

# 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 <b>Debug mode</b> in the routing scheme.		Any text information or call variables.
Variables		Variables. Allows you to assign variable call.		<b>Action</b> <ul style="list-style-type: none"><li>• <a href="#">setVar</a> - variable declaration</li><li>• <a href="#">unSet</a> - delete existing variables</li><li>• <a href="#">exportVars</a> - export of variables to WebSocket (Webitel Phone/bpmonline)</li></ul> <b>Variable</b> - 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"><li>• <b>Name</b> - select calendar that will check the time.</li><li>• <b>Variable</b> - the name of the variable in which to save the result of the check.</li></ul>
Switch		Multiple choice operator.		<ul style="list-style-type: none"><li>• <b>Variable</b> - variable which contains the value to be checked.</li><li>• <b>Case</b> - allows you to add transition options, depending on the value in the variable.</li></ul>
IF		Conditional operator.		Allows you to check the specified condition and make the transition to the branches <b>true</b> or <b>false</b> .

## Basic

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Answer		Switching.		<p>An application can send one of 3 SIP replies:</p> <ul style="list-style-type: none"> <li>• <b>200 OK</b> -will establish a connection. Start of call billing..</li> <li>• <b>183 Session Progress</b> - preliminary approval of codecs. Allows you to interact with the media stream call without billing.</li> <li>• <b>180 Ringing</b> - start ringback / ringback tone (beeps).</li> </ul>
Hangup		Finishing.		<p>End the current call with a specific <a href="#">call termination code</a>.</p>
Playback		Play the file(s) in the media channel call.		<p>One or several types of media files preloaded in the section <a href="#">09 Media</a> 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"> <li>• <b>Variable</b> - variable in which the user-entered digit is stored.</li> <li>• <b>Minimum digits</b> - minimum number of digits entered by the user.</li> <li>• <b>Maximum digits</b> - maximum number of digits dialed by the user.</li> <li>• <b>Number of tries</b> - number of repeated plays of files if the typed value does not meet the requirements specified above.</li> <li>• <b>Timeout</b> - extension timeout after playing the last file in the list.</li> <li>• <b>Flush DTMF</b> - clear the buffer with the preset value.</li> </ul>
Sleep		Pause.		<p>Time in milliseconds.</p>
Queue		Waiting queue.		<p>Place a call to a specified waiting queue from <a href="#">11 Automatic Call Distributor</a>.</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"> <li>• <b>Intervals</b> - After how many seconds from the start of the queue waiting start the application.</li> <li>• <b>Retries</b> - The number of repetitions.</li> <li>• <b>Set current positions</b> - Save to variable the current value of the subscriber position in the waiting queue.</li> </ul>
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 <a href="#">domain settings</a>).</p> <ul style="list-style-type: none"> <li>• <b>Name</b> - The name of the file to which the media stream will be saved.</li> <li>• <b>Terminators</b> - The interrupt character.</li> <li>• <b>Type</b> - Type of file format.</li> <li>• <b>Max Seconds</b> - Maximum recording duration in seconds.</li> <li>• <b>Silence Hits</b> - The maximum duration of silence for early completion of the file recording.</li> <li>• <b>Email</b> - The list of addresses to send the recorded file to Email.</li> </ul>

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

## Advanced

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