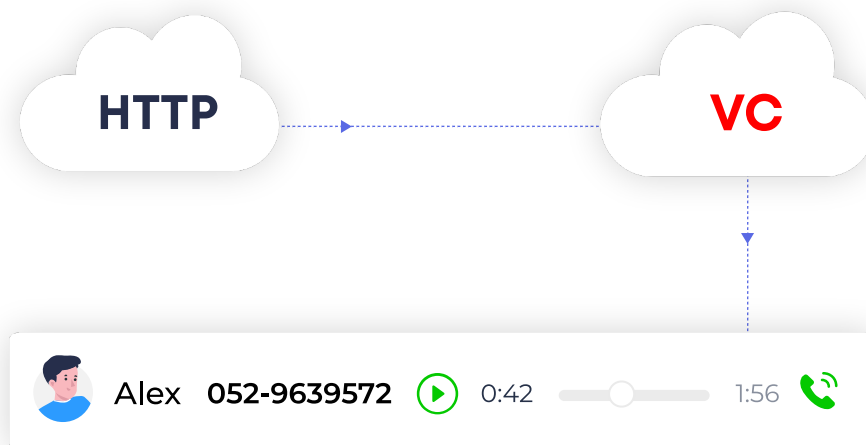


Active Calls API

Active calls API allows you to get a "snapshot" of your call center current telephony activity, by using a simple WEB request. You can also monitor your users and queues activity in any given moment.



General Explanation

The active calls API gives you a clear picture of how many active calls your organization currently have and/or how many calling clients are currently waiting in your queue/s.

You can also perform your own dedicated popup with this api when an agent answer and call they press a button in your crm system which triggers an api request to Voicenter Active Calls api.

GetExtensionsCalls

Returns data by a specific extension or all extensions in your call center.

URI

```
1 | https://monapisec.voicenter.co.il/comet/API/GetExtensionsCalls
```

Acceptable Request Types

- 1. POST-JSON
- 2. GET

Possible Response Formats

- 1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
code	Personal identifier, provided by Voicenter.	String	Mandatory
extension	In case you wish to get result for a specific extension. Extension SIP identifier, provided by Voicenter. If this field is not sent in the request, the API will return all extensions data.	String	Optional

Client Request Example (GET)

```
1 | https://monapisec.voicenter.co.il/comet/API/GetExtensionsCalls?code=XXXXXXXXXXXX&ext
```

Client Request Example (POST - JSON)

```

1  {
2    "code": "XXXXXXXXXXXXX",
3    "extension": "SIPSIP"
4  }

```

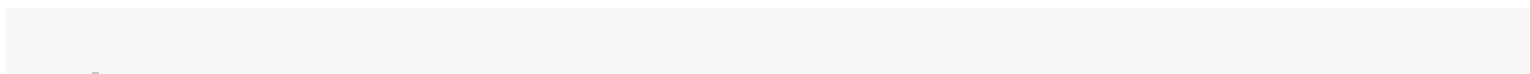
Voicenter Response Parameters

Field name	Description	Type
ERR	Response status: "0" – No errors. "1" – The request format is invalid. "2" – Either the sent parameters values are incorrect or Voicenter internal issue.	Integer
DESC	Response status description: "OK" – No errors. "Authorization failed." - The request format is invalid. "Internal error." – Either the sent parameters values are incorrect or Voicenter internal issue.	String
EXTENSIONS	JSON array type. List of the requested extensions.	Array
name	The Voicenter user name that the extension is associated with.	String
userID	The Voicenter user ID that the extension is associated with.	Integer
representative	The Voicenter user name that is currently logged in to the extension.	String
onlineUserID	The Voicenter user ID that is currently logged in to the extension.	Integer
username	The extension unique SIP code identifier.	String

Field name	Description	Type
onlineUserStatus	<p>The user status that is currently logged into the extension:</p> <p>"1" – Login.</p> <p>"2" – Logout. *</p> <p>"3" – Lunch.</p> <p>"5" – Administrative.</p> <p>"7" – Private.</p> <p>"9" – Other.</p> <p>"11" – Training.</p> <p>"12" - Team meeting.</p> <p>"13" – Brief.</p> <p>*Logout is the default status that is return in case there is no logged in user on an extension.</p>	Integer
calls	<p>JSON array type.</p> <p>Displays the currently active calls at the extension.</p>	Array
callStarted	The time that the call started in EPOCH time.	Integer
callAnswered	<p>The time that the call was answered in EPOCH time.</p> <p>In case the call was not answered yet, it will return "0".</p>	Integer
answered	<p>Was the call answered?</p> <p>"0" – No (or not yet).</p> <p>"1" – Yes.</p>	Integer
callername	Caller name that is shown at the destination phone (Supported only for Voicenter extensions).	String
callerphone	Caller caller ID.	String
callstatus	<p>The call status:</p> <p>"Ringing" – An incoming call is currently ringing at the extension.</p> <p>"Dialing" – In case the extension is making an outgoing call and the call was not answered yet.</p> <p>"Talking" – There is an ongoing conversation at the extension (an incoming or outgoing call).</p> <p>"Hold" – In case the call was put on "Hold".</p>	String

Field name	Description	Type
customdata	<p>JSON array type.</p> <p>Displays custom data that was sent to Voicenter.</p> <p>In addition, if a specific call has an origin call it will display here with the field name "OriginalIvrUniqueID".</p> <p>For example: if a call was first answered by one representative who then transferred it to another representative.</p> <p>The second part of the call that was transferred, will have in the "CustomData" field a ivrid value of the original call, thus associating both calls.</p>	Array
direction	<p>General call direction:</p> <p>"Incoming".</p> <p>"Outgoing".</p>	String
ivrid	<p>Displays the ID code of the specific call.</p> <p>Unique identifier.</p>	String
recording	<p>JSON array type.</p> <p>Displays the call recording data.</p>	Array
Filename	The recording file name.	String
IsMuted	<p>Displays if the current conversation is now recorded?</p> <p>"0" – Not muted. The conversation is now being recorded.</p> <p>"1" – Muted. The conversation is not being recorded now.</p> <p>With Mute Call API you can control which part of a call will be recorded.</p>	Integer
did	In case of an incoming call, displays the phone number that the caller dialed to.	String

Voicenter Response Example



```

1  {
2      "ERR":0,
3      "DESC":"OK",
4      "EXTENSIONS":[
5          {
6              "name":"User 1",
7              "representative":"User 1",
8              "username":"SIPSIP1",
9              "extensionID":875756567,
10             "userID":6946792,
11             "onlineUserID":0,
12             "onlineUserStatus":2,
13             "calls":[
14             ]
15         }
16         {
17             "name":"User 2",
18             "representative":"User 2",
19             "username":"SIPSIP2",
20             "extensionID":97483478,
21             "userID":46454322,
22             "onlineUserID":46454322,
23             "onlineUserStatus":1,
24             "calls":[
25                 {
26                     "callStarted":1602465818,
27                     "callAnswered":1602465819,
28                     "answered":1,
29                     "callername":"Voicenter",
30                     "callerphone":"0722776772",
31                     "callstatus":"Talking",
32                     "customdata":{
33                     }
34                     "direction":"Outgoing",
35                     "ivrid":"2020101201cc7b38df",
36                     "recording":{
37                         "Filename":"2020101201cc7b38df-aws-SIPSIP2-972722776772.mp3",
38                         "IsMuted":0
39                     }
40                     "did":""
41                 }
42             ]
43         }
44     ]
45 }

```

Returns data by a specific queue or all queues in your call center.

URI

```
1 | https://monapisec.voicenter.co.il/comet/API/GetQueuesCallers
```

Acceptable Request Types

- 1. POST - JSON
- 2. GET

Possible Response Formats

- 1. POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
code	Personal identifier, provided by Voicenter.	String	Mandatory
queue	In case you wish to get result for a specific queue. Queue ID identifier, provided by Voicenter. If this field is not sent in the request, the API will return all queues data.	String	Optional

Client Request Example (GET)

```
1 | https://monapisec.voicenter.co.il/comet/API/GetQueuesCallers?code=XXXXXXXXXXXX&queue=XXXXXX
```

Client Request Example (POST - JSON)

```

1  {
2    "code" : "XXXXXXXXXXXXX",
3    "queue" : "XXXXXXXXXX"
4  }

```

Voicenter Response Parameters

Field name	Description	Type
ERR	Response status: "0" – No errors. "1" – The request format is invalid. "2" – Either the sent parameters values are incorrect or Voicenter internal issue.	Integer
DESC	Response status description: "OK" – No errors. "Authorization failed." - The request format is invalid. "Queue is not found in this account" – In case the queue field value is incorrect. "Internal error." – Either the sent parameters values are incorrect or Voicenter internal issue.	String
QUEUES	JSON array type. List of the requested queues.	Array
Name	The queue name.	String
ID	The queue ID.	Integer
Weight	The current queue weight configuration.	Integer
Callers	JSON array type. Displays the active calls at the queue.	Array
Phone	Caller caller ID.	String

Field name	Description	Type
CallID	Displays the ID code of the specific call. Unique identifier.	String
JoinTime	The time that the call entered the queue in EPOCH time.	Integer
Duration	The time that the call is currently waiting in the queue in Seconds.	Integer

Voicenter Response Example

```
1  {
2    "ERR":0,
3    "DESC":"OK",
4    "QUEUES":[
5      {
6        "Name":"QUEUE 1",
7        "ID":12345678,
8        "Weight":5,
9        "Callers":[
10       {
11         "Phone":"0722776772",
12         "CallID":"202010131430590714966",
13         "JoinTime":1602599565,
14         "Duration":21
15       }
16     ]
17   }
18   {
19     "Name":"QUEUE 2",
20     "ID":87654321,
21     "Weight":0,
22     "Callers":[]
23   }
24 ]
25 }
```

