



Call Center-Click To Call

Call Originate - POST method

The Call Originate API method will be used to make a call.

Request URL: <https://api.cloud-connect.in/cloudsoftphone/api/clicktocall/calloriginate>

Request:

```
{
  "Action": "Call",
  "AgentUsername": "ag**",
  "AgentPassword": "A*****",
  "CustomerPhone": "93*****21",
  "CampaignName": "279",
  "Token": "5*****W",
  "TenantId": "1**2"
}
```

Once all parameters are validated, system will initiate call on customer phone.

response -

```
{
  "code": "401",
  "status": "ERROR",
  "status_message": "Campaign not found."
}
```

Call Hang-up - POST Method

The method can be used to hang up the call.

Request URL : <https://api.cloud-connect.in/cloudsoftphone/api/clicktocall/callhangup>

Request:

```
{
  "Action": "Hangup",
  "ref_id": "eade57e3-a986-4cbb-be65-bb1441c4add0",
  "Token": "5rLiGbA3IGxaf4iW",
  "TenantId": "1012"
}
```

Call Recording - POST Method

The method can be used to start recording.



Request:

```
{  
  "Action": "Recording",  
  "ref_id": "eade57e3-a986-4cbb-be65-bb1441c4add0",  
  "Token": "5rLiGbA3IGxaf4iW",  
  "TenantId": "1012"  
}
```

Click2Call Call Backs -**POST Method**

POST Response URL : <Your-IP/Domain>/<Callback URL>?ref_id=4232eb10-99d2-11e5-a621-1d7d1bb8f088&status=Ring

This method needs to be implemented at the client end similar to Web Phone component call.