

Visual Callflow

Description

The visual call flow designer allows you to create a [routing scheme](#) without using code. All [ACR applications](#) are available as graphic elements with a set of parameters.

General view of the designer:

Main blocks:

1. Primary Workspace
2. String for quick application search
3. ACR Application Groups
4. ACR applications
5. Application Manager - application specific parameters input
6. Toolbar: scale, save, cancel and online scheme debugging.

Communication between applications is from the **out** channel (or another, depending on the application) to the **in** channel. Please note that in each application there can be only one input. To re-use the application, you must hold down the button **Shift** on the keyboard and stretch to the desired application (this line will be green).

General

Application	Picture	Description	Application manager	
Start		Starting event call processing. It is possible to add only 1 element in the routing scheme.		
Stop		The final call processing event.		
Log		The application allows you to display debug information. For the application to work, you must enable Debug mode in the routing scheme.		Any text information or call variables.
Variables		Variables. Allows you to assign variable call.		Action <ul style="list-style-type: none">• setVar - variable declaration• unSet - delete existing variables• exportVars - export of variables to WebSocket (Webitel Phone/bpmonline) Variable - to enter variables.
Calendar		The calendar. Checks the current time on the selected calendar and stores the result in a variable.		<ul style="list-style-type: none">• Name - select calendar that will check the time.• Variable - the name of the variable in which to save the result of the check.
Switch		Multiple choice operator.		<ul style="list-style-type: none">• Variable - variable which contains the value to be checked.• Case - allows you to add transition options, depending on the value in the variable.
IF		Conditional operator.		Allows you to check the specified condition and make the transition to the branches true or false .

Basic

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Answer		Switching.		<p>An application can send one of 3 SIP replies:</p> <ul style="list-style-type: none"> • 200 OK -will establish a connection. Start of call billing.. • 183 Session Progress - preliminary approval of codecs. Allows you to interact with the media stream call without billing. • 180 Ringing - start ringback / ringback tone (beeps).
Hangup		Finishing.		<p>End the current call with a specific call termination code.</p>
Playback		Play the file(s) in the media channel call.		<p>One or several types of media files preloaded in the section 09 Media can be added.</p> <p>The selected files will be played in a top-down sequence.</p>
Play and get digits		Play the file(s) and write the resulting DTMF to a variable.		<p>The main difference from the previous application is the ability to save DTMF numbers into a variable.</p> <ul style="list-style-type: none"> • Variable - variable in which the user-entered digit is stored. • Minimum digits - minimum number of digits entered by the user. • Maximum digits - maximum number of digits dialed by the user. • Number of tries - number of repeated plays of files if the typed value does not meet the requirements specified above. • Timeout - extension timeout after playing the last file in the list. • Flush DTMF - clear the buffer with the preset value.
Sleep		Pause.		<p>Time in milliseconds.</p>
Queue		Waiting queue.		<p>Place a call to a specified waiting queue from 11 Automatic Call Distributor.</p>
Queue Timer		Asynchronous queue interaction.		<p>The application allows you to call a set of applications while the subscriber is waiting in the queue. As soon as the call is served, the application stops running.</p> <ul style="list-style-type: none"> • Intervals - After how many seconds from the start of the queue waiting start the application. • Retries - The number of repetitions. • Set current positions - Save to variable the current value of the subscriber position in the waiting queue.
Record File		Write to file.		<p>The application allows you to record audio or video into file and send it to Email (Requires registered SMTP parameters in domain settings).</p> <ul style="list-style-type: none"> • Name - The name of the file to which the media stream will be saved. • Terminators - The interrupt character. • Type - Type of file format. • Max Seconds - Maximum recording duration in seconds. • Silence Hits - The maximum duration of silence for early completion of the file recording. • Email - The list of addresses to send the recorded file to Email.

Record Session		Record dialogue.		<p>The application allows you to start / end recording conversations of telephony subscribers and the ability to send to Email (Requires registered SMTP parameters in domain settings).</p> <ul style="list-style-type: none"> • Action - Start or stop recording a conversation. • Type - Type of file format. • Stereo - Record each channel in a separate direction or mix everything into one channel. • Bridged - Record only calls that have a connection (bridge) A and B side. • Min Seconds - The minimum recording duration in seconds. If the duration of the conversation was less than the specified value - the file is not saved. • Follow Transfer - Continue recording the dialogue after transferring the call to another subscriber. • Email - The list of addresses to send the recorded file to Email.
Echo		Echo test.		The ability to listen to your own media channel with a delay (in milliseconds) or without.
Conference		The conference.		<p>The application logs into the conference or creates a new conference with the specified name.</p> <ul style="list-style-type: none"> • Name - The name of the conference. • PIN - Access code to the conference. • Flags - Additional options from the list.
Bridge		Connect.		The application allows you to connect the current channel with a new one. This can be either a webitel user or an external number via 07 Gateways or SIP URI.
Transfer		Switch to another ACR scheme.		The application provides an exit from the current scheme and transfer to a new one.

Advanced

Send Email		Send Email.		The application allows you to send Email (Requires registered SMTP parameters in domain settings). You can use call variables in the subject and body of the message.
Receive FAX		Get a FAX.		FAX server that saves the message to a PDF file with the ability to send to Email (Requires registered SMTP parameters in domain settings).
BlackList		Blacklist.		Specifies the name of the blacklist and the list of actions (Actions exit) for subscribers from this list.
Park		Parking call.		Put or pick up a call from the parking lot.
Pickup		Call Pickup		The name of the group to intercept an unanswered call.
Text-To-Speech		Generate audio from text.		Customize speech synthesis.
Voicemail		Voice mail.		The application allows you to leave or listen to the left voice messages for the user Webitel.
HttpRequest		HTTP Request.		<p>The application allows you to perform an HTTP request and save the result in call variables.</p> <p>http://api.webitel.com/en/latest/acr-applications.html#module-httpRequest</p>
Exists		Existence.		The application allows you to check for a specific dealer, queue, media file, or Webitel user. The result as true or false is stored in a variable.
Custom Code		Custom code		<p>The ability to perform any application described in the documentation: http://api.webitel.com/en/latest/acr-applications.html</p> <p>In one element there can be only one application.</p>