

Crystal Call Center API

Setting up Agents and Queues API:

http://`pbx_ip`/cc3/writedialplane/agents_commands/management_api.php?action=XXXXXX

action=

- **new_agent** - Create a new agent
 - agent_id - agent number
 - agent_pass - agent password
 - agent_name - agent name
 - secure - code that must be passed (for security reasons)
 - agent_out_q - the default queue that will be used on this agent calls
- **edit_agent** - Edit an existing agent
 - agent_id
 - agent_pass
 - agent_name
 - secure
 - agent_out_q
- **del_agent** - Delete an agent
 - agent_id
 - secure
- **new_queue** - Create new queue (campaign)
 - queue_id - number of the queue
 - queue_name - name of the queue (as it will be displayed in the callcenter)
 - secure - code that must be passed (for security reasons)
- **edit_queue** - Edit an existing queue
 - queue_id
 - queue_name
 - secure
- **del_queue** - Delete a queue
 - queue_id
 - secure
- **assign_agent** - Assign an agent to a campaign
 - agent_id
 - queue_id
 - secure
- **release_agent** - Release an agent from a queue
 - agent_id
 - queue_id
 - secure

Examples:

- http://`pbx_server`/cc3/writedialplane/agents_commands/management_api.php?action=new_agent&agent_id=4496&agent_pass=12345678&agent_name=DemoAgent&secure=4324221&agent_out_q=2000
- http://rami/cc3/writedialplane/agents_commands/management_api.php?action=del_agent&agent_id=123&secure=42

Responds for Setting up Agents and Queues

API(management api.php):

for release agent:

Failed:1:invalid or missing parameters

Failed:11:invalid queue id

Failed:13:agent \$agent_id is not assigned to queue \$queue_id

Success:0:queue \$queue_id updated

for assign agent:

Failed:1:invalid or missing parameters

Failed:11:invalid queue id

Failed:5:no such agent

Failed:12:agent \$agent_id is already assigned to queue \$queue_id

Success:0:queue \$queue_id updated

edit agent:

Failed:1:invalid or missing parameters

Failed:5:no such agent

Failed:10:nothing to do

Failed:10:agent \$agent_id not updated

Success:0:agent \$agent_id updated

new agent:

Failed:1:invalid or missing parameters

Failed:4:agent already exists with id \$agent_id

Failed:9:inactive agent already exists with id \$agent_id

Failed:3:agent not created

del agent:

Failed:1:invalid or missing parameters

Failed:5:no such agent

Failed:6:agent not deleted

Success:0:agent deleted

Failed:2:agent cannot be deleted while logged in

edit queue:

Failed:1:invalid or missing parameters

Failed:7:no such queue with id \$queue_id

Failed:10:queue \$queue_id not updated

Success:0:queue \$queue_id updated

new queue:

Failed:1:invalid or missing parameters

Failed:5:queue already exists

Failed:5:queue not created

Success:0:queue created

del queue:

Failed:1:invalid or missing parameters

Failed:7:no such queue with id \$queue_id

Failed:8:queue not deleted

Success:0:queue deleted

Agents Actions API:

There are 5 actions for the agent commands: login, logoff, mission, pause, online

http://pbx_ip/cc3/writedialplane/agents_commands/agent_command.php?agid=XXXX&agext=XXXX

action=

- login:
 - agid - Agent ID on the call center
 - agext - Agent login extension
- logoff:
 - agid
- mission:
 - agid
- pause:
 - agid
- online:
 - agid

Examples:

http://pbx_ip/cc3/writedialplane/agents_commands/agent_command.php?action=login&agid=201&agext=501

http://pbx_ip/cc3/writedialplane/agents_commands/agent_command.php?action=logoff&agid=201

http://pbx_ip/cc3/writedialplane/agents_commands/agent_command.php?action=mission&agid=201

http://pbx_ip/cc3/writedialplane/agents_commands/agent_command.php?action=pause&agid=201

http://pbx_ip/cc3/writedialplane/agents_commands/agent_command.php?action=online&agid=201

Responds for Agents Actions API (agent_command.php):

- 1: No such agent!
- 2: no such extension
- 3: Agent XXX not logged off!
- 4: Exten XXXX is inuse by YYYY
- 5: Agent XXX is already logged off!
- 0: OK \$action,\$agid,\$agext