break.

```
{
  "status": "error",
  "reason": "Agent: agent is not working in campaign:
<Campaign_Id>",
  "details": "Agent: agent is not working in campaign:
<Campaign_Id>"
}
```

2. Agent is not logged in

```
{
  "status": "error",
  "reason": "Agent is not available to take the call",
  "details": "Agent is not available to take the call"
}
```

3. If the error is occurred due to the Telephony media.

```
{
  "result": "FAILURE",
  "reason": "
  {
    node.flow.id\<Nodeflow_Id>,
    metaData\<MetaData_Id>,
    node.flow.error.reason\u003d
    [
      \"Party.could.not.be.connected.Reason\",
      \"<Phone_Number_of_Customer>\",
      \"Requested channel not available\"
    ]
  }"
}
```

4. Agent does not answer to the call

```
{
  "result": "FAILURE",
  "reason": "
  {
    node.flow.id\<Nodeflow_Id>,
    metaData\<MetaData_Id>,

```

```
        node.flow.error.reason\u003d
        [
            \"Party.did.not.answer\",
            \"agent\"
        ]
    }"
}
```

5. Customer does not answer to the call

```
{
    "result":"FAILURE",
    "reason":
    {
        node.flow.id\<Nodeflow_Id>,
        metaData\<MetaData_Id>,
        node.flow.error.reason\u003d
        [
            \"Party.did.not.answer\",
            \"<Phone_Number_of_Customer>\"
        ]
    }"
}
```

6. If call is connected to the Customer

```
{
    "result":"SUCCESS",
    "reason":
    {
        node.flow.id\<Nodeflow_Id>,
        metaData\<MetaData_Id>
    }"
}
```

5.6 Sample URL-based Command for clickToDialWithToken API

```
<protocol>://<IP_Domain_Name>:<port>/ameyowebaccess/command=clickTo  
CallWithToken&data={"userId":"<User_Id>","campaignId":"<Campaign_Id  
>","phone":"<Phone_Number_of_Customer>","additionalParams":{"Case  
ID":"<Case_Id>","LeadID":"&Lead_Id>","ContactID":"&Contact_Id>"}}
```