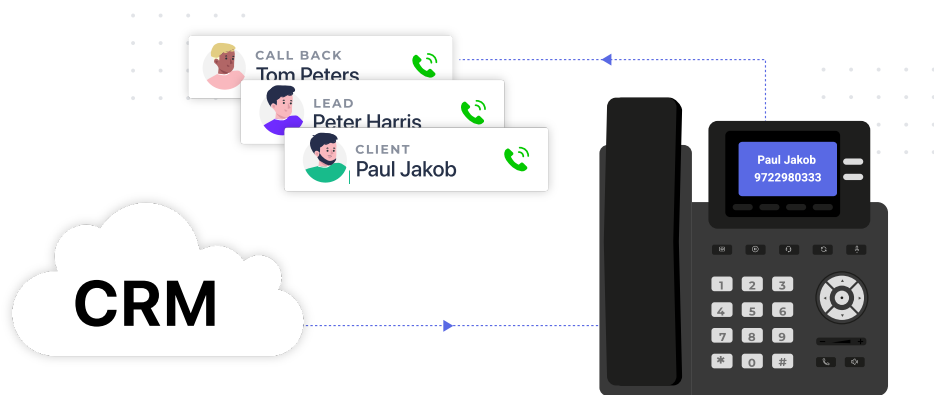


Dialer API

Using this API You will be able to upload or remove call destinations, stop and start campaigns, getting your organization campaigns list, and many more features this API provides.



General Explanation

The dialer api will allow you to connect to your customers faster than ever by allowing you to perform many dialer related actions straight through your CRM system.

This way you can manage the activity of your dialer campaigns via your CRM, in only one interface.

Some of the actions you can perform are:

1. Get a list of the campaigns in your Voicenter account.
2. Add or Remove destinations from a campaign.
3. Add or remove agents to a campaign.
4. Stop or start a campaign.
5. Update your IVR Dialer campaign.

When using the dialer API, firstly you will need to use the GetCampaignList method where you will get the active campaigns in your Voicenter account.

GetCampaignList

Returns all automatic dialer campaigns.

Voicenter auto dialer service allows users to manage several separate sessions called "Campaigns".

Each "Campaign" can have its own settings and can dial to different destinations simultaneously.

Most of this API methods requires a specific campaign code.

With GetCampaignList you can get all this data in one place.

URI

<https://api.voicenter.com/ForwardDialer/Dialer/GetCampaignList>

Acceptable Request Types

POST-JSON
GET

Possible Response Formats

POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Code	Personal identifier, provided by Voicenter.	String	Mandatory

Client Request Example (GET)

```
1 | https://api.voicenter.com/ForwardDialer/Dialer/GetCampaignList?Code=XXXXXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1 | {
2 |   "Code" : "XXXXXXXXXXXXX"
3 | }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Response status: "0" - No Errors.	Integer
Description	Response status description: "OK" - No errors.	String
Data	JSON array type. List of the requested automatic dialer campaigns, both active and non active campaigns.	Array
Name	The Voicenter campaign name.	String
StatusName	Campaign status: 1. "Enabled" - Active Campaign. 2. "Disabled" - Stopped Campaign.	String
TotalPendingCalls	The sum of waiting records destinations to be dial.	Integer
MaxPriority	Returns the highest priority value that was set for a call destination record in the campaign.	Integer
MinPriority	Returns the lowest priority value that was set for a call destination record in the campaign.	Integer
TotalAwaitingCalls	Relevant only for IVR dialer campaigns. The sum of waiting records destinations to be dial at the IVR dialer service. This field is more recommended to use then "TotalPendingCalls" for IVR dialer campaign. In case of agent dialer campaign the returned value will be "null".	Integer
Code	The campaign unique identifier code. Needed for the auto dialer API methods.	String

Voicenter Response Example

```
1  {
2    "Data": [
3      {
4        "Name": "Campaign1",
5        "StatusName": "Enabled",
6        "TotalPendingCalls": 23,
7        "MaxPriority": 1,
8        "MinPriority": 1,
9        "TotalAwaitingCalls": 23,
10       "Code": "XXXXXXXXXXXXXXXXXXXXXXXXXXXX"
11     }
12     {
13       "Name": "Campaign2",
14       "StatusName": "Enabled",
15       "TotalPendingCalls": 19,
16       "MaxPriority": 52,
17       "MinPriority": 1,
18       "TotalAwaitingCalls": null,
19       "Code": "XXXXXXXXXXXXXXXXXXXXXXXXXXXX"
20     }
21   ]
22   "ErrorCode": 0,
23   "Description": "OK"
24 }
```

AddCall

Using this method you will be able to add a single destination to your campaign.

In case you wish to add multiple destinations to a campaign, please use the next method:

AddCallsBulk.

URI

<https://api.voicenter.com/ForwardDialer/Dialer/AddCall>

Acceptable Request Types

1. POST-JSON

2. GET

Possible Response Formats

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory
Target	Call target destination phone number. Must be sent with the international prefix (for Israel destinations not mandatory).	String	Mandatory
CustomerName	Call target destination name.	String	Optional
CallerID	The phone number that will be display to the destination. Must be phone number in your Voicenter account.	String	Optional
Priority	Call target with higher priority values will dial before lower ones.	Integer	Optional
CustomData	You may set your own fields and values that will be associated with each call target destination. This data can be used for pop up and call log.	Array	Optional
OriginateTime	You can set calls to be dial at future date. EPOCH time format. In case this field is not sent in the request, the call will dial as soon as possible. Must be send together with "IsDateLocal" field.	Integer	Optional

Field name	Description	Type	Remarks
IsDateLocal	Whether the future call date will be in local time as set in the Voicenter Cpanel. In case "false" value was set, the call will be dialed at GMT 0. It is recommended to send "true" value. Must be send together with "OriginateTime" field.	Boolean	Optional
IgnoreDncStatus	In case you activated Voicenter Do-Not-Call-Me service, a service that checks whether to allow calling Israeli destinations, by adding this field to your Auto-Dialer service requests, you will be allowed to make calls to restricted destinations.	Boolean	Optional

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/AddCall?Campaign=XXXXXXXXXXXXXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXXXXXXXXXXXXXXXXXXX",
3   "Target": "0501234567",
4   "CustomerName": "John Doe",
5   "CallerID": "0722776772",
6   "Priority": 42,
7   "OriginateTime": 1602750000,
8   "IsDateLocal": "true",
9   "IgnoreDncStatus": "true",
10  "CustomerData": {
```

```
10      "CustomData":{
11          "var_LeadID":1234567,
12          "var_LeadCampaign":"Facebook"
13      }
14 }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Response status: "0" – No errors. "1" – Invalid campaign code. "2" – Target missing. "-2" – Number is invalid.	Integer
Description	Response status description: "OK" – No errors. "Invalid campaign code" – The sent campaign identifier is invalid. "Campaign code missing" - The "Campaign" field is mandatory. "Target missing" – The "Target" field is mandatory. "Number is invalid" – The "Target" format is invalid or missing.	String

Voicenter Response Example

```
1  [
2  ]
```

AddCallsBulk

This method allows you to add multiple destinations to a campaign.

URI

<https://api.voicenter.com/ForwardDialer/Dialer/AddCallsBulk>

Limits

1. Up to 100,000 destinations can be sent in a single request.
2. When sending up to 3,000 destinations, the response message will contain a detailed output for each destination that was sent(like in the response message below). Beyond this amount, a general response answer will be sent.

Acceptable Request Types

1. POST-JSON

Possible Response Formats

1. POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, by GetCampaignList (7.1) method.	String	Mandatory
Target	Call target destination phone number. Must be sent with the international prefix (for Israel destinations not mandatory).	String	Mandatory
CustomerName	Call target destination name.	String	Optional
CallerID	The phone number that will be display to the destination. Must be phone number in your Voicenter account.	String	Optional
Priority	Call target with higher priority values will dial before lower ones.	Integer	Optional

Field name	Description	Type	Remarks
CustomData	<p>You may set your own fields and values that will be associated with each call target destination.</p> <p>This data can be used for pop up and call log.</p>	Array	Optional
OriginateTime	<p>You can set calls to be dial at future date. EPOCH time format.</p> <p>In case this field is not sent in the request, the call will dial as soon as possible.</p> <p>Must be sent together with the "IsDateLocal" field.</p>	Integer	Optional
IsDateLocal	<p>Whether the future call date will be in local time as set in the Voicenter Cpanel.</p> <p>In case "false" value was set, the call will be dialed at GMT 0.</p> <p>It is recommended to send "true" value.</p> <p>Must be sent together with the "OriginateTime" field.</p>	Boolean	Optional
IgnoreDncStatus	<p>In case you activated Voicenter Do-Not-Call-Me service, a service that checks whether to allow calling Israeli destinations, by adding this field to your Auto-Dialer service requests, you will be allowed to make calls to restricted destinations.</p>	Boolean	Optional

Field name	Description	Type	Remarks
async	We return a detailed response answer for each destination sent up to an amount of 3,000 destinations per call. Beyond the aforementioned amount, the service returns a general response and does not specify. If a true value is passed in this field, the system will not allow sending an amount exceeding 3,000 destinations. In other words, the service is required to return a detailed response.	Boolean	Optional

Client Request Example (POST - JSON)

```
1  [
2    {
3      "Campaign": "XXXXXXXXXXXXXXXXXXXXXXXXXXXX",
4      "Target": "0501234567",
5      "CustomerName": "John Doe",
6      "CallerID": "0722776772",
7      "Priority": 42,
8      "OriginateTime": 1602750000,
9      "IsDateLocal": "true",
10     "IgnoreDncStatus": "true",
11     "CustomData": {
12       "var_LeadID": 1234567,
13       "var_LeadCampaign": "Facebook"
14     }
15   }
16   {
17     "Campaign": "XXXXXXXXXXXXXXXXXXXXXXXXXXXX",
18     "Target": "0501234568"
19   }
20 ]
```

Voicenter Response Parameters

Field name	Description	Type
AddResult	A list of all the sent calls destinations in the client request and their upload confirmation results.	Array
Target	The sent call destination in the client request.	String
ErrorCode	Response status: "0" – No errors. "1" – Invalid campaign code. "2" – Target missing. "-2" – Number is invalid.	Integer
Description	Response status description: "OK" – No errors. "Invalid campaign code" – The sent campaign identifier is invalid. "Campaign code missing" - The "Campaign" field is mandatory. "Target missing" – The "Target" field is mandatory. "Number is invalid" – The "Target" format is invalid or missing.	String
CustomData	The sent costume data in the client request. JSON array.	Array

Voicenter Response Example

```
1  {
2    "AddResult": [
3      {
4        "Target": "0501234567",
5        "ErrorCode": 0,
6        "Description": "OK",
7        "CustomData": {
8          "var_LeadID": 1234567,
9          "var_LeadCampaign": "Facebook"
10       }
11     }
12   ]
13 }
```

```
13         "target": "0501234567",
14         "errorCode": 0,
15         "description": "OK",
16         "customData": {
17             }
18     }
19 ]
20 "errorCode": 0,
21 "description": "OK"
22 }
```

RemoveCall

You can use this method to remove a destination from a campaign.

URI

https://api.voicenter.com/ForwardDialer/Dialer/RemoveCall

Acceptable Request Types

- 1.POST-JSON
- 2. GET

Possible Response Formats

- 1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory
Target	Call target destination phone number you wish to remove. Must be sent with the international prefix (for Israel destinations not mandatory).	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/RemoveCall?Campaign=XXXXXXXXXXXXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXXXXXXXXXXXXXXXXXX",
3   "Target": "0501234567"
4 }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Response status: "0" – No errors. "1" – Invalid campaign code. "2" – Target missing.	Integer
Description	Response status description: "OK" – No errors. "Invalid campaign code" – The sent campaign identifier is invalid. "Campaign code missing" - The "Campaign" field is mandatory. "Target missing" – The "Target" field is mandatory.	String

Voicenter Response Example

```
1 {
2   "ErrorCode": 0,
3   "Description": "OK"
4 }
```

***Important.**

In case the "Target" value that was sent in the client request does not exist in the campaign, the response will still be "OK". It will just not remove any call destination.

In case the campaign has duplicate calls destinations, it will remove all duplicates targets.

ClearCampaignCalls

This method removes all calls destination from a campaign.

Totally clear a campaign from all its records.

URI

<https://api.voicenter.com/ForwardDialer/Dialer/ClearCampaignCalls>

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

- 1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/ClearCampaignCalls?Campaign=XXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1  {
2    "Campaign": "XXXXXXXXXXXXXXXXXXXXXXXXXXXX"
3  }
```

Voicenter Response Parameters

Field name	Description	Integer
ErrorCode	Response status: "0" – No errors. "4" – Invalid campaign code.	Integer
Description	Response status description: "OK" – No errors. "Internal error occurred." – The sent campaign identifier is invalid.	String

Voicenter Response Example

```
1  {
2    "ErrorCode": 0,
3    "Description": "OK"
4  }
```

GetMembersList

Returns all the representatives that were listed to make calls in a campaign.
This method is only relevant for campaign type – "Agent Dialer".

URI

<https://api.voicenter.com/ForwardDialer/Dialer/GetMembersList>

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

- 1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/GetMembersList?Campaign=XXXXXXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXXXX"
3 }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Response status: "0" – No errors.	Integer
Description	Response status description: "OK" – No errors.	String

Field name	Description	Type
Data	JSON array type. List of the members in a campaign.	Array
DisplayName	Voicenter extension name.	String
Member	Voicenter extension unique identifier. Extension SIP code.	String

Voicenter Response Example

```
1  {
2    "Data": [
3      {
4        "Member": "SIPSIP1",
5        "DisplayName": "Walter Melon"
6      }
7      {
8        "Member": "SIPSIP2",
9        "DisplayName": "John Doe"
10     }
11   ]
12   "ErrorCode": 0,
13   "Description": "OK"
14 }
```

AddMember

This method allows you to add an agent to a campaign.
This method is only relevant for campaign type – "Agent Dialer".

URI

<https://api.voicenter.com/ForwardDialer/Dialer/AddMember>

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory
Member	Voicenter extension unique identifier. Extension SIP code.	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/AddMember?campaign=XXXXXXXXXXXXXXXXXXXXX
2 &member=SIPSIP1
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXX",
3   "Member": "SIP1SIP1"
4 }
```

Voicenter Response Parameters

Field name	Description	Type
------------	-------------	------

Field name	Description	Type
ErrorCode	Response status: "0" – No errors. "2" – An issue with the Member value that was sent..	Integer
Description	Response status description: "OK" – No errors. "Member Missing" – The "Member" field is mandatory.	String
Data	JSON array type.	Array
TotalAdded	The amount of added members to a campaign. In case, the value is "-1" – the action was not successful. The sent member was not added.	Integer

Voicenter Response Example

```

1  {
2    "Data":{
3      "TotalAdded":2
4    }
5    "ErrorCode":0,
6    "Description":"OK"
7  }
```

RemoveMember

This method allows you to remove an agent from a campaign.
This method is only relevant for campaign type – "Agent Dialer".

URI

<https://api.voicenter.com/ForwardDialer/Dialer/RemoveMember>

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory
Member	Voicenter extension unique identifier. Extension SIP code.	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/RemoveMember?campaign=XXXXXXXXXXXXXXXXX
2 &member=SIPSIP1
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXXXXXXX",
3   "Member": "SIP1SIP1"
4 }
```

Voicenter Response Parameters

Field name	Description	Type
------------	-------------	------

Field name	Description	Type
ErrorCode	Response status: "0" – No errors. "2" – An issue with the Member value that was sent.	Integer
Description	Response status description: "OK" – No errors. "Member Missing" – The "Member" field is mandatory.	String
Data	JSON array type.	Array
TotalRemoved	The amount of removed members from a campaign. In case, the value is "0" – the action was not successful. The sent member was not removed.	Integer

Voicenter Response Example

```

1  {
2    "Data":{
3      "TotalRemoved":2
4    }
5    "ErrorCode":0,
6    "Description":"OK"
7  }
```

StopCampaign

Pausing an active campaign from dialing to it's destinations.

URI

<https://api.voicenter.com/ForwardDialer/Dialer/StopCampaign>

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by Voicenter or by GetCampaignList (7.1) method.	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/StopCampaign?campaign=XXXXXXXXXXXXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXX"
3 }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Response status: "0" – No errors. "1" – An issue with the Campaign value that was sent.	Integer

Field name	Description	Type
Description	Response status description: "OK" – No errors. "Invalid campaign code" – An issue with the Campaign value that was sent.	String

Voicenter Response Example

```
1  {
2    "ErrorCode":1,
3    "Description":"Invalid campaign code"
4  }
```

StartCampaign

If a campaign is currently paused, this action will resume it to dial to the destinations.

URI

https://api.voicenter.com/ForwardDialer/Dialer/StartCampaign

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

- 1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/StartCampaign?campaign=XXXXXXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXXXX"
3 }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Response status: "0" – No errors. "1" – An issue with the Campaign value that was sent.	Integer
Description	Response status description: "OK" – No errors. "Invalid campaign code" – An issue with the Campaign value that was sent.	String

Voicenter Response Example

```
1 {
2   "ErrorCode": 1,
3   "Description": "Invalid campaign code"
4 }
```

GetCampaignPendingCalls

Returns a list of all waiting to be dialed calls destinations.

URI

https://api.voicenter.com/ForwardDialer/Dialer/GetCampaignPendingCalls

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

- 1.JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Personal identifier, provided by Voicenter.	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/GetCampaignPendingCalls?Campaign=XXXXX
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXXXXXXXXXXX"
3 }
```

Voicenter Response Parameters

Field name	Description	Type
------------	-------------	------

Field name	Description	Type
ErrorCode	Response status: "0" – No errors. "2" – An issue with the Campaign value that was sent.	Integer
Description	Response status description: "OK" – No errors. "Internal error occurred" – An issue with the Campaign value that was sent.	String
Data	JSON array type. Contains: 1. Campaign – General data. 2. Calls - List of the waited to be dialed calls	Array
Campaign	JSON array type. The campaign general data.	Array
Name	The Voicenter campaign name.	String
StatusName	Campaign status: "Enabled" – Active campaign. "Disabled" – Stopped campaign.	String
TotalPendingCalls	The sum of waiting records destinations to be dial.	Integer
MaxPriority	Returns the highest priority value that was set for a call destination record in the campaign.	Integer
MinPriority	Returns the lowest priority value that was set for a call destination record in the campaign.	Integer
TotalAwaitingCalls	Relevant only for IVR dialer campaigns. The sum of waiting records destinations to be dial at the IVR dialer service. This field is more recommended to use then "TotalPendingCalls" for IVR dialer campaign. In case of agent dialer campaign the returned value will be "null".	Integer

Field name	Description	Type
Code	The campaign unique identifier code. Needed for the auto dialer API methods.	String
Calls	JSON array type. List of the waited to be dialed calls.	Array
Phone	Call target destination phone number. Must be sent with the international prefix (for Israel destinations not mandatory).	String
CustomerName	Call target destination name.	String
CallerID	The phone number that will be display to the destination. Must be phone number in your Voicenter account. This field will display value only if this data was sent via API request.	String
Priority	Call target with higher priority values will dial before lower ones.	Integer
CustomData	You may set your own fields and values that will be associated with each call target destination. This data can be used for pop up and call log.	Array
OriginateTime	You can set calls to be dial at future date. EPOCH time format. In case this field is not sent in the request, the call will dial as soon as possible. Must be send together with "IsDateLocal" field.	Integer

Field name	Description	Type
IsDateLocal	Whether the future call date will be in local time as set in the Voicenter Cpanel. In case "false" value was set, the call will be dialed at GMT 0. It is recommended to send "true" value. Must be send together with "OriginateTime" field.	Boolean
CallStatus	JSON array type. The status of the waited to be dialed call.	Array
Status	"1" – A call pending to be dial.	Integer
Description	"Pending" - A call pending to be dial.	String

Voicenter Response Example

```
1  {
2    "Data":{
3      "Calls":[
4        {
5          "Phone":"972525599100",
6          "CallerID":"",
7          "CallerName":"",
8          "OriginateTime":1602819000,
9          "Priority":42,
10         "CustomerName":"John Doe",
11         "CallStatus":{
12           "Status":1,
13           "Description":"Pending"
14         }
15         "CustomData":{
16           "var_test1":"1",
17           "var_test2":"some value"
18         }
19       }
20     }
21     "Phone":"972525599100",
22     "CallerID":"",
23     "CallerName":"",
24     "OriginateTime":1602755000,
25     "Priority":42,
26     "CustomerName":"John Doe"
```

```

26         "CustomerName": "JOHN DOE",
27         "CallStatus": {
28             "Status": 2,
29             "Description": "Originated"
30         }
31         "CustomData": {
32             "var_test1": "1",
33             "var_test2": "some value"
34         }
35     }
36 ]
37 "Campaign": {
38     "Name": "Campaign2",
39     "StatusName": "Enabled",
40     "TotalPendingCalls": 4,
41     "TotalOriginatedCalls": 0,
42     "MaxPriority": 42,
43     "MinPriority": 42,
44     "TotalAwaitingCalls": -1,
45     "Code": "jngqka3lF7n1ujPZb0eEJsMzfVaoU2jp"
46 }
47 }
48 "ErrorCode": 0,
49 "Description": "OK"
50 }

```

UpdateCall

Will update an existing call target destination.

*In case call target does not exist in the campaign, it will add it (AddCall method 6.2).

URI

<https://api.voicenter.com/ForwardDialer/Dialer/UpdateCall>

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

- 1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory
Target	Call target destination phone number. Must be sent with the international prefix (for Israel destinations not mandatory).	String	Mandatory
CustomerName	Call target destination name.	String	Optional
CallerID	The phone number that will be display to the destination. Must be phone number in your Voicenter account.	String	Optional
Priority	Call target with higher priority values will dial before lower ones.	Integer	Optional
CustomData	You may set your own fields and values that will be associated with each call target destination. This data can be used for pop up and call log.	Array	Optional
OriginateTime	You can set calls to be dial at future date. EPOCH time format. In case this field is not sent in the request, the call will dial as soon as possible. Must be send together with "IsDateLocal" field.	Integer	Optional

Field name	Description	Type	Remarks
IsDateLocal	Whether the future call date will be in local time as set in the Voicenter Cpanel. In case "false" value was set, the call will be dialed at GMT 0. It is recommended to send "true" value. Must be send together with "OriginateTime" field.	Boolean	Integer

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/UpdateCall?Campaign=XXXXXXXXXXXXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXXXXXXXXXXXXXXXXXX",
3   "Target": "0501234567",
4   "CustomerName": "John Doe",
5   "CallerID": "0722776772",
6   "Priority": 42,
7   "OriginateTime": 1602750000,
8   "IsDateLocal": "true",
9   "CustomData": {
10    "var_LeadID": 1234567,
11    "var_LeadCampaign": "Facebook"
12  }
13 }
```

Voicenter Response Parameters

Field name	Description	Integer
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Field name	Description	Integer
ErrorCode	Response status: "0" – No errors. "1" – Invalid campaign code. "2" – Target missing. "-2" – Number is invalid.	Integer
Description	Response status description: "OK" – No errors. "Invalid campaign code" – The sent campaign identifier is invalid. "Campaign code missing" - The "Campaign" field is mandatory. "Target missing" – The "Target" field is mandatory. "Number is invalid" – The "Target" format is invalid or missing.	String

Voicenter Response Example

```
1 {
2   "ErrorCode":0,
3   "Description":"OK"
4 }
```

GetCampaignDetails

Returns details for requested campaign.

URI

<https://api.voicenter.com/ForwardDialer/Dialer/GetCampaignDetails>

Acceptable Request Types

- 1.POST-JSON
- 2.GET

Possible Response Formats

- 1.POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory

Client Request Example (GET)

```
1 https://api.voicenter.com/ForwardDialer/Dialer/GetCampaignDetails?Campaign=XXXXXXXXXX
```

Client Request Example (POST - JSON)

```
1 {
2   "Campaign": "XXXXXXXXXXXXXXXXXXXXXXX"
3 }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Response status: "0" – No errors.	Integer
Description	Response status description: "OK" – No errors.	String
Data	JSON array type. List of the requested automatic dialer campaigns.	Array
Name	The Voicenter campaign name.	String

Field name	Description	Type
StatusName	Campaign status: "Enabled" – Active campaign. "Disabled" – Stopped campaign.	String
TotalPendingCalls	The sum of waiting records destinations to be dial.	Integer
MaxPriority	Returns the highest priority value that was set for a call destination record in the campaign.	Integer
MinPriority	Returns the lowest priority value that was set for a call destination record in the campaign.	Integer
TotalAwaitingCalls	Relevant only for IVR dialer campaigns. The sum of waiting records destinations to be dial at the IVR dialer service. This field is more recommended to use then "TotalPendingCalls" for IVR dialer campaign. In case of agent dialer campaign the returned value will be "-1".	Integer
Code	The campaign unique identifier code. Needed for the auto dialer API methods.	String

Voicenter Response Example

```
1  {
2    "Data":{
3      "Name":"Campaign1",
4      "StatusName":"Enabled",
5      "TotalPendingCalls":23,
6      "MaxPriority":1,
7      "MinPriority":1,
8      "TotalAwaitingCalls":23,
9      "Code":"XXXXXXXXXXXXXXXXXXXXXXXXXXXX"
10   }
11   "ErrorCode":0,
12   "Description":"OK"
13 }
```

Field name	Description	Type	Remarks
Campaign	Campaign unique identifier, provided by GetCampaignList (7.1) method.	String	Mandatory
setQueueForMonitoring	Queue unique identifier. Can be found in the "Queues" section in the Cpanel.	Integer	Mandatory
setQueueMaximumCallers	Maximum amount of waiting calls in the selected queue. Value must be greater than "0".	Integer	Mandatory
setCoefficient	The campaign dialing call rate coefficient value. Value must be greater than "1".	Integer	Mandatory

```
1  {
2    "Campaign": "xxxxxxxxxxxxxxxxxxxxxx",
3    "setQueueForMonitoring": 123456789,
4    "setQueueMaximumCallers": 1,
5    "setCoefficient": 2
6  }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Response status: "0" – No errors.	Integer
Description	Response status description: "OK" – No errors.	String

Voicenter Response Example

```
1 {  
2   "ErrorCode":0,  
3   "Description":"OK"  
4 }
```