

Crystal PBX API:

Originating a call (for CRM systems and such):

URL and variables:

[http://`pbx_ip`/outlookdialer/originate.php?number=XXXXXXXXX&agent=XXX
XXX](http://`pbx_ip`/outlookdialer/originate.php?number=XXXXXXXXX&agent=XXX
XXX)

- **agent** = agent to receive the call (for callcenter user)
- **exten** = extension to receive the call
- **pbx_did** = inbound route to direct the call to in the FreePBX (call me button)
 - You must use agent **OR** exten **OR** pbx_did, **never more than 1!**
- **number** = destination number
- **timeout_src** = how long in seconds to dial the exten/agent
- **timeout_dst** = how long in seconds to dial the number
- request can be sent in POST or GET

Responds:

On success:

XML with the unique ID of the call on the PBX (for pulling the recording file).

On Failure:

XML with the error message

Examples:

```
<result>  
<error></error>  
<uniqueid>1331136500.1484</uniqueid>  
</result>
```

```
<result>  
<error>Agent not found, you must login before dialing</error>  
<uniqueid></uniqueid>  
</result>
```

Requesting a call recording:

[http://`pbx_ip`/download_recording/get_rec_by_uid.php?uid=1331136468.1
482](http://`pbx_ip`/download_recording/get_rec_by_uid.php?uid=1331136468.1
482)

- uid = uniqueid id of the requested recording.
- convert=yes if you wish to convert the recording to mp3 before downloading