

Web-hooks

- (event), (flow), .

Joined		: - offline queue - inbound queue - outbound IVR - preview dialer - progressive dialer - predictive dialer - chat inbound queue - task queue	channel	string	(chat/call/task)
			attempt_id	integer	
			destination	string	,
			use_processing	boolean	
			agent_channel_id	string	(, API)
			member_channel_id	string	(, API)
			+ ,		
Answered		• preview dialer • offline queue	channel	string	(chat/call/task)
			attempt_id	integer	
			destination	string	,
			use_processing	boolean	
			agent_channel_id	string	(, API)
			member_channel_id	string	(, API)
			agent_name	string	
			agent_id	integer	
			user_id	integer	
			agent_extension	string	
			member_name	string	
			member_id	integer	
			cc_attempt_seq	integer	
			call_bill_sec	number	- ,
			call_duration	number	- , ()
			amd_result	string	- HUMAN/MASHINE
			call_voice_sec	number	- ,
			+ ,		
Offering		: - offline queue - inbound queue - outbound IVR - preview dialer - progressive dialer - predictive dialer - chat inbound queue - task queue	channel	string	(chat/call/task)
			attempt_id	integer	
			destination	string	,
			use_processing	boolean	
			agent_channel_id	string	(, API)
			member_channel_id	string	(, API)
			agent_name	string	
			agent_id	integer	
			user_id	integer	
			agent_extension	string	
			member_name	string	
			member_id	integer	
			cc_attempt_seq	integer	
			call_bill_sec	number	- ,

			call_duration	number	- , ()
			amd_result	string	- HUMAN/MASHINE
			call_voice_sec	number	- ,
			+		
Bridged		: • offline queue • inbound queue • outbound IVR • preview dialer • progressive dialer • predictive dialer • chat inbound queue • task queue	channel	string	(chat/call/task)
			attempt_id	integer	
			destination	string	,
			use_processing	boolean	
			agent_channel_id	string	(, API)
			member_channel_id	string	(, API)
			agent_name	string	
			agent_id	integer	
			user_id	integer	
			agent_extension	string	
			member_name	string	
			member_id	integer	
			cc_attempt_seq	integer	
			call_bill_sec	number	- ,
			call_duration	number	- , ()
			amd_result	string	- HUMAN/MASHINE
			call_voice_sec	number	- ,
			+		
Missed		: • offline queue • inbound queue • preview dialer • progressive dialer • predictive dialer • chat inbound queue • task queue	channel	string	(chat/call/task)
			attempt_id	integer	
			destination	string	,
			use_processing	boolean	
			agent_channel_id	string	(, API)
			member_channel_id	string	(, API)
			agent_name	string	
			agent_id	integer	
			user_id	integer	
			agent_extension	string	
			member_name	string	
			member_id	integer	
			cc_attempt_seq	integer	
			call_bill_sec	number	- ,
			call_duration	number	- , ()
			amd_result	string	- HUMAN/MASHINE
			+		
Leaving		: • offline queue • inbound queue • outbound IVR • preview dialer • progressive dialer • predictive dialer	channel	string	(chat/call/task)
			attempt_id	integer	
			destination	string	,
			use_processing	boolean	

		• chat inbound queue • task queue	<table><tr><td>agent_channel_id</td><td>string</td><td>(, API)</td></tr><tr><td>member_channel_id</td><td>string</td><td>(, API)</td></tr><tr><td>agent_name</td><td>string</td><td></td></tr><tr><td>agent_id</td><td>integer</td><td></td></tr><tr><td>user_id</td><td>integer</td><td></td></tr><tr><td>agent_extension</td><td>string</td><td></td></tr><tr><td>member_name</td><td>string</td><td></td></tr><tr><td>member_id</td><td>integer</td><td></td></tr><tr><td>cc_attempt_seq</td><td>integer</td><td></td></tr><tr><td>cc_result</td><td>string</td><td>(sucess/cancel/abandoned)</td></tr><tr><td>call_bill_sec</td><td>number</td><td>- ,</td></tr><tr><td>call_duration</td><td>number</td><td>- , ()</td></tr><tr><td>call_cause</td><td>string</td><td>()</td></tr><tr><td>call_sip_code</td><td>number</td><td>(. SIP }</td></tr><tr><td>amd_result</td><td>string</td><td>- HUMAN/MASHINE</td></tr><tr><td>call_voice_sec</td><td>number</td><td>- ,</td></tr><tr><td>+ ,</td><td></td><td></td></tr></table>	agent_channel_id	string	(, API)	member_channel_id	string	(, API)	agent_name	string		agent_id	integer		user_id	integer		agent_extension	string		member_name	string		member_id	integer		cc_attempt_seq	integer		cc_result	string	(sucess/cancel/abandoned)	call_bill_sec	number	- ,	call_duration	number	- , ()	call_cause	string	()	call_sip_code	number	(. SIP }	amd_result	string	- HUMAN/MASHINE	call_voice_sec	number	- ,	+ ,											
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- - Hooks Queues.

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