



## cloud telephony for businesses

virtual pbx | toll free | obd | sms & voice solutions

## 1. Objective

The objective of the document is to describe in details the API's required to integrate an IVR Solution and each API is detailed out in term 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
<b>Call log id</b>	string call_uuid,	It's the unique call ID
<b>Calling number</b>	string caller_number,	The person who is calling virtual number
<b>Date</b>	DateTime date,	YYYY-MM-DD
<b>Time</b>	TimeSpan time,	HH24:MI:SS
<b>Agent number</b>	string agent_connected,	this is the number call was connected
<b>Ivr Duration</b>	TimeSpan total_call_duration,	Duration before the call connected to agent
<b>Call duration</b>	TimeSpan conversation_duration,	Conversation Time
<b>Call status</b>	string call_status,	Call Status ( ANSWER/MISSED/DROPPED)
<b>State</b>	string caller_circle,	Caller Circle
<b>Ibizfone number</b>	string knumber,	Virtual number
<b>Call recording url</b>	string recording_url,	Call recording URL
<b>Department</b>	String_department	Where call relates to Agent

**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/?callnumber=XXXXXXXXXX&date=XXXXXXXXXX&time=XXXXXXXXXX&agentnumber=XXXXXXXXXX&ivrduration=XX&callduration=xx&callstatus=xxxxxxx&state=xxxx&ibizfonenu mber=xxxxxx&recordingurl=xxxxxxx&calllogid=xxxxxxx&department=xxxxxx>

**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=<agent phone number>&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**

**Objective:** For defined dates holiday settings shall be activated and callers will listen to a pre-uploaded voice message, stating that on account of holiday calls will not be answered

<http://125.16.147.182/settings/handler.ashx?apikey=owQnA5cVrKwAu7f81nN6&custid=xxxxx&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=xxxxx&action=OfficeTime&day=Daily/Monday/Tuesday/Wednesday/Thursday/Friday/Saturday/Sunday&st\\_time=HH:MI AM/PM&en\\_time=HH:MI AM/PM](http://125.16.147.182/settings/handler.ashx?apikey=owQnA5cVrKwAu7f81nN6&custid=xxxxx&action=OfficeTime&day=Daily/Monday/Tuesday/Wednesday/Thursday/Friday/Saturday/Sunday&st_time=HH:MI AM/PM&en_time=HH:MI AM/PM)

Parameter	String	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