

Download contacts for calling

The process starts from the Dialer page when selecting the action "Load numbers" for a specific call. Below is a diagram of the process.

As part of the process, all records for details of the Dialer Participants for a specific dialer are cyclically processed. In the element "Read the number of non-transferred participants", the participants of the call are counted for whom the State is not filled or the State is not equal to "Transferred". Then, each record from the details of the Participants of the call-down is sequentially processed.

By default, for each entry, 3 attempts are made to send a request to add a Dialer Participant to Dialer Webitel. If the Webitel API returns a positive response about adding a dialer participant, the process sets the participant Status = Transmitted and the GUID of the entry from the Members tab in the Dialer Webitel will be recorded in the WebitelMemberID tab.

If a participant has run out of attempts and a positive response has not been received to set the Condition = Attempts ended, and the reason for which the call participant could not be loaded will be recorded in the Webitel error code field. The most common mistake is the absence of the necessary means of communication for the downloaded contact in the participants of the dialer.

As part of the process, all contact communications are transferred to the Dialer Webitel, the type of which is equal to the values added to the "Phone Types" detail in the Dialer page. An unlimited number of communication devices with the appropriate type (for example, mobile, home, etc.) can be downloaded per one dialer participant.