

## CC360 call events API.

### 1. CRM and PBX user mapping.

To map PBX telephony user and CRM user, CC360 uses extension phone number and Contact communication detail. Extension number should contain only digit symbols to work properly; you can't use user login as extension phone number.

### 2. Request authorization.

You should use built-in "AuthService" service to authorize your requests.

To get authorization token you should do HTTP POST query.

Auth URI template:

[https://\[crm\\_hostname\]/ServiceModel/AuthService.svc/Login](https://[crm_hostname]/ServiceModel/AuthService.svc/Login)

Body template:

```
{"UserName":"[Login]", "UserPassword":"[Password]"}
```

You should use a cookies from response in your next requests. Also you should get BPMCSRF cookie value and put it to the header BPMCSRF in all your requests.

If your PBX system doesn't support complex authorization scenarios then you can use anonymous service access. To configure it you should follow steps from 4 to 7 in [this article](#).

CC360 use token to authorize all requests. Token value should be specified in "Who Calls Token" system setting (code – OmniWhoCallsToken)

### 3. Call start event

When PBX user receives a call, PBX system should do HTTP GET query to RingingEventHandler service.

URI template:

[https://\[crm\\_hostname\]/0/rest/OmniWhoCallsService/\[token\]/RingingEventHandler](https://[crm_hostname]/0/rest/OmniWhoCallsService/[token]/RingingEventHandler)

If you use anonymous access, URI would be:

[https://\[crm\\_hostname\]/0/ServiceModel/OmniWhoCallsService.svc/\[token\]/RingingEventHandler](https://[crm_hostname]/0/ServiceModel/OmniWhoCallsService.svc/[token]/RingingEventHandler)

GET query parameters:

Parameter	Description
id	Call identifier
eventName	Event type. Allowed types: <ul style="list-style-type: none"><li>- ringing (user's phone is ringing)</li><li>- answer (user picked up phone)</li><li>- hangup (call is finished)</li></ul>
callerid	Caller's phone number
user	User extension phone number

URI example:

[https://\[crm\\_hostname\]/0/rest/OmniWhoCallsService/\[token\]/RingingEventHandler?callerid=7999123457&eventName=ringing&id=210520114205\\_744-0&user=517](https://[crm_hostname]/0/rest/OmniWhoCallsService/[token]/RingingEventHandler?callerid=7999123457&eventName=ringing&id=210520114205_744-0&user=517)

#### 4. Call summary event

When call is finished, PBX should do HTTP Post request with call summary data to save CDR in CRM.

URI template:

[http://\[crm\\_hostname\]/0/rest/OmniWhoCallsService/\[token\]/PushHistoryData](http://[crm_hostname]/0/rest/OmniWhoCallsService/[token]/PushHistoryData)

If you use anonymous access, URI would be:

[http://\[crm\\_hostname\]/0/ServiceModel/OmniWhoCallsService.svc/\[token\]/PushHistoryData](http://[crm_hostname]/0/ServiceModel/OmniWhoCallsService.svc/[token]/PushHistoryData)

GET parameters list:

Parameter	Description
id	Call identifier
callerid	Caller's phone number
user	User extension number
event	Call type: <ul style="list-style-type: none"><li>- incoming (incoming call)</li><li>- outgoing (outgoing call)</li></ul>
duration	Call duration in seconds

You should post JSON body with FILES array which may contain call recording:

```
{"FILES": ["https://[pbx_hostname]/[token]/recording/220426104747_331-1-1.mp3"]}
```

URI example:

[https://\[crm\\_hostname\]/0/rest/OmniWhoCallsService/\[token\]/PushHistoryData?event=incoming&callerid=79991234567&user=500&id=234234234&duration=231](https://[crm_hostname]/0/rest/OmniWhoCallsService/[token]/PushHistoryData?event=incoming&callerid=79991234567&user=500&id=234234234&duration=231)

5. Make call query

PBX should provide service which makes call from user to specified phone number.

It should allow GET requests.

Request GET parameter list:

Parameter	Description
first	Agent's extension number
second	Client phone number

Service should accept token authorization.

URI example:

[https://\[pbx\\_hostname\]/webapi/\[token\]/makecall?first=101&second=79991234567](https://[pbx_hostname]/webapi/[token]/makecall?first=101&second=79991234567)