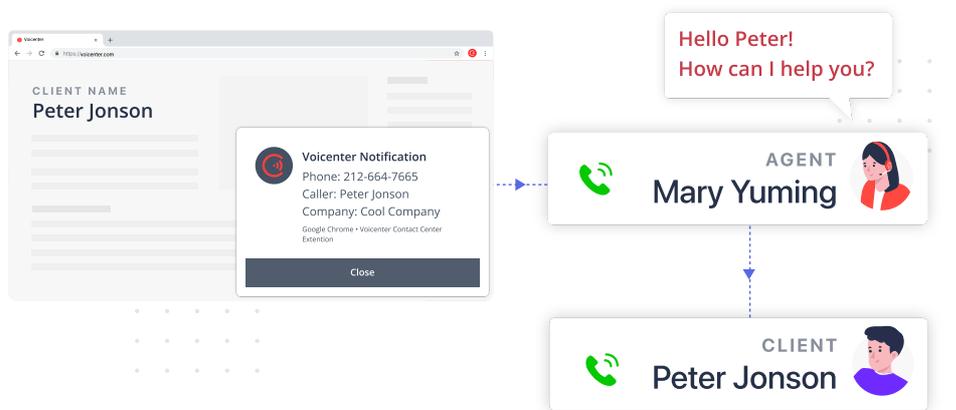




# Pop Up Screen API

Use this API to let you pop up a screen with the caller's contact details right out of your business information system (CRM).

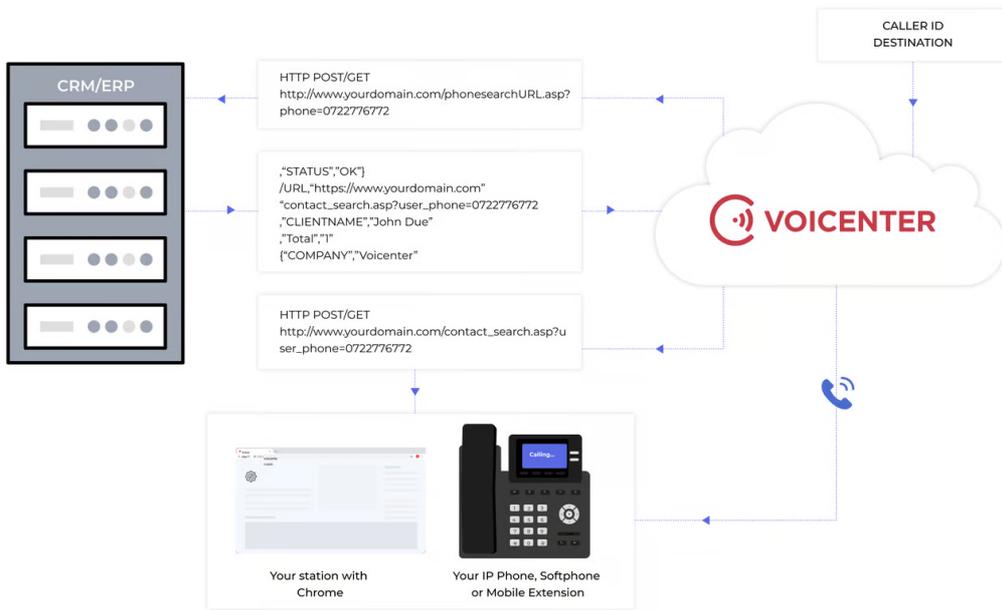


## General Description

If you are working on Chrome browser then you can use our chrome extension and give your agents/representatives the option of popping up the calling customer data from your CRM during incoming calls.

This way your agents will know with which customer is calling even before answering the call.

## How does the Voicenter pop-up screen work?



1. A caller is calling. The caller Caller-ID is gathered by Voicenter Cloud.
2. Voicenter cloud sends the call data to your Server using simple http request
3. After the client got the call data from Voicenter request, a JSON response is sent back to Voicenter cloud.
4. A notification with the client's response will pop up. Pressing the notification will load a new web chrome browser tab with the provided "URL" link from Step 3.

## Request Formats

1. GET
2. POST- Application/X-WWW-Form-Urlencoded
3. POST-JSON

## Response Format

1. POST-JSON

## Get Request Example

- 1 `https://www.yourdomain.com/contact_search.asp?phone=0722776772&ivrid=202010111sdsd3684752bcb3d&extenUser=NaDzw50l&did=0722776773&statusCall=Ringing`
- 2 `ser=SIPSIPl&did=0722776773&statusCall=Ringing`

## POST Request Example

- 1 `phone=0722776772&ivrid=202010111sdsd3684752bcb3d&extenUser=NaDzw50l&did=0722776773&statusCall=Ringing`

# POST JSON Request Example

For each phase of the call (ringing, answer, hang up) you can receive an api request in JSON format which will contain additional to allow you to better implement your business logic with the popup screen api service.

## Ringling Phase

```
1  {
2    "phone": "972722776772",
3    "callerName": "Queue Testing",
4    "ivrid": "20220916103546022555eb61e755c08a",
5    "extenUser": "KGpK4iWq",
6    "did": "0776707528",
7    "status": "Ringing",
8    "direction": "Incoming",
9    "recordFile": "20220916103546022555eb61e755c08a-nikitaapi-972722776772-0776707528",
10   "isMuted": false,
11   "callStarted": 1663324548,
12   "isAnswered": false,
13   "callAnswered": 0,
14   "currentCall": {
15     "callStarted": 1663324548,
16     "calldurationinterval": 1663324548,
17     "callAnswered": 0,
18     "answered": 0,
19     "callername": "Queue Testing",
20     "callerphone": "972722776772",
21     "outgoingcallername": "",
22     "outgoingcallerphone": "",
23     "callstatus": "Ringing",
24     "customdata": {
25     },
26     "direction": "Incoming",
27     "ivrid": "20220916103546022555eb61e755c08a",
28     "recording": {
29       "Filename": "20220916103546022555eb61e755c08a-nikitaapi-972722776772-0776707528",
30       "Options": "",
31       "ApproximateURL": "",
32       "IsMuted": 0
33     },
34     "did": "0776707528",
35     "relatedIvrUniqueIDs": [
36     ],
37     "callType": "Incoming",
38     "originalCallerID": "0722776772",
39     "originalCallerName": "Nikita Karpushin new",
40     "actualDialedNumber": "0776707528",
```

```
40     "channel": "SIP/KGpK4iWq-00000007",
41     "channel2": "SIP/ProviderProxy05-00000006",
42     "isSpied": false,
43     "isInternal": false,
44     "ip": "185.138.169.59",
45     "blcServerID": 225,
46     "extenUser": "KGpK4iWq",
47     "number": 89312
48 }
49 }
50
```

## Answer Phase

```
1  {
2    "phone": "972722776772",
3    "callerName": "Queue Testing",
4    "ivrid": "20220916103546022555eb61e755c08a",
5    "extenUser": "KGpK4iWq",
6    "did": "0776707528",
7    "status": "Talking",
8    "direction": "Incoming",
9    "recordFile": "20220916103546022555eb61e755c08a-nikitaapi-972722776772-0776707528.",
10   "isMuted": false,
11   "callStarted": 1663324548,
12   "isAnswered": true,
13   "callAnswered": 1663324555,
14   "currentCall": {
15     "callStarted": 1663324548,
16     "calldurationinterval": 1663324548,
17     "callAnswered": 1663324555,
18     "answered": 1,
19     "callername": "Queue Testing",
20     "callerphone": "972722776772",
21     "outgoingcallername": "",
22     "outgoingcallerphone": "",
23     "callstatus": "Talking",
24     "customdata": {
25     },
26     "direction": "Incoming",
27     "ivrid": "20220916103546022555eb61e755c08a",
28     "recording": {
29       "Filename": "20220916103546022555eb61e755c08a-nikitaapi-972722776772-0776707528",
30       "Options": "",
31       "ApproximateURL": "",
32       "IsMuted": 0
33     },
34   },
35 }
```

```
33     "did": "0776707528",
34     "relatedIvrUniqueIDs": [
35     ],
36     "callType": "Incoming",
37     "originalCallerID": "0722776772",
38     "originalCallerName": "Nikita Karpushin new",
39     "actualDialedNumber": "0776707528",
40     "channel": "SIP/KGpK4iWq-00000007",
41     "channel2": "SIP/ProviderProxy05-00000006",
42     "isSpied": false,
43     "isInternal": false,
44     "ip": "185.138.169.59",
45     "extenUser": "KGpK4iWq",
46     "number": 89312
47 }
48 }
49 }
```

## Hang up Phase

```
1  {
2  "phone": "972722776772",
3  "callerName": "Queue Testing",
4  "ivrid": "20220916103546022555eb61e755c08a",
5  "extenUser": "KGpK4iWq",
6  "did": "0776707528",
7  "status": "Talking",
8  "direction": "Incoming",
9  "recordFile": "20220916103546022555eb61e755c08a-nikitaapi-972722776772-0776707528.",
10 "isMuted": false,
11 "callStarted": 1663324548,
12 "isAnswered": true,
13 "callAnswered": 1663324555,
14 "currentCall": {
15   "callStarted": 1663324548,
16   "calldurationinterval": 1663324548,
17   "callAnswered": 1663324555,
18   "answered": 1,
19   "callername": "Queue Testing",
20   "callerphone": "972722776772",
21   "outgoingcallername": "",
22   "outgoingcallerphone": "",
23   "callstatus": "Talking",
24   "customdata": {
25   },
26   "direction": "Incoming",
27   "ivrid": "20220916103546022555eb61e755c08a",
```

```

27     "recording": {
28         "Filename": "20220916103546022555eb61e755c08a-nikitaapi-972722776772-0776707528",
29         "Options": "",
30         "ApproximateURL": "",
31         "IsMuted": 0
32     },
33     "did": "0776707528",
34     "relatedIvrUniqueIDs": [
35     ],
36     "callType": "Incoming",
37     "originalCallerID": "0722776772",
38     "originalCallerName": "Nikita Karpushin new",
39     "actualDialedNumber": "0776707528",
40     "channel": "SIP/KGpK4iWq-00000007",
41     "channel2": "SIP/ProviderProxy05-00000006",
42     "isSpied": false,
43     "isInternal": false,
44     "ip": "185.138.169.59",
45     "extenUser": "KGpK4iWq",
46     "number": 89312,
47     "cause": "Normal hangup"
48 }
49 }
50

```

## Client Response (POST-JSON Only)

Field Name	Description	Type	Remarks
STATUS	Only accepts "OK". Any other value will indicate that there was an error on the client side. Notice: "OK" in CAPITAL letters.	String	Mandatory
URL	A link to the caller's contact details page out of your business information software(CRM).	String	Optional
CLIENTNAME	The caller's name out of your CRM.	String	Optional

Field Name	Description	Type	Remarks
TOTAL	How many results were found in your CRM.	Integer	Optional
COMPANY	The caller's company name out of your CRM.	String	Optional

## JSON Response Example

```
1  {
2    "STATUS": "OK",
3    "URL": "https://www.yourdomain.com/contact_search.asp?user_phone=0722776772",
4    "CLIENTNAME": "John Doe",
5    "TOTAL": 1,
6    "COMPANY": "Voicenter"
7  }
```