

Dialer management

Dialer's outbound campaign

To create the new outbound campaign you need to send the POST request to **Webitel Engine** server address with set request body. See the example of such request below:

POST /api/v2/dialer

Content-Type: application/json

X-Access-Token: eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eYjPZC16ImNmMTQ3ZF1kLTKlZGYtNDI0OC05ZTM2LWQwZkdDZDZlZDUzZiIsInR1bm50eXB1dCI6MTQ3ZW5kcnNpdAWEAMcWoiJC16InPdGUilCjOIjoizG9tYWluLiwiidDI6Mn0.o-bcG_U3wjJMN4r3YaBfzg9CrcZPVanzCap8K4E7TSdg

request body

```

1 {
2     "name": "myPredictiveDialer",
3     "description": "test dialer",
4     "type": "Predictive Dialer",
5     "priority": 1,
6     "calendar": {
7         "id": "594225b53c1956000b41db7b",
8         "name": "WorksDay"
9     },
10    "parameters": {
11        "limit": 20,
12        "minBillSec": 10,
13        "originateTimeout": 40,
14        "maxTryCount": 0,
15        "intervalTryCount": 180,
16        "wrapUpTime": 60,
17        "predictAdjust": 150,
18        "targetPredictiveSilentCalls": 2.5,
19        "maxPredictiveSilentCalls": 3,
20        "waitingForResultStatus": true,
21        "recordSession": true,
22        "eternalQueue": true,
23        "retryAbandoned": false,
24        "retriesByNumber": true,
25        "oneDayTask": false
26    },
27    "amd": {
28        "enabled": true,
29        "allowNotSure": true,
30        "maximumWordLength": 5000,
31        "maximumNumberOfWords": 3,
32        "betweenWordsSilence": 50,
33        "minWordLength": 100,
34        "totalAnalysisTime": 5000,
35        "silenceThreshold": 256,
36        "afterGreetingSilence": 800,
37        "greeting": 1500,
38        "initialSilence": 2500
39    },
40    "variables": {
41        "myVar": "10"
42    },
43    "numberStrategy": "by-priority",
44    "membersStrategy": "next-tries-circuit",
45    "autoResetStats": true,
46    "resources": [
47        {
48            "dialedNumber": "^\\+?60(\\d{8,11})$",
49            "destinations": [
50                {
51                    "gwName": "testDialer",
52                    "dialString": "0$1",
53                    "gwProto": "sip",
54                    "order": 0,
55                    "limit": 10,
56                    "enabled": true,
57                    "callerIdNumber": "000000000"
58                }
59            ]
60        }
61    ]
62 }

```

```

62     }
63 },
64 "agentParams": {
65     "callTimeout": 20,
66     "wrapUpTime": 40,
67     "maxNoAnswer": 2,
68     "busyDelayTime": 10,
69     "rejectDelayTime": 10,
70     "noAnswerDelayTime": 10
71 },
72 "agents": [
73     "100",
74     "200"
75 ],
76 "skills": [
77     "english"
78 ],
79 "agentStrategy": "longest_idle_agent",
80 "communications": {
81     "types": [
82         {
83             "name": "Personal",
84             "code": "1",
85             "ranges": [
86                 {
87                     "startTime": 540,
88                     "endTime": 1080,
89                     "attempts": 2,
90                     "priority": 10
91                 }
92             ]
93         },
94         {
95             "name": "Home",
96             "code": "2",
97             "ranges": [
98                 {
99                     "startTime": 1080,
100                    "endTime": 1260,
101                    "attempts": 1,
102                    "priority": 5
103                }
104            ]
105        }
106    ]
107 }
108 }

```

A description of the structure of the request body is given in the table below:

#	Name	Type	Description
2	name	string	Campaign's name
3	description	string	Custom campaign description
4	type	string	Dialer type. It can take one of the values: <ul style="list-style-type: none"> • Predictive Dialer • Progressive Dialer • Voice Broadcasting
5	priority	number	Campaign priority (any integer). Default number is 0.
6	calendar	object	Work calendar. You must specify the identifier and name of the previously created calendar.
10	parameters	object	Additional campaign parameters: 11 - 25.
11	limit	number	The maximum number of simultaneous calls.

12	minBillSec	number	The minimum duration of a successful call is "in conversation" if the call result function is not enabled (20).
13	originateTimeout	number	The maximum duration of a subscriber call.
14	maxTryCount	number	The maximum number of attempts to dial a subscriber.
15	intervalTryCount	number	Waiting between dialing attempts in seconds.
16	wrapUpTime	number	Duration of waiting for a call result if the call result function is enabled (20).
17	predictAdjust	number	The number of completed attempts, after which the Predictive mechanisms for the Predictive Dialer are turned on.
18	targetPredictiveSilentCalls	number	Target lost call rate for the Predictive Dialer.
19	maxPredictiveSilentCalls	number	The maximum allowable rate of lost calls for the Predictive Dialer.
20	waitingForResultStatus	boolean	Call Result - the expected result of dialing a subscriber from an external system through the REST API.
21	recordSession	boolean	Enable conversation recording.
22	eternalQueue	boolean	"Eternal Campaign" - do not stop after all subscribers have dialed.
23	retryAbandoned	boolean	Continue attempts to dial the subscriber after he has been "lost".
24	retriesByNumber	boolean	The number of attempts for the type of number to count for each number of this type separately.
25	oneDayTask	boolean	One day campaign. Do not transfer subscribers to the next day if all attempts are made to dial within one day (0:00 - 24:00).
27	amd	object	Function of answering machine detection: 28 - 38.
28	enabled	boolean	Enable autoresponder detection.
29	allowNotSure	boolean	Transfer calls to the operator in which unambiguous recognition of the person is not received.
30	maximumWordLength	number	Maximum duration of one sentence (ms).
31	maximumNumberOfWords	number	The maximum number of words in the greeting. If it is exceeded - an answering machine.
32	betweenWordsSilence	number	Duration of silence between words (ms).
33	minWordLength	number	The minimum duration of a continuous voice sound to define this sound as a word (ms).
34	totalAnalysisTime	number	The maximum time set for the operation of the algorithm for identifying a person or answering machine (ms).
35	silenceThreshold	number	The maximum duration of silence between words (ms).
36	afterGreetingSilence	number	Silence after greeting (ms).
37	greeting	number	Maximum greeting length (ms).

38	initialSilence	number	Maximum silence before greeting (ms).
40	variables	object	Additional variables that will be assigned to the channel of each dial-up attempt for all campaign subscribers.
43	numberStrategy	string	Number selection strategy by type of subscriber communication facility. One of the values is possible: <ul style="list-style-type: none"> • by-priority - we make a given number of attempts, first, according to the highest priority type of communication tool, then move on to the next type. • top-down - one attempt is sequentially performed for each type of communication medium.
44	membersStrategy	string	The strategy of passing the list of subscribers. One of the values is possible: <ul style="list-style-type: none"> • next-tries-circuit - at the beginning, select subscribers who have a higher priority and were previously added taking into account the time of the next dial-up attempt. • strict-circuit - at the beginning, select subscribers who have a higher priority and were previously added. The time of the next dial-up attempt should be taken into account only after the complete passage of the entire list of subscribers.
45	autoResetStats	boolean	Automatically clear statistics and performance indicators of campaign operators at 0:00.
46	resources	array	An array of objects with outbound callflow (47 - 62).
48	dialedNumber	string	Regular expression of the subscriber's phone number.
49	destinations	array	Array of objects (50 - 59), with a description of the directions of the output of the call.
51	gwName	string	Gateway name from 07 Gateways .
52	dialString	string	Dial number string.
54	order	number	Order (sequence) of choice.
55	limit	number	The number of simultaneous calls in this direction.
56	enabled	boolean	enabled or not
57	callerIdNumber	string	CallerID for destination.
62	agentParams	object	General parameters of operators in the campaign (63 - 68). If not set, then the individual settings of each of the operators in the 06 Directory are taken into account.
63	callTimeout	number	The maximum duration of a call to the operator (dial-up to the operator).
64	wrapUpTime	number	The time for completing the call. At this time, the dialer does not distribute the call to the agent.
65	maxNoAnswer	number	The maximum number of consecutive calls without an operator answering, after which the system will take the operator to a break.
66	busyDelayTime	number	The delay in seconds between calls from the queue if the agent is busy.
67	rejectDelayTime	number	The delay in seconds between calls from the queue if the agent rejects the call.
68	noAnswerDelayTime	number	The delay in seconds between calls from the queue if the agent did not answer.
70	agents	array	An array with the numbers of operators assigned to this campaign.
74	skills	array	An array with operator skills that will be automatically included in this campaign.

77	agentStrategy	string	The strategy of choosing a free operator. One of the values is possible: <ul style="list-style-type: none"> random - in random order. agent-with-fewest-calls - first to the operator with the least number of calls. agent-with-least-talk-time - first to the operator with the least time in the conversation. longest-idle-agent - first to the operator with the longest waiting time.
78	communications	object	Communication facilities of subscribers.
79	types	array	An array with types of communication tools of subscribers (80 - 104).
81	name	string	The name of the type of communications.
82	code	string	Communication type code.
83	ranges	array	An array of objects describing time and quantity parameters for each type of communication tool.
85	startTime	number	The start time of the action.
86	endTime	number	Action completion time.
87	attempts	number	The number of attempts to dial.
88	priority	number	Priority.

After successfully creating a new campaign, the server returns the identifier in the response:

Respons

```

1  {
2      "status": "OK",
3      "data": {
4          "result": {
5              "ok": 1,
6              "n": 1
7          },
8          "ops": [],
9          "insertedCount": 1,
10         "insertedIds": [
11             "5947d253877320000ca427a7"
12         ]
13     }
14 }
```

To change the campaign parameters, you must send PUT with the updated request body. For example:

PUT /api/v2/dialer/5947d253877320000ca427a7

Content-Type: application/json **X-Access-Token:** eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpZCI6ImNmMTQ3ZTFiLTk1ZGYtNDI1OC05ZTM2LWQ4NWZkZDZlZDUzZiIsImV4cCI6MTQ5NzkwnjAwMDAwMCwiZCI6InNpdGUlLCJ0IjojoiZG9tYWluliwidil6Mn0.o-bcG_U3oJMN4r3YaBfSg9CcrZPANZulcapR4E6TSdg

To delete a campaign, a DELETE request is used, and to get information on a dealer, GET

To start the campaign you need to send a PUT request without a body

PUT /api/v2/dialer/5947d253877320000ca427a7/state/1

Content-Type: application/json **X-Access-Token:** eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpZCI6ImNmMTQ3ZTFiLTk1ZGYtNDI1OC05ZTM2LWQ4NWZkZDZlZDUzZiIsImV4cCI6MTQ5NzkwnjAwMDAwMCwiZCI6InNpdGUlLCJ0IjojoiZG9tYWluliwidil6Mn0.o-bcG_U3oJMN4r3YaBfSg9CcrZPANZulcapR4E6TSdg

Subscribers upload:

To add a new subscriber to the created campaign, you need to send a POST request to the Webitel Engine server address with the specified request body. The following is an example of such a request:

POST /api/v2/dialer/5947d253877320000ca427a7/members?autoRun=true

Content-Type: application/json **X-Access-Token:** eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpZCI6ImNmMTQ3ZTFk1ZGYtNDI1OC05ZTM2LWQ4NWZkZDZlZDUzZiIsImV4cCI6MTQ5NzkwNjAwMDAwMCwiZCI6InNpdGUlLCJ0IjoiaWludil6Mn0.0-bcG_U3oJMN4r3YaBfSg9CcrZPANZulcapR4E6TSdg

Body

```
1 {
2   "name": "Ivan Ivanov",
3   "priority": 10,
4   "variables": {
5     "productId": "235444"
6   },
7   "communications": [
8     {
9       "number": "380911234567",
10      "priority": 5,
11      "type": "1",
12      "description": "new"
13    },
14    {
15      "number": "380921234567",
16      "priority": 1,
17      "description": "old one, without communication type"
18    }
19  ],
20  "expire": 1497992400000
21 }
```

autoRun

The parameter allows you to automatically launch a campaign after adding a subscriber.

Body JSON

Variable	Type	Description
name	string	Custom subscriber name
priority	number	Call Priority (any integer). Default number is 0.
communications	array	An array of phone numbers with priorities for dialing one subscriber if you need to specify more than one means of communication for search. The type field indicates the code type of the communication medium.
variables	object	Additional variables that will be assigned to the channel of each attempt to dial the subscriber.
expire	number	Optional parameter. Indicates the maximum time to which the subscriber should ring. If this subscriber is not served within the indicated time period, the dialer will stop making calls.

After successfully adding a subscriber, the server returns an identifier in the response:

Answer example

```
{
  "status": "OK",
  "data": {
    "result": {
      "ok": 1,
      "n": 1
    },
    "ops": [],
    "insertedCount": 1,
    "insertedIds": [
      "5949067198ff9f000ca9a264"
    ]
  }
}
```

To change the PUT data, to delete a subscriber, a DELETE request is used, and to get information - GET

GET /api/v2/dialer/5947d253877320000ca427a7/members/5949067198ff9f000ca9a264

X-Access-Token: eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpZCI6ImNmMTQ3ZTFiLTk1ZGYtNDI1OC05ZTM2LWQ4NWZkZDZlZDUzZiIsImV4cCI6MTQ5NzkwNjAwMDAwMCwiZCI6InNpdGUhLCJ0IjoieG9tYWluIiwidm0.0
-bcG_U3oJMN4r3YaBfSg9CcrZPANZulcapR4E6TSdg

Call Result Management

If the function to manage the result of a call from an external application, waitingForResultStatus, has been activated, at the end of each successful call, the dialer will wait for a REST request with the status - consider this attempt successful or not. Also, it is possible to transfer a new phone, exclude the current one or set a new dial-up time. Request example:

PUT /api/v2/dialer/5947d253877320000ca427a7/members/5949067198ff9f000ca9a264/status

Content-Type: application/json

X-Access-Token: eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpZCI6ImNmMTQ3ZTFiLTk1ZGYtNDI1OC05ZTM2LWQ4NWZkZDZlZDUzZiIsImV4cCI6MTQ5NzkwNjAwMDAwMCwiZCI6InNpdGUhLCJ0IjoieG9tYWluIiwidm0.0
-bcG_U3oJMN4r3YaBfSg9CcrZPANZulcapR4E6TSdg

Body

```
{
  "success": false,
  "reset_retries": false,
  "next_after_sec": 3600,
  "next_communication": "380910000000",
  "stop_communications": ["380920000000", "380930000000"],
  "description": " "
}
```

Body JSON

Variable	Type	Description
success	boolean	<ul style="list-style-type: none"> true - Successful call. Stop calling the subscriber to all other numbers. false - Not a successful call. Continue dialing attempts.
reset_retries	boolean	true - Completely clear all attempts by all means of communication of the subscriber and start from the beginning.
next_after_sec	number	If indicated, the time in seconds after how much to make the next attempt to dial the subscriber. If time is not specified, the value from the settings of the dealer is taken into account.
next_communication	string	To which number to make the next attempt. If no number is specified, the number will be selected in priority order. If a new number is specified, it will be added with a higher priority.

stop_communications	array	An array with numbers that you can't dial into anymore. Or, you can specify all (as a string), then dialing to all numbers except for the one specified in the next_communication field will be stopped "stop_communications": "all"
description	string	Random comment on action.

Cancel call member

To cancel (without deleting) a call member, you can send a terminate PUT request:

PUT /api/v2/dialer/5947d253877320000ca427a7/members/5949067198ff9f000ca9a264/terminate

X-Access-Token: eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpZCI6ImNmMTQ3ZTFiLTk1ZGYtNDI1OC05ZTM2LWQ4NWZkZDZlZDUzZiIsImV4cCI6MTQ5NzkwNjAwMDAwMCwiZCI6InNpdGUiLCJ0IjoizG9tYWluIiwidiI6Mn0.o-bcG_U3oJMN4r3YaBfSg9CcrZPANZulcapR4E6TSdg