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Phone Manual Dial (Offline)

Overview

Phone Manual dial Offline (Click2Call) API is used to make Outbound calls through any web application, as we perform in the Agent Toolbar manually. Agent doesn't need to login into Cloudagent toolbar to access these offline calls. Agent numbers are assigned as offline(hunting) phone numbers in Skills by Admin.

Prerequisite

To access this API we need to pass following parameters.

API	https://api1.cloudagent.in/CAServices/PhoneManualDial.php?
Method	GET
Parameters	apiKey* (Available in Cloudagent Admin login)
	userName* (CloudAgent user name)
	did* (Number from which calls are dialed out)
	phoneName* (Name of the offline agent to which Outbound calls are to be assigned)
	custNumber* (Number to be dialed out)
	uui (Additional info through parameter)

Note:

- Parameters with "*" are considered to be mandatory parameters.

Sample request

<https://api1.cloudagent.in/CAServices/PhoneManualDial.php?apiKey=KKXXXXXXXXXXXXXXXXX&username=mdixxxx&custNumber=99XXXXXXXX&phoneName=DiXXXXX&did=91XXXXXX&ui=texxx>

Possible responses in json

Success response	{"message":"89XXUCIDXXX","status":"queued"}
Invalid api_key	{"message":"Authentication failed.,"status":"error"}
Invalid phoneName	{"message":"Phone name not found.,"status":"error"}
Invalid username	{"message":"Authentication failed.,"status":"error"}
Invalid DID	{"message":"Something went wrong.Please contact admin!,"status":"error"}

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