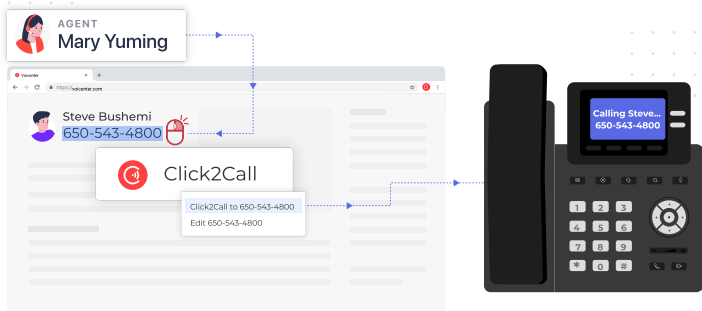


# Click2Call API

Click2Call enables executing direct phone calls, with just the click of a button. It's super easy to implement and integrate, using our ready-to-use code. This great and versatile API integration can really make a difference, wherever you assimilate it



- Initiating phone-calls from any available representative or salesperson -automatically!(Great performance booster, fully personalize to any duration).
- Trigger and initiate an automatic call-back to any 'Contact us' lead or customer, the moment they click the 'Apply/Send' button. Imagine their WOW, and your conversion rates.
- Integrate click2call to your CRM, will improve your performance and make sure you fully-deliver your SLA ([http://en.wikipedia.org/wiki/Service-level\\_agreement](http://en.wikipedia.org/wiki/Service-level_agreement)) as endorsed.

## The Click-To-Call API works as follows:

The API for each call you initiate activates **2 "legs"**:

1. **"Leg 1"** is the first call the agent receives to his extension after initiating a call. This is set by the "Phone" parameter where you input the ID of the agent's extension.
2. **"Leg 2"** is the call to the chosen destination (following an answer to the leg 1 call), this is set by configuring the client's phone number in the target parameter.

## General Click2Call API description:

### API URI

```
1 | https://api.voicenter.com/forwardDialer/click2call.aspx
```

## Capabilities of the API

This API allows you to initiate any of the following 3 types of calls:

1. Simple outgoing call.
2. Callback and click to IVR.
3. Terminate calls.

## Acceptable request types

1. POST-JSON
2. GET

## Possible Response formats

To control the format of the response please provide your desired format in the request:

1. XML (default)
2. POST-JSON

## Request Example GET Format

```
1 https://api.voicenter.com/ForwardDialer/click2call.aspx?phone=XXXXXXX&target=057XXXXXXX&code=XXXXXXXXXX&action=c
```

## Request Example POST-JSON Format

```
1 {
2   "code": "XXXXXXXXXX",
3   "phone": "APIAPIAPI",
4   "action": "call",
5   "target": "0512345678"
6 }
```

## Call Action Request Parameters

Parameter	Description	Appearance
Phone	<p>First destination to dial. Phone number or Voicenter extension. Phone must be in E164 format, but without the plus sign. If the phone is Israeli, format can be 0*****. In case of dialing to an extension behind a SIP Trunk, please set Phone=SIPTRUNK. In case of extension dependency on user login please set: phone=logincode phonelogincode=[login code].</p>	Mandatory
target	<p>Second destination to dial. Phone number or Voicenter extension. Phone should be in E164 format, but without the leading plus (+) sign. If the Target is Israeli, format can be 0***** too.</p>	Mandatory
code	Caller identity token, attainable from our back office department.	mandatory
action	Call (action-call).	mandatory
record	<p>Record the call. Acceptable values: true / false. If not provided set to false.</p>	Optional
phonecallerid	<p>Caller id of the phone. Not supported by all providers.</p>	Optional
phonecallername	<p>Caller name of the phone. Not supported by all providers.</p>	Optional

Parameter	Description	Appearance
targetcallerid	Caller id of the target. Not supported by all providers.	Optional
targetcallername	Caller name of the target. Not supported by all providers.	Optional
phonemaxdialtime	Phone maximum dialtime, in seconds. If not provided set to 60 seconds.	Optional
targetmaxdialtime	Target maximum dial time, in seconds. If not provided set to 60 seconds.	Optional
maxduration	Maximum call duration in seconds. If not provided set to 7200 seconds.	Optional
phoneautoanswer	Only for Voicenter extensions. Expecting true or 1 for phone automatic answer. If not specified set to false.	Optional
targetautoanswer	Only for Voicenter extensions. Expecting for true or 1 for target automatic answer If not specified set to false.	Optional
checkphonedevicestate	Block call if extension offline.	Optional
checktargetdevicestate	Block call if extension offline.	Optional
language	Specify languageforsystem recordings/prompts/etc. Acceptable format is [he/en/ru/ etc...].	optional
vm_id	Voicemailcode. Only for Voicenter extension.	Optional
format	Control the format of the response. Possible formats : 1. XML 2. JSON The default is XML.	Optional
var_*	Any custom parameter with "var_" prefix. For example: var_customer=2342 This parameter used in: 1.Voicenter chrome notification extension 2.Voicenter desktop notification program 3.CDR to CRM API The limit is 10 parameters. https://api.voicenter.co.il/ForwardDialer/click2call.aspx? phone=XXXXXXXXX&target=057XXXXXXXXX&code=XXXXXXXXXXXX&action=call &var_accountID=12345678&var_agentID=1234567	Optional

## Terminate Action

The Click-To-Call provides you with the option not just initialing calls but also allow the agent to end an active call.

### Table Parameters

Parameter	Description	Appearance
Phone	Voicenter extension To hang up.	Mandatory
code	Caller identity for you account, provided by our Backoffice department.	Mandatory
action	terminate (action=terminate).	Mandatory

## Click-To-Call API Response

After you make an api request we provide with you with a response to signal if your request was successful or not. The response will be in XML format (XML-RPC structure) or JSON.

The fields are as follows:

### 1. ERRORCODE (Integer) List:

Code	Description
0	OK
1	Invalid request parameters
2	Application error
3	The representative's extension is offline
4	Extension blocked for Click2Call calls

2. **ERRORMESSAGE (String)** - A short sentence describing the issue.

3. **CALLID** - String (32 chars), Unique code of the call, in case of failure is empty.

## XML Response Example

```

1  <methodResponse>
2  <params>
3  <param>
4  <value>
5  <struct>
6  <member>
7  <name>ERRORCODE</name>
8  <value><string>1</string></value>
9  </member>
10 <member>
11 <name>ERRORMESSAGE</name>
12 <value><string>Phone is missing</string></value>
13 </member>
14 <member>
15 <name>CALLID</name>
16 <value><string></string></value>
17 </member>
18 </struct>
19 </value>
20 </param>
21 </params>
22 </methodResponse>

```

# JSON Response Example

```
1 {  
2   "ERRORCODE":0,  
3   "ERRORMESSAGE":"OK",  
4   "CALLID":"sdfsdfsdfsdfsdfsdfsdfsdfsdf0brp"  
5 }
```