



Web Phone API & Integration Guide

Get Agent ID - POST method

The Get Session ID API method will be used to get Agent Id for an agent.

Request URL: <https://api.cloud-connect.in/cloudsoftphone/api/webphone/getAgentId>

Request

```
{
  "AgentUsername": "ag***",
  "Token": "*****",
  "TenantId": "*****"
};
```

Once all parameters are validated, system will return the agent id and response code and status message.

response -

```
{
  "ResponseCode": "200",
  "ResponseStatus": "OK",
  "ResponseMessage": "Agent ID selected Successfully.",
  "AgentId": "111"
}
```

Get Extensions - POST Method

API call to get list of extensions.

Request URL : <https://api.cloud-connect.in/cloudsoftphone/api/webphone/getExtensionId>

Request -

```
{
  "Token": "*****",
  "TenantId": "*****"
}
```

response -

```
{
  "ResponseCode": "200",
  "ResponseStatus": "OK",
  "ResponseMessage": "Extension selected Successfully.",
  "Extension": {
    "183": "205"
  },
}
```



```
"Total": 1
}
```

Get Campaign Details - POST Method

API call to Get Campaign and Queue Details.

Request URL : <https://api.cloud-connect.in/cloudsoftphone/api/webphone/getCampaignDetails/>

Request -

```
{
  "AgentId": "111",
  "LoginType": "PROGRESSIVE", // default - AUTO
  "Token": "*****",
  "TenantId": "111"
}
```

Once all parameter are validated then this API will return AUTO list of Queues, PROGRESSIVE list of campaign and MANUAL list of campaign for manual and login type wise total.

response -

```
{
  "ResponseCode": "200",
  "ResponseStatus": "OK",
  "ResponseMessage": "Queue Selected Successfully.",
  "Total": 1,
  "CampaignDetails": {
    "279": "Queue1"
  }
}
```

Create Session - POST Method

API call to create the login session

Request URL: <https://api.cloud-connect.in/cloudsoftphone/api/webphone/createSession>

Request -

```
{
  "AgentUsername": "ag**",
  "AgentPassword": "A*****7",
  "CampaignName": "279",
  "Token": "5rLiGbA3IGxaf4iW",
  "LoginType": "PROGRESSIVE", // default - AUTO
  "TenantId": "11111",
}
```



```
"Ext": ""  
}
```

Response -

```
{  
  "ResponseCode": "200",  
  "ResponseStatus": "OK",  
  "ResponseMessage": "Session Created Successfully.",  
  "SessionId": "636"  
}
```

End Session - POST Method

API request to logout Agent.

Request URL: <https://api.cloud-connect.in/cloudsoftphone/api/webphone/endSession>

Request

```
{  
  "Session": "636",  
  "Token": "*****",  
  "TenantId": "1012"  
}
```

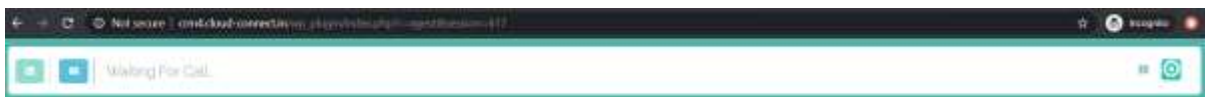
response -

```
{  
  "ResponseCode": "200",  
  "ResponseStatus": "OK",  
  "ResponseMessage": "Logged Out Successfully."  
}
```

Webphone URL

To access web phone in iframe following is the URL and need to session ID which is returned in create session API.

http://crm4.cloud-connect.in/wp_plugin/index.php?r=agent&session=636



Reference: sample implementation

<https://www.cloud-connect.in/ccplugin/>