



CooCenter Technical Documentation



API Specification

---v1.0.1

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Verification instructions

If WEBKEY is set in API page, the Authorization in the request header will be verified.

verification method:

YYYY-MM-DD is the year-month-day format of the current date.

\$ md5sum(WEBKEY + 'YYYY-MM-DD')

Note:

1. The date is dynamic, taking from the date of each day.
2. If verification is not required, directly comment on the WEBKEY parameter in API page (delete or keep empty value)

Configuration file description

API Settings

API Parameter Settings

Enable:

Port:

Push The
Destination(URL):

Web Key:

Agent Pause Service:

API Debug Mode: [Access API Debug Page](#)

Enable	Enable the API service
Port	Receive instruction using port
Push the Destination(URL)	URL address for pushing data
Web Key	WEBKEY used for verification
Agent Pause Service	whether to enable the post-processing mechanism
API Debug Mode	Enable the API debug mode

Post-processing mechanism: After the post-processing mechanism is enabled, the agent will automatically set to busy when a call is ongoing. The default maximum busy time is 30 seconds. After 30 seconds, it will automatically idle. The agent can manually set idle through the operation panel. The duration of the idle time after each call is recorded in the call log (the log filed for storage duration field is pauseTime, in seconds).

API interface description

Note: The sample environment in this document is

Receive address is: 192.168.12.185

Device address is: 192.168.12.183

API includes two parts: active or passive.

- Active, internal state/event outgoing output.
- Passive, modify internal state, query internal configuration.

Actively reporting event (telephone system as an HTTP client-side)

The status of the extension in the telephone system, dialing start, and dialing end are sent to the client http server through http. (If the server needs to use

socket, it is recommended to connect directly to the AMI interface).

- Call start

```
```json
{
 event:"dialbegein",
 timestamp:"1534993059.785012", //Timestamp
 channel:"DAHDI/i1/18782985586-51", //Calling channel
 calleridnum:"18782985586", //Calling number
 destchannel:"SIP/886-00000065", //Called channel
 destcalleridnum:"886", //Called number
 destuniqueid:"1534993059.630", //Called channel unique identifie
 dialstring:"SIP/886",
 uniqueid:"1534993030.626", //Call unique identifier
 mac:"68:69:2e:05:0f:9a", //address
}
```
```

- End of call

```
```json
{
 event:"dialend",

```

```
timestamp: "1534993059.785012", //Timestamp
channel: "DAHDI/i1/18782985586-51", //Calling channel
calleridnum: "18782985586", //Calling number
destchannel:"SIP/886-00000065", //Called channel
destcalleridnum: "886", //Called number
uniqueid: "1534993030.626", //Call unique identifier
dialstatus:"hangup" //Dial end status
}
...

```

- Hang up

```
```json
{
event: "hangup"
calleridnum:"808", //Calling number
calleridname: "808", //Caller name
connectedlinenum: "809", //Called number
connectedlinename: "809", //Called name
uniqueid: "1325747409.260", //Call unique identifier
}
...

```

- Extension status

```
```json
{
 event: "extensionstatus",
 exten: "808", //Extension Number
 status: "0", //Status code: 0: Idle, 1: In Use, 2: Busy, 4: Hangup, 8:
 Ringing, 16: Hold
 statustext: "Idle",
}
```
```

- IVR event

```
```json
{
 event: 'ivr',
 uuid: '1541643689.15', //Uniquely identifier
 caller: '810', //Calling number
 called: "",
 callType: 'IN',
 queueCode: '630', //Next level queue
 startTime: '2018-11-08 10:21:29', //Current IVR start time
}
```

```
endTime: '2018-11-08 10:21:32', //Current IVR end time
duration: '3', //Current IVR duration
ivrId: '610', //ID of the IVR in the current IVR
ivrName: 'working time', //The name of the IVR in the current IVR
ivrDtmf: '0', //button in current IVR
trunkNumber: '123456', //DID number
mac: '68:69:2e:03:8b:3e ' //Device MAC address
}
...

```

- Call log 1

```
```json
{
event: "cdr",
callerid: "\"808\"<808>", //Name <number>
source: "808", //Calling number
destination: "809", //Called number
starttime: "2012-01-05 15:10:09", //Call start time
answertime: "2012-01-05 15:10:10", //Call answering time
endtime: "2012-01-05 15:10:11", //Call end time
disposition: "ANSWERED", //Call status
duration: "2", //Calling duration
}

```



```
billableseconds: "1", //talking duration
calltype: "", //Call type(outbound: outgoing, inbound: incoming, empty for
internal calls)
recordfile: "", //Recording files
uniqueid: "1325747409.260" //Uniquely identifier
}
***
```

- Call log 1

```
```json
{ event: 'cc_cdr',
 uuid: '1541415929.807', //Uniquely identifier
 caller: '85322361', //Calling number
 called: '100', //Called number
 queueCode: '630', //Queue number
 agentCode: '100', //Agent extension
 callType: 'incoming', //Call type
 cdrState: 'queue', //Where the call ends: Bridged connected; Feedback
 evaluation; queue; lvr automatic operator
 hangupSide: 'caller', //hang up party for call ended
 hangupCause: 'ANALOG ANALOG_EVENT_ONHOOK',
 startTime: '2018-11-05 19:05:31', //Call start time
```



```
endTime: '2018-11-05 19:05:39', //Call end time
duration: '8', //Call duration
queueTime: '7', //Waiting time in the queue
feedbackTime: '0', //Satisfaction evaluation time
ivrTime: '', //Time spent in IVR
ringTime: '7', //Ringing duration
holdTime: 0, //Hold time
pauseTime: 0, //Post processing time
talkingTime: '0', //Call duration
voicemailState: '0', //Is there a voice message?
ivrId: '', //Incoming ID through the IVRs
ivrName: '', //The name of the IVRs that was called in
ivrDtmf: '0', //DTMF button get through when called in
fwType: '',
score: '0', //Satisfaction evaluation number
trunkNumber: '', //DID number
forwardNumber: '',
filePath: '', //Recording files
missCause: 'MEMBER_CANCEL', //Reasons for lost calls: NO_ASSIGN: customer
service is not enough; NO_AGENT_ANSWER: Phone does not answer; NO_AGENT_LOGIN : no one
logged in; MEMBER_CANCEL: hang up after queues for 10 seconds
mac: '68:69:2e:03:8b:3e' //Device MAC address
```

## Passively receive queries (telephone system as an HTTP server)

- Current live call list

Request instruction:

```
``` bash
```

```
curl -X POST "http://192.168.12.183:8000/coocenter-api/extensions/current-calls" -H "accept: application/json"
```

```
```
```

Return data:

```
``` json
```

```
{
```

```
"status": "success",
```

```
"message": "Channels will follow",
```

```
"data": [
```

```
{
```

```
"calleridname": "896", // Caller name
```

```
"calleridnum":"896",           //Calling number
"channel":"SIP/896-0000000b",   //Calling channel
"channelstate":"6",           //Channel current status code
"channelstatedesc":"Up",       //Current state of the channel
"connectedlinename":"897",     //Called name
"connectedlinenum":"897",      //Called number
"duration":"00:02:58",        //Call duration
}
]
}
...
```

- Extension registration information list

Request instruction:

```
```bash
```

```
curl -X GET"http://192.168.12.183:8000/coocenter-api/extensions/extension-status" -H "accept:
application/json"
```

```
...
```

Return data:

```
``` json
{
  "status": "success",
  "message": "Peer status list will follow",
  "data":
  [
    {
      "Exten": "800",
      "Type": "SIP",
      "IPAddr": "-none-",
      "Status": "UNKNOWN"
    },
    {
      "Exten": "801",
      "Type": "SIP",
      "IPAddr": "192.168.12.4",
      "Status": "OK (45 ms)"
    },
    {
      "Exten": "802",
      "Type": "SIP",
      "IPAddr": "192.168.12.3",
```

```
"Status": "OK (42 ms)"
```

```
}
```

```
]
```

```
}
```

```
...
```

- Extension status list

Request instruction:

```
```bash
```

```
curl -X GET"http://192.168.12.183:8000/coocenter-api/extensions/extension-hints-status" -H
```

```
"accept: application/json"
```

```
...
```

Return data:

```
``` json
```

```
[
```

```
{
```

```
"agentName": "800",
```

```
"extension": "800",
```

```
"extenType": "analogCallCenter",
```

```
"status": "Idle"
},
{
  "agentName": "801",
  "extension": "801",
  "extenType": "analogCallCenter",
  "status": "Idle"
}
]
...

```

- Queue data information

Request instruction:

```
```bash
curl -X GET "http://192.168.12.183:8000/coocenter-api/queues/queue-info" -H "accept:
application/json"
...

```

Return data:

```
``` json
```

```
{
  "status": "success",
  "message": "Queue status will follow",
  "data":
    {
      "630": "//队列号码 Queue number
        [
          {"name": "sip/876", "paused": "0", "penalty": "0"}, //Agent information in the queue (name:
agent channel, paused: whether to pause "0 is cancel to pause, 1 is pause", penalty: weight "priority
level of call in queue")
          {"name": "sip/805", "paused": "0", "penalty": "1"},
          {"name": "sip/870", "paused": "0", "penalty": "0"},
          {"name": "sip/802", "paused": "0", "penalty": "1"},
          {"name": "sip/800", "paused": "0", "penalty": "0"},
          {"name": "sip/899", "paused": "0", "penalty": "0"},
          {"name": "sip/898", "paused": "0", "penalty": "0"},
          {"name": "sip/895", "paused": "0", "penalty": "0"},
          {"name": "sip/893", "paused": "1", "penalty": "0"}
        ],
      "631":
        [
          {"name": "sip/870", "paused": "0", "penalty": "0"},

```




```
    {"name":"sip/876","paused":"0","penalty":"0"},  
    {"name":"sip/897","paused":"0","penalty":"0"},  
    {"name":"sip/802","paused":"0","penalty":"0"},  
    {"name":"sip/898","paused":"0","penalty":"0"},  
    {"name":"sip/800","paused":"0","penalty":"0"}  
  ],  
  "632":  
  [  
    {"name":"sip/897","paused":"0","penalty":"0"},  
    {"name":"sip/898","paused":"0","penalty":"0"}  
  ]  
}  
} ...
```

- Agentpause

Request instruction

```
** Set pause **
```

```
``` shell
```

```
curl -X POST "http://192.168.12.183:8000/coocenter-api/queues/agent-pause" -H "accept:
application/json" -H "Content-Type: application/x-www-form-urlencoded" -d
"queue=630&member=808&state=on"
...

** Cancel pause **

``` shell

curl -X POST "http://192.168.12.183:8000/coocenter-api/queues/agent-pause" -H "accept:
application/json" -H "Content-Type: application/x-www-form-urlencoded" -d
"queue=630&member=808&state=off"
...

```

- Agent control

Request instruction:

```
** Agent check in **

``` shell

curl -X POST "http://192.168.12.183:8000/coocenter-api/queues/agent-login" -H "accept:
application/json" -H "Content-Type: application/x-www-form-urlencoded" -d
"extension=800&queue=630"

```

\*\*\*

Correct response

```
``` json
```

```
{
```

```
"status": "success",
```

```
"message": "login extension success"
```

```
}
```

** Agent check out**

```
``` shell
```

```
curl -X POST "http://192.168.12.183:8000/coocenter-api/queues/agent-logout" -H "accept:
```

```
application/json" -H "Content-Type: application/x-www-form-urlencoded" -d
```

```
"extension=800&queue=630"
```

\*\*\*

Correct response

```
``` json
```

```
{
```

```
"status": "success",  
  
"message": "logout extension success"  
}
```

- Click to dial

Request the calling number and called number to the telephone system post. The telephone system first dials the calling number, after answers then dial called number.

Extension 808 to call809.

```
``` shell
```

```
curl -X POST "http://192.168.12.183:8000/coocenter-api/extensions/click-number" -H "accept:
application/json" -H "Content-Type: application/x-www-form-urlencoded" -d "src=808&dst=809"
```

```
```
```

- Hang up Call

Hang up extension 801

Request Instruction:

```
``` shell
```

```
curl -X POST "https://192.168.12.185:8080/coocenter-api/extensions/hangup" -H "accept: application/json" -H "Content-Type: application/x-www-form-urlencoded" -d "extension=801"
```

```

Correct response

```
``` json
{
 "status": "success",
 "message": "hangup extension success"
}
```
```

- Call Transfer

Call transfer 802 to 801

Request Instruction:

```
``` shell
```

```
curl -X POST "https://192.168.12.185:8080/coocenter-api/extensions/transfer" -H "accept: application/json" -H "Content-Type: application/x-www-form-urlencoded" -d "dst=801&src=802"
```

```

Correct response

```
``` json
{
 "status": "success",
 "message": "transfer extension success"
}
```

- Incoming blacklist

Blacklist of incoming numbers includes three APIs of adding/viewing/deleting

**\*\*View the blacklist\*\***

```
``` shell
```

```
curl -X GET "http://192.168.12.183:8000/coocenter-api/blacklist/index" -H "accept:
application/json"
```

```
```
```

Correct response

```
``` json
{
  "status": "success",
```

```
"data": [
```

```
"123456"
```

```
]
```

```
}
```

```
...
```

```
**Delete blacklist**
```

```
``` shell
```

```
curl -X DELETE "http://192.168.12.183:8000/coocenter-api/blacklist/delete" -H "accept:
```

```
application/json" -H "Content-Type: application/x-www-form-urlencoded" -d "number=123456"
```

```
...
```

```
Correct response
```

```
``` json
```

```
{
```

```
"status": "success",
```

```
"message": "Key deleted successfully"
```

```
}
```

```
...
```

```
**Add blacklist**
```

```
``` shell
```

```
curl -X POST "http://192.168.12.183:8000/coocenter-api/blacklist/create" -H "accept: application/json" -H "Content-Type: application/x-www-form-urlencoded" -d "number=123123"
```

```
```
```

```
Correct response
```

```
``` json
```

```
{
 "status": "success",
 "message": "Updated database successfully"
}
```

```
```
```

- Get the recording file

```
Request instruction:
```

```
``` bash
```

```
curl -X GET "http://192.168.12.183:8000/coocenter-api/monitor/${filePath}"
```

```
```
```


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Return to the recording file