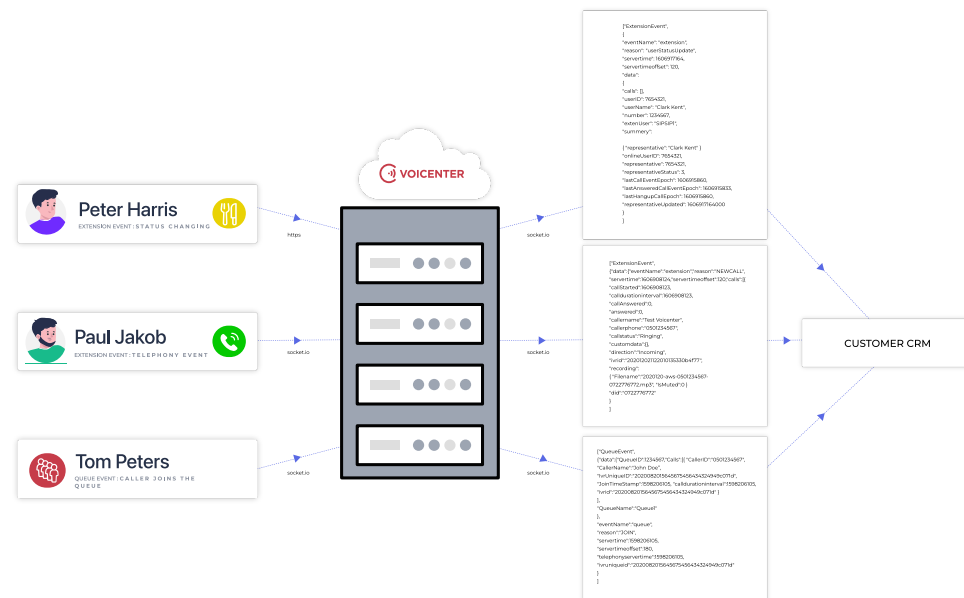


Real Time API

You can use the Real Time API to get events of calls and call status changes as well as user status changes in your organization.

By implementing The Real Time API in your system you can create pop-up screen, real-time dashboard and many more functionalities where you will be able to utilize your business logic along with you telephony activity.



General Explanation

Voicenter RealTime API uses events (in JSON format) to showcase the telephony activity of your account.

The events are sent via socket communication with Voicenter APIs and backbends.

You can use these event to create a popup or in case you are not using chrome browser the Real Time API will allow you to receive calling client's phone number in incoming calls.

This API suit for single page applications and using this API will allow you to do many other automated processes within your organization.

The Events SDK is used to communicate with Voicenter servers in order to receive real-time data via sockets.

Underneath, the events SDK uses socket.io to send and receive events.

You can access our Voicenter Real time Events SDK library by pressing **here** or NuGet library for VoicenterEventsSDK.NET **here**.

Login type

To use the Realtime API, your organization will need to login to the service. There are two types of connections to the service - User/Account.

User loginType

User - If you wish to receive events per user, you can use the credentials of each users that can be obtained via Voicenter Cpanel interface.

User login Type example

```
1 let sdk = new EventsSDK({
2   loginType: 'user',
3   email: 'email@email.com',
4   password: 'password',
5 });
```

Account Login Type

If you wish to receive events of your entire account, you can use your account credentials or account token (provided by Voicenter).

Account login Type example

```
1 let sdk = new EventsSDK({
2   loginType: 'account',
3   username: 'username',
4   password: 'password',
5 });
```

Account token loginType example

```
1 let sdk = new EventsSDK({
2   loginType: 'token',
3   useLoginApi: true,
4   token: 'token',
5 });
```

HTML (WebSocket) connection example – Client Side

```
1  <html>
2  <head></head>
3  <body>
4    Status: <span id="status-txt">Disconnected</span>
5    <br/>
6    <br/>
7    <div id="response-body"></div>
8  </body>
9  </html>
10 <!-- Events SDK -->
11
12 <script src="https://cdn.voicenter.co/cdn/events-sdk/voicenter-events-sdk.umd.js"></script>
13
14 <script>
15   let sdk = new EventsSDK({
16     loginType: 'user',
17     email: 'email@email.com',
18     password: 'password',
19   });
20   sdk.init().then(function () {
21     // Success login event
22     sdk.on('loginSuccess', function (response) {
23       document.getElementById("status-txt").innerHTML = "Connected";
24     });
25     // Extension event
26     sdk.on('ExtensionEvent', function (response) {
27       console.log(response);
28       const cur = document.getElementById("response-body");
29       cur.innerHTML = cur.innerHTML + response.data.reason + "<br />";
30     });
31     // After logging in, receive all extensions statuses
32     sdk.on('AllExtensionsStatus', function (response) {
33       console.log(response);
34     });
35   });
36 </script>
```

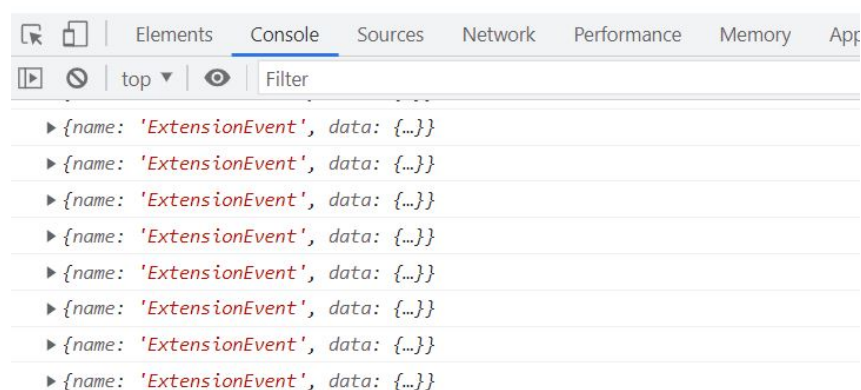
HTML sample project output example.

First glance of the initial page will reveal connection status and ongoing events of the user/account.

In order to view details of events, please go to your browser's diagnostic tools. (Normally done by pressing the F12 key).

Status: Connected

userStatusUpdate
userStatusUpdate
userStatusUpdate
NEWCALL
ANSWER
HANGUP
NEWCALL
NEWCALL
HANGUP
ANSWER
userStatusUpdate
NEWCALL
HOLD
ANSWER
HANGUP
HANGUP



C# (WebSocket) connection example – Server Side

You can learn more from our demo **GitHub** repository.

```
1 using Newtonsoft.Json.Linq;  
2 using System;  
3 using System.Collections.Generic;  
4 using System.Linq;  
5 using System.Text;  
6 using System.Threading.Tasks;  
7 using VoicenterRealtimeAPI;  
8 namespace ConsoleApp1  
9 {  
10 class Program  
11 {
```

```

12 static void Main(string[] args)
13 {
14     //Logger
15     VoicenterRealtime voicenterRealtime = new VoicenterRealtime();
16     Logger.onLog += (object sender, VoicenterRealtimeLogger e) =>
17     {
18         Console.WriteLine(e.message);
19     };
20     //Listener
21     VoicenterRealtimeListener socket = voicenterRealtime.Token("XXXXX").Init();
22     socket.OnEvent += OnEventHandler;
23     socket.Listen();
24     Console.ReadLine();
25 }
26 }
27 }

```

This will be the response after the connection:



```

CONNECTED to https://monitor2.voicenter.co/
-----
loginSuccess
{
  "servertime": 1611501743,
  "servertimeoffset": 120,
  "errorCode": 0,
  "errorDesc": "OK"
}
-----
loginStatus
{
  "queues": [],
  "servertime": 1611501743,
  "servertimeoffset": 120,
  "errorCode": 0,
  "errorDesc": "OK"
}
-----
AllExtensionsStatus
{
  "extensions": [

```

RealTime API – Events Types

The Voicenter web socket server has the following types of events sent to your client in real time.

While connected with the appropriate web socket containing the right permissions. The data is sent in POST JSON format.

1. Initial message
2. loginSuccess
3. loginStatus
4. AllExtensionStatus
5. QueueEvents
6. ExtensionEvent

Initial message

This type of event will be sent in the initial login connection request.
The sent data in this event describes the initial socket settings.
Mainly for Voicenter use.

Field Name	Description	Type
sid	Socket id - a unique code referring to this specific connection of socket that was established.	String
Upgrades	The list of possible transport upgrades.	Array
pingInterval	The Interval the of socket.io protocol.	Integer
pingTimeout	The timeout Interval of the socket.io protocol.	Integer

Initial message Response

```
1  {
2    sid: "WF-eNmG0VbGkSn1wbD3n",
3    upgrades: [],
4    pingInterval: 60000,
5    pingTimeout: 180000
6  }
```

loginSuccess

This type of event will be sent in the initial login connection request in case of a successful connection only.
In case of wrong user name or password or token, you will receive a 401 ("Unauthorized") or 500 ("Unexpected token") http error.

loginSuccess parameters

Field Name	Description	Type
errorCode	0 - Connection was establishing successfully.	Integer

Field Name	Description	Type
errorDesc	“Ok” - Connection was establishing successfully.	String
servertime	The Interval the of socket.io protocol.	Integer
servertimeoffset	The timeout Interval of the socket.io protocol.	Integer

loginSuccess parameters Example

```

1  {
2    errorCode: 0,
3    errorDesc: "OK"
4    servertime: 1597930812,
5    servertimeoffset: 180,
6  }
```

loginStatus

This type of event will be sent only in case of a successful connection.

The event describes the list of monitored queues on this active connection.

The list of monitored queues will only be sent if the login connection was made with account credentials or account token.

If the login connection type is by user credentials, only the user’s extension assigned queues will return.

loginStatus Parameters

Field Name	Description	Type
errorCode	0 – ok. no errors.	Integer
errorDesc	“Ok” - Connection was establishing successfully.	String
servertime	The Interval the of socket.io protocol.	Integer

Field Name	Description	Type
servertimeoffset	The timeout Interval of the socket.io protocol.	Integer
Queues	A list of the monitored queues.	Array
QueueID	Voicenter queue ID.	Integer
QueueName	Voicenter queue name.	String
Calls	A list of the current waiting calls in a specific queue. If there are no waiting calls in the specific queue the array will be empty.	Array
CallerID	The caller caller ID.	String
CallerName	The caller caller name. In Voicenter calls you can show a string value for a call. Not supported by all providers	String
IvrUniqueID	The call unique Voicenter ID.	String
Ivrid	The call unique Voicenter ID (same as the field described above).	String
JoinTimeStamp	When the call was entered to the queue (epoch).	Integer

loginStatus Example

```
1  ["loginStatus",
2  {
3    "servertime":1597941727,
4    "queues":[
5      {
6        "Calls":[
7          {
8            "CallerID":"0501234567",
9            "CallerName":"John Doe",
10           "IvrUniqueID":"2020082015645675456434324949c071d",
11           "JoinTimeStamp":1597941709,
12
13           "ivrid":"2020082015645675456434324949c071d"
14         }
15       ]
16     }
17   ]
18 }
```



```
15  ],
16  "QueueID":12345678,
17  "QueueName": "Queue1"
18  },
19  {
20  "Calls":[],
21  "QueueID":12345679,
22  "QueueName": "Queue2"
23  }
24  ],
25  "errorCode":0
26  }
27  ]
```

AllExtensionStatus

This type of event will be sent in case of a successful connection only.

The event describes the list of active monitored extensions on this active connection.

The list of monitored extensions will only be sent if the login connection was made with account credentials or account token.

If the login connection type is by user credentials, the extensions list returns the current logged in user’s extension.

AllExtensionStatus Table

Field name	Description	Type
errorCode	0 – ok. no errors.	Integer
errorDesc	“Ok” - Connection was establishing successfully.	String
servertime	The Interval the of socket.io protocol.	Integer
servertimeoffset	The timeout Interval of the socket.io protocol.	Integer
extensions	A list of the monitored extensions.	Array

Field name	Description	Type
userID	Voicenter user ID. The user that the extensions is assigned to. Each extension is assigned to a user.	Integer
onlineUserID	The user ID of the user that is currently logged on to the extension. In case the representatives in your organization login in each shift to a different extension, this field will show the name of the representative that is currently working at the extension.	Integer
userName	Voicenter user name. The user that the extensions is assigned to.	String
number	Voicenter extension ID.	Integer
extenUser	Sip username of the extension.	String
representative	The user ID of the user that is currently logged on to the extension. In case the representatives in the organization login in each shift to a different extension, this field will show the name of the representative that is currently working at the extension.	Integer
summery	In this array, we sent the name of the representative that is working with the extension. In case no representative made a login action to the extension, the name of the user that the extension is assigned to will be sent. Only the field which is sent in this array is “representative” with a String value.	Array
representativeStatus	The current login status ID of the connected user. A value between 1-13 indicating the online user status.	Integer

Field name	Description	Type
representativeUpdated	The time of the last user status change.	Integer
lastCallEventEpoch	When was the last time a call was made in the extension, Epoch time.	Integer
lastAnsweredCallEventEpoch	When was the last time a call was answered in the extension, Epoch time.	Integer
lastHangupCallEpoch	When was the last time a call was ended in the extension, Epoch time.	Integer
Calls	A list of the current active calls in the extension. If there are no dialing\ringing calls in the specific extension the list will be empty.	Array
CallerID	The caller caller ID.	String
CallerName	The caller caller name. In Voicenter calls you can show a string value for a call. Not supported by all providers.	String
lvrUniqueID	The call unique Voicenter ID.	String
lvrid	The call unique Voicenter ID (same as the field described above).	String
JoinTimeStamp	When the call was entered to the queue (epoch).	Integer

AllExtensionStatus Example

```
1  ["AllExtensionsStatus",
2  {
3    "servertime":1597945606,
4    "extensions":
5    [
6      {
7        "calls":[],
8        "userID":12345678,
9        "userNames":["Clark Kent"]
```

```

9      "username": "Clark Kent",
10     "number": 9876543,
11     "onlineUserID": 12345678,
12     "extenUser": "SIPSIP1",
13     "summery":
14     {
15       "representative": "Clark Kent"
16     },
17     "representative": 0,
18     "representativeStatus": 2,
19     "lastCallEventEpoch": 1597933035,
20     "lastAnsweredCallEventEpoch": 1545243466,
21     "representativeUpdated": 0,
22     "peerStatus": "OK"
23   },
24   {
25     "calls": [],
26     "userID": 12345679,
27     "userName": "Lois Lane",
28     "number": 9876542,
29     "extenUser": "SIPSIP2",
30     "summery":
31     {
32       "representative": "Lois Lane"
33     },
34     "representative": 12345679,
35     "representativeStatus": 1,
36     "lastCallEventEpoch": 1597944981,
37     "lastAnsweredCallEventEpoch": 1597944981,
38     "representativeUpdated": 1597944933000,
39     "peerStatus": "OK"
40   }
41 ],
42 "errorCode": 0
43 }
44 ]

```

QueueEvent

This type of event describes call entering and exiting a queue.

It will only be sent if the initial socket login connection was made with account credentials or account token.

If the login connection type is by user credentials, this type of event will not be sent.

QueueEvent Parameters

Field name	Description	Type
eventName	"queue". Indication of the event type.	String
reason	<p>The reason this event was sent. For queue event there can be these reasons:</p> <p>“JOIN” – A new call was entered to the queue and it is now waiting to be answered.</p> <p>“EXIT” – When a waiting call is answered in one of the extensions.</p> <p>“ABANDONED” - When a waiting call is not answered.</p> <p>Either the caller chose to end the call or the call waiting time in the queue had reached the maximum waiting time.</p>	String
servertime	The Interval the of socket.io protocol.	Integer
servertimeoffset	The timeout Interval of the socket.io protocol.	Integer
data	A list of the queue event details.	Array
QueueID	Voicenter queue ID.	Integer
QueueName	Voicenter queue name.	String
Calls	<p>A list of the current waiting calls in a specific queue.</p> <p>If there are no waiting calls in the specific queue the list will be empty.</p>	Array
CallerID	The caller caller ID.	String
CallerName	<p>The caller caller name.</p> <p>In Voicenter calls you can show a string value for a call.</p> <p>Not supported by all providers.</p>	String
lvrUniqueID	The call unique Voicenter ID.	String
lvrid	The call unique Voicenter ID (same as the field described above).	String

Field name	Description	Type
JoinTimeStamp	When the call was entered to the queue (epoch).	Integer

QueueEvent JOIN Example

A call is entering a queue

```
1  [ "QueueEvent",
2  {
3  "data":
4  {
5  "QueueID":1234567,
6  "Calls":
7  [
8  {
9  "CallerID":"0501234567",
10 "CallerName":"John Doe",
11 "IvrUniqueID":"2020082015645675456434324949c071d",
12 "JoinTimeStamp":1598206105,
13 "calldurationinterval":1598206105,
14 "ivrid":"2020082015645675456434324949c071d"
15 }
16 ],
17 "QueueName": "Queue1"
18 },
19 "eventName": "queue",
20 "reason": "JOIN",
21 "servertime":1598206105,
22 "servertimeoffset":180,
23 "telephonyservertime":1598206105,
24 "ivruniqueid":"2020082015645675456434324949c071d"
25 }
26 ]
```

QueueEvent EXIT Example

A call is answered by an extension (a call is exiting the queue)

```
1  [ "QueueEvent",
2  {
```

```
3   "data":
4   {
5     "QueueID":1234567,
6     "Calls":[],
7     "QueueName":"Queue1"
8   },
9   "eventName":"queue",
10  "reason":"EXIT",
11  "servertime":1598206119,
12  "servertimeoffset":180,
13  "telephonyservertime":1598206119,
14  "ivruniqueid":"2020082015645675456434324949c071d"
15  }
16  ]
```

QueueEvent ABANDONED Example

The caller chose to end the call before his call was answered

```
1   ["QueueEvent",
2   {
3     "data":
4     {
5       "QueueID":1234567,
6       "Calls":[],
7       "QueueName":"Queue1"
8     },
9     "eventName":"queue",
10    "reason":"ABANDONED",
11    "servertime":1598206251,
12    "servertimeoffset":180,
13    "telephonyservertime":1598206251,
14    "ivruniqueid":"2020082015645675456434324949c0712"
15  }
16  ]
```

ExtensionEvent

This type of event describes call status(dialing\talking\hung-up) in the account extensions. If the initial socket login connection was made with user credentials, only the user assigning extension\s will receive events.

If the initial socket login connection was made with account credentials or account token, all the extensions events will be sent.

ExtensionEvent Parameters

Field name	Description	Type
eventName	"extension". Indication of the event type.	String
reason	The reason this event was sent. “NEWCALL” – A new call is ringing or dialing from an extension. “ANSWER” – A call was answered at an extension. “HOLD” – A call was placed on hold. “UNHOLD” – A call is no longer on hold. “HANGUP” – When a call was ended. It is not necessarily means that the call was answered. “userStatusUpdate” – When the extension online user updated his\her user status(Login, Break, Logout, etc.)	String
cause	This field will only be sent if the event “reason”= “HANGUP” and will indicate the cause of the hangup “Normal hangup” – If a call rang at an extension and the call was ended. It is not necessarily means that the call was answered. “Answered elsewhere” – If the call rang simultaneously at several extensions and was answered, an “HANGUP” event will send to the all other extensions who did not answered the call. “Call Rejected” – In case a leg1 click2call call was not answered.	String
servertime	The Interval the of socket.io protocol.	Integer

Field name	Description	Type
servertimeoffset	The timeout Interval of the socket.io protocol.	Integer
Data	A list of the extension event details.	Array
Calls	A list of the current active calls in the extension. If there are no dialing\ringing calls in the specific extension the list will be empty.	Array
currentCall	The “currentCall” data indicate which call the current event relates to. In case there is more than one call on the extension, this array will indicate for which specific call this event is sent. For example, if the extension is talking at a particular moment with a caller and during that time another waiting call is entered. For the new entered call, a new event will be send.	Array
answered	Whether the call was answered. 0 – Not answered. 1 – Answered.	Boolean
callAnswered	Time in Epoch. When the call was answered. In call did not answered yet the sent value will be 0.	Integer
callStarted	Time in Epoch. When the call was started.	Integer
callername	What string value will appear at the extension. In Voicenter you can set a text value that will appear in when the call in ringing\dialing. This data will appear only in Voicenter extensions.	String
callerphone	The caller or callee phone number.	String

Field name	Description	Type
callstatus	What is the current call status? “Ringing”- In case of an incoming call, “Dialing”- In case of an Outgoing call, “Talking” – In case a call was answered at an extension, "Spying" - In case an extension is listening to another extension in the organization.	String
customdata	In case custom variables were assigned to the call.	Array
did	The phone number that the caller dialed to. This field will only send value in incoming calls.	String
direction	The direction of the call: “Incoming”, “Outgoing”, “Spy” – In case, an extension is listening to another extension in the organization. “Click2call”.	String
c2cdirection	This field will only be sent in case the call type consists of two parts (Leg1, Leg2). Two values are sent: 1 - Leg1. 2 - Leg2.	Integer
ivrid	The call unique identifier.	String
recording	The call recording data details.	Array
Filename	The name of the call recording file. Will be sent if the call was supposed to be recorded. In case of an outgoing call, the data will be sent if the call was answered(it will not be sent in “NEWCALL” type event).	String

Field name	Description	Type
IsMuted	Indicate whether the call recording was muted. With the Voicenter Mute API and softphone, representatives can pause the recording of the call and unpause it. 0 – The call was not muted. 1 – The call was muted.	String
extenUser	The current extension SIP code.	String
userID	Voicenter user ID. The user that the extensions is assigned to. Each extension is assigned to a user.	Integer
onlineUserID	The user ID of the user that is currently logged on to the extension. In case the representatives in the organization login in each shift to a different extension, this field will show the name of the representative that is currently working at the extension.	Integer
userName	Voicenter user name. The user that the extensions is assigned to.	String
number	Voicenter extension ID.	Integer
extenUser	The SIP user name of the relevant extension.	String
representative	The user ID of the user that is currently logged on to the extension. In case the representatives in the organization login in each shift to a different extension, this field will show the name of the representative that is currently working at the extension.	Integer
representativeStatus	The current login status ID of the connected user. A value between 1-13 indicating the online user status.	Integer


```
4  "eventName":"extension",
5  "reason":"NEWCALL",
6  "servertime":1606908124,
7  "servertimeoffset":120,
8  "calls":[
9  {
10 "callStarted":1606908123,
11 "calldurationinterval":1606908123,
12 "callAnswered":0,
13 "answered":0,
14 "callername":"Test Voicenter",
15 "callerphone":"0501234567",
16 "callstatus":"Ringing",
17 "customdata":{},
18 "direction":"Incoming",
19 "ivrid":"202012021122010135330b4f77",
20 "recording":
21 {
22 "Filename":"2020120-aws-0501234567-0722776772.mp3",
23 "IsMuted":0
24 },
25 "did":"0722776772"
26 }
27 ],
28 "userID":7654321,
29 "userName":"Clark Kent",
30 "number":1234567,
31 "extenUser":"SIPSIP1",
32 "summery":{
33 "representative":"Clark Kent"
34 },
35 "onlineUserID":7654321,
36 "representative":7654321,
37 "representativeStatus":1,
38 "lastCallEventEpoch":1606908124,
39 "lastAnsweredCallEventEpoch":1606847063,
40 "lastHangupCallEpoch":1606905028,
41 "representativeUpdated":1606763622000,
42 "currentCall":
43 {
44 "callStarted":1606908123,
45 "calldurationinterval":1606908123,
46 "callAnswered":0,
47 "answered":0,
48 "callername":"Test Voicenter",
49 "callerphone":"0501234567",
50 "callstatus":"Ringing",
51 "customdata":{},
52 "direction":"Incoming",
53 "ivrid":"202012021122010135330b4f77",
54 "recording":
55 {
```

```

55     {
56       "Filename": "2020120-aws-0501234567-0722776772.mp3",
57       "IsMuted": 0
58     },
59     "did": "0722776772"
60   }
61 }
62 }
63 }
64 ]

```

ExtensionEvent - Incoming ANSWER

An incoming call is answered at an extension – reason: ANSWER

```

1   ["ExtensionEvent",
2   {
3     "data": {
4       "eventName": "extension",
5       "reason": "ANSWER",
6       "servertime": 1606908124,
7       "servertimeoffset": 120,
8       "calls": [{
9         "callStarted": 1606908123,
10        "calldurationinterval": 1606908123,
11        "callAnswered": 1606908134,
12        "answered": 1,
13        "callername": "Test Voicenter",
14        "callerphone": "0501234567",
15        "callstatus": "Talking",
16        "customdata": {},
17        "direction": "Incoming",
18        "ivrid": "202012021122010135330b4f77",
19        "recording": {
20          "Filename": "2020120-aws-0501234567-0722776772.mp3",
21          "IsMuted": 0
22        },
23        "did": "0722776772"
24      }],
25      "userID": 7654321,
26      "userName": "Clark Kent",
27      "number": 1234567,
28      "extenUser": "SIPSIP1",
29      "summery": {
30        "representative": "Clark Kent"
31      },

```

```
32 "onlineUserID": 7654321,
33 "representative": 7654321,
34 "representativeStatus": 1,
35 "lastCallEventEpoch": 1606908124,
36 "lastAnsweredCallEventEpoch": 1606847063,
37 "lastHangupCallEpoch": 1606905028,
38 "representativeUpdated": 1606763622000,
39 "currentCall": {
40   "callStarted": 1606908123,
41   "callDurationInterval": 1606908123,
42   "callAnswered": 1606908134,
43   "answered": 1,
44   "callername": "Test Voicenter",
45   "callerphone": "0501234567",
46   "callstatus": "Talking",
47   "customdata": {},
48   "direction": "Incoming",
49   "ivrid": "202012021122010135330b4f77",
50   "recording": {
51     "Filename": "2020120-aws-0501234567-0722776772.mp3",
52     "IsMuted": 0
53   },
54   "did": "0722776772"
55 }
56 }
57 }
58 ]
```

ExtensionEvent - Incoming HANGUP

An incoming call was ended after it was answered – reason: HANGUP

```
1 ["ExtensionEvent",
2  {"data":
3   {
4     "eventName": "extension",
5     "reason": "HANGUP",
6     "cause": "Normal hangup",
7     "callerID": "0501234567",
8     "ivruniqueid": "202012021122010135330b4f77",
9     "servertime": 1606908139,
10    "servertimeoffset": 120,
11    "calls": [],
12    "userID": 7654321,
13    "userName": "Clark Kent",
```

```
14 "number":1234567,
15 "extenUser":"SIPSIP1",
16 "summery":{
17 "representative":"Clark Kent"
18 },
19 "onlineUserID":7654321,
20 "representative":7654321,
21 "representativeStatus":1,
22 "lastCallEventEpoch":1606908139,
23 "lastAnsweredCallEventEpoch":1606908139,
24 "lastHangupCallEpoch":1606908139,
25 "representativeUpdated":1606763622000,
26 "currentCall":
27 {
28 "callStarted":1606908123,
29 "calldurationinterval":1606908123,
30 "callAnswered":1606908134,
31 "answered":1,
32 "callername":"Test Voicenter",
33 "callerphone":"0501234567",
34 "callstatus":"Talking",
35 "customdata":{},
36 "direction":"Incoming",
37 "ivrid":"202012021122010135330b4f77",
38 "recording":
39 {
40 "Filename":"2020120-aws-0501234567-0722776772.mp3",
41 "IsMuted":0
42 },
43 "did":"0722776772"
44 }
45
46 }
47 }
48 ]
```

ExtensionEvent - Click2call call Leg1 NEWCALL

An outgoing Click2call call. Leg1 – reason: NEWCALL

```
1 ["ExtensionEvent",
2 {"data":
3 {
4 "eventName":"extension",
```



```
5   "reason": "NEWCALL",
6   "servertime": 1606913080,
7   "servertimeoffset": 120,
8   "calls": [
9     {
10      "callStarted": 1606913080,
11      "calldurationinterval": 1606913080,
12      "callAnswered": 0,
13      "answered": 0,
14      "callername": "0501234567",
15      "callerphone": "0501234567",
16      "callstatus": "Dialing",
17      "customdata": {},
18      "direction": "Click2Call",
19      "ivrid": "20201200013quvnhxku5v",
20      "recording":
21        {
22          "Filename": "2020120-aws-SIPSIP1-972501234567.mp3",
23          "IsMuted": 0
24        },
25      "did": "",
26      "c2cdirection": "1"
27    }
28  ],
29  "userID": 7654321,
30  "userName": "Clark Kent",
31  "number": 1234567,
32  "extenUser": "SIPSIP1",
33  "summery": {
34    "representative": "Clark Kent"
35  },
36  "onlineUserID": 7654321,
37  "representative": 7654321,
38  "representativeStatus": 1,
39  "lastCallEventEpoch": 1606913081,
40  "lastAnsweredCallEventEpoch": 1606908139,
41  "lastHangupCallEpoch": 1606908139,
42  "representativeUpdated": 1606763622000,
43  "currentCall":
44    {
45      "callStarted": 1606913080,
46      "calldurationinterval": 1606913080,
47      "callAnswered": 0,
48      "answered": 0,
49      "callername": "0501234567",
50      "callerphone": "0501234567",
51      "callstatus": "Dialing",
52      "customdata": {},
53      "direction": "Click2Call",
54      "ivrid": "20201200013quvnhxku5v",
55      "recording":
```

```
56 {
57   "Filename": "2020120-aws-0501234567-0722776772.mp3",
58   "IsMuted": 0
59 },
60 "did": "",
61 "c2cdirection": "1"
62 }
63
64 }
65 }
66 ]
```

ExtensionEvent - Click2call call Leg1 ANSWER

An outgoing Click2call call. Leg1 – reason: ANSWER

```
1  ["ExtensionEvent",
2   {"data":
3    {
4     "eventName": "extension",
5     "reason": "ANSWER",
6     "servertime": 1606913082,
7     "servertimeoffset": 120,
8     "calls": [
9      {
10       "callStarted": 1606913080,
11       "calldurationinterval": 1606913080,
12       "callAnswered": 1606913082,
13       "answered": 1,
14       "callername": "0501234567",
15       "callerphone": "0501234567",
16       "callstatus": "Talking",
17       "customdata": {},
18       "direction": "Click2Call",
19       "ivrid": "20201200013quvnhxku5v",
20       "recording":
21        {
22         "Filename": "2020120-aws-SIPSIP1-972501234567.mp3",
23         "IsMuted": 0
24        },
25       "did": "",
26       "c2cdirection": "1"
27      }
28     ],
29     "userID": 7654321,
```

```

30  "userName": "Clark Kent",
31  "number": 1234567,
32  "extenUser": "SIPSIP1",
33  "summery": {
34  "representative": "Clark Kent"
35  },
36  "onlineUserID": 7654321,
37  "representative": 7654321,
38  "representativeStatus": 1,
39  "lastCallEventEpoch": 1606913081,
40  "lastAnsweredCallEventEpoch": 1606908139,
41  "lastHangupCallEpoch": 1606908139,
42  "representativeUpdated": 1606763622000,
43  "currentCall":
44  {
45  "callStarted": 1606913080,
46  "calldurationinterval": 1606913080,
47  "callAnswered": 1606913082,
48  "answered": 1,
49  "callername": "0501234567",
50  "callerphone": "0501234567",
51  "callstatus": "Talking",
52  "customdata": {},
53  "direction": "Click2Call",
54  "ivrid": "20201200013quvnhxku5v",
55  "recording":
56  {
57  "Filename": "2020120-aws-0501234567-0722776772.mp3",
58  "IsMuted": 0
59  },
60  "did": "",
61  "c2cdirection": "1"
62  }
63
64  }
65  }
66  ]

```

ExtensionEvent - Click2call call Leg2 NEWCALL

An outgoing Click2call call. Leg2 – reason: NEWCALL

```

1  ["ExtensionEvent",
2  {"data":
3  {

```

```
4  "eventName":"extension",
5  "reason":"NEWCALL",
6  "servertime":1606913083,
7  "servertimeoffset":120,
8  "calls":[
9  {
10 "callStarted":1606913080,
11 "calldurationinterval":1606913080,
12 "callAnswered":0,
13 "answered":0,
14 "callername":"0501234567",
15 "callerphone":"0501234567",
16 "callstatus":"Talking",
17 "customdata":{},
18 "direction":"Click2Call",
19 "ivrid":"20201200013quvnhxku5v",
20 "recording":
21 {
22 "Filename":"2020120-aws-SIPSIP1-972501234567.mp3",
23 "IsMuted":0
24 },
25 "did":"",
26 "c2cdirection":"2"
27 }
28 ],
29 "userID":7654321,
30 "userName":"Clark Kent",
31 "number":1234567,
32 "extenUser":"SIPSIP1",
33 "summery":{
34 "representative":"Clark Kent"
35 },
36 "onlineUserID":7654321,
37 "representative":7654321,
38 "representativeStatus":1,
39 "lastCallEventEpoch":1606913083,
40 "lastAnsweredCallEventEpoch":1606913082,
41 "lastHangupCallEpoch":1606908139,
42 "representativeUpdated":1606763622000,
43 "currentCall":
44 {
45 "callStarted":1606913080,
46 "calldurationinterval":1606913080,
47 "callAnswered":0,
48 "answered":0,
49 "callername":"0501234567",
50 "callerphone":"0501234567",
51 "callstatus":"Talking",
52 "customdata":{},
53 "direction":"Click2Call",
54 "ivrid":"20201200013quvnhxku5v",
```

```
55 "recording":
56 {
57 "Filename":"2020120-aws-0501234567-0722776772.mp3",
58 "IsMuted":0
59 },
60 "did":"",
61 "c2cdirection":"2"
62 }
63
64 }
65 }
66 ]
```

ExtensionEvent - Click2call call Leg2 ANSWER

An outgoing Click2call call. Leg2 – reason: ANSWER

```
1  ["ExtensionEvent",
2   {"data":
3    {
4     "eventName":"extension",
5     "reason":"ANSWER",
6     "servertime":1606913090,
7     "servertimeoffset":120,
8     "calls":[
9      {
10     "callStarted":1606913080,
11     "calldurationinterval":1606913080,
12     "callAnswered":1606913090,
13     "answered":1,
14     "callername":"0501234567",
15     "callerphone":"0501234567",
16     "callstatus":"Talking",
17     "customdata":{},
18     "direction":"Click2Call",
19     "ivrid":"20201200013quvnhxku5v",
20     "recording":
21     {
22     "Filename":"2020120-aws-SIPSIP1-972501234567.mp3",
23     "IsMuted":0
24     },
25     "did":"",
26     "c2cdirection":"2"
27     }
28     ],
```

```

29  "userID":7654321,
30  "userName":"Clark Kent",
31  "number":1234567,
32  "extenUser":"SIPSIP1",
33  "summery":{
34  "representative":"Clark Kent"
35  },
36  "onlineUserID":7654321,
37  "representative":7654321,
38  "representativeStatus":1,
39  "lastCallEventEpoch":1606913083,
40  "lastAnsweredCallEventEpoch":1606913082,
41  "lastHangupCallEpoch":1606908139,
42  "representativeUpdated":1606763622000,
43  "currentCall":
44  {
45  "callStarted":1606913080,
46  "calldurationinterval":1606913080,
47  "callAnswered":1606913090,
48  "answered":1,
49  "callername":"0501234567",
50  "callerphone":"0501234567",
51  "callstatus":"Talking",
52  "customdata":{},
53  "direction":"Click2Call",
54  "ivrid":"20201200013quvnhxku5v",
55  "recording":
56  {
57  "Filename":"2020120-aws-0501234567-0722776772.mp3",
58  "IsMuted":0
59  },
60  "did":"",
61  "c2cdirection":"2"
62  }
63
64  }
65  }
66  ]

```

ExtensionEvent - Click2call call Leg2 HANGUP

An outgoing Click2call call. Leg2 – reason: HANGUP

```

1  ["ExtensionEvent",
2  {"data":
3  {
4  "eventName":"extension",

```

```
5   "reason": "HANGUP",
6   "servertime": 1606913094,
7   "servertimeoffset": 120,
8   "callerID": "0501234567",
9   "ivruniqueid": "20201200013quvnhxku5v",
10  "cause": "Normal hangup",
11  "calls": [],
12  "userID": 7654321,
13  "userName": "Clark Kent",
14  "number": 1234567,
15  "extenUser": "SIPSIP1",
16  "summery": {
17    "representative": "Clark Kent"
18  },
19  "onlineUserID": 7654321,
20  "representative": 7654321,
21  "representativeStatus": 1,
22  "lastCallEventEpoch": 1606913083,
23  "lastAnsweredCallEventEpoch": 1606913082,
24  "lastHangupCallEpoch": 1606908139,
25  "representativeUpdated": 1606763622000,
26  "currentCall":
27  {
28    "callStarted": 1606913080,
29    "calldurationinterval": 1606913080,
30    "callAnswered": 1606913090,
31    "answered": 1,
32    "callername": "0501234567",
33    "callerphone": "0501234567",
34    "callstatus": "Talking",
35    "customdata": {},
36    "direction": "Click2Call",
37    "ivrid": "20201200013quvnhxku5v",
38    "recording":
39    {
40      "Filename": "2020120-aws-0501234567-0722776772.mp3",
41      "IsMuted": 0
42    },
43    "did": "",
44    "c2cdirection": "2"
45  }
46
47 }
48 }
49 ]
```

A user status change – reason: userStatusUpdate

The representative change his\her online status to status “3” (Lunch).

The list of all available user statuses can be found in the Voicenter “Login\Logout” API documentation.

```
1  ["ExtensionEvent",
2  {
3    "eventName": "extension",
4    "reason": "userStatusUpdate",
5    "servertime": 1606917164,
6    "servertimeoffset": 120,
7    "data":
8    {
9      "calls": [],
10     "userID": 7654321,
11     "userName": "Clark Kent",
12     "number": 1234567,
13     "extenUser": "SIPSIP1",
14     "summery": {
15       "representative": "Clark Kent"
16     },
17     "onlineUserID": 7654321,
18     "representative": 7654321,
19     "representativeStatus": 3,
20     "lastCallEventEpoch": 1606915860,
21     "lastAnsweredCallEventEpoch": 1606915833,
22     "lastHangupCallEpoch": 1606915860,
23     "representativeUpdated": 1606917164000
24   }
25 }
26 ]
```