

Webhooks

The call of the webhook on the queue occurs when a certain event (**event**) happens after which a selected, created earlier scheme (**flow**) is called.

Event	Description	A queue type where is used	Fields that are transferred		
			Field	Type	Description
Joined	a subscriber has entered the queue	all queues: <ul style="list-style-type: none">• offline queue• inbound queue• outbound IVR• preview dialer• progressive dialer• predictive dialer• chat inbound queue• task queue	channel	string	channel (chat/call/task)
			attempt_id	integer	dialer attempt identifier
			destination	string	call destination number
			use_processing	boolean	post-processing is enabled
			agent_channel_id	string	agent session identifier (a call ID for the agent required to use API)
			member_channel_id	string	subscriber session identifier (a call ID for the subscriber required to use API)
			+ all variables which are transferred with a subscriber and in a queue		
Answered	an agent has answered the call	<ul style="list-style-type: none">• preview dialer• offline queue	channel	string	channel (chat/call/task)
			attempt_id	integer	dialer attempt identifier
			destination	string	call destination number
			use_processing	boolean	post-processing is enabled
			agent_channel_id	string	agent session identifier (a call ID for the agent required to use API)
			member_channel_id	string	subscriber session identifier (a call ID for the subscriber required to use API)
			agent_name	string	agent name
			agent_id	integer	agent identifier
			user_id	integer	user identifier
			agent_extension	string	agent extension number
			member_name	string	subscriber name
			member_id	integer	subscriber identifier
			cc_attempt_seq	integer	attempt number
			call_bill_sec	number	duration of the subscriber conversation - from the moment of answering till the current moment, or the end of the call
			call_duration	number	general call time - call duration from the beginning of dialing till the current moment, or the end of the call (post-processing is not taken into account)
			amd_result	string	automatic detection (AMD) result - HUMAN /MASHINE
			call_voice_sec	number	the duration of the subscriber's conversation with the agent - from the beginning of the subscriber's connection with the agent till the end of the call
			+ all variables which are transferred with a subscriber and in a queue		
Offering	the call was distributed to an agent	all queues: <ul style="list-style-type: none">• offline queue• inbound queue• outbound IVR• preview dialer• progressive dialer• predictive dialer• chat inbound queue• task queue	channel	string	channel (chat/call/task)
			attempt_id	integer	dialer attempt identifier
			destination	string	call destination number
			use_processing	boolean	post-processing is enabled
			agent_channel_id	string	agent session identifier (a call ID for the agent required to use API)
			member_channel_id	string	subscriber session identifier (a call ID for the subscriber required to use API)
			agent_name	string	agent name

			agent_id	integer	agent identifier
			user_id	integer	user identifier
			agent_extension	string	agent extension number
			member_name	string	subscriber name
			member_id	integer	subscriber identifier
			cc_attempt_seq	integer	attempt number
			call_bill_sec	number	duration of the subscriber conversation - from the moment of answering till the current moment, or the end of the call
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			amd_result	string	automatic detection (AMD) result - HUMAN /MASHINE
			call_voice_sec	number	the duration of the subscriber's conversation with the agent - from the beginning of the subscriber's connection with the agent till the end of the call
			+ all variables which are transferred with a subscriber and in a queue		
Bridged	the connection between an agent and subscriber has occurred	all queues: <ul style="list-style-type: none"> • offline queue • inbound queue • outbound IVR • preview dialer • progressive dialer • predictive dialer • chat inbound queue • task queue 	channel	string	channel (chat/call/task)
			attempt_id	integer	dialer attempt identifier
			destination	string	call destination number
			use_processing	boolean	post-processing is enabled
			agent_channel_id	string	agent session identifier (a call ID for the agent required to use API)
			member_channel_id	string	subscriber session identifier (a call ID for the subscriber required to use API)
			agent_name	string	agent name
			agent_id	integer	agent identifier
			user_id	integer	user identifier
			agent_extension	string	agent extension number
			member_name	string	subscriber name
			member_id	integer	subscriber identifier
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			call_bill_sec	number	duration of the subscriber conversation - from the moment of answering till the current moment, or the end of the call
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			amd_result	string	automatic detection (AMD) result - HUMAN /MASHINE
			call_voice_sec	number	the duration of the subscriber's conversation with the agent - from the beginning of the subscriber's connection with the agent till the end of the call
			+ all variables which are transferred with a subscriber and in a queue		
Missed	an agent has not answered the call	queues with agent participation: <ul style="list-style-type: none"> • offline queue • inbound queue • preview dialer • progressive dialer • predictive dialer • chat inbound queue • task queue 	channel	string	channel (chat/call/task)
			attempt_id	integer	dialer attempt identifier
			destination	string	call destination number
			use_processing	boolean	post-processing is enabled
			agent_channel_id	string	agent session identifier (a call ID for the agent required to use API)

			member_channel_id	string	subscriber session identifier (a call ID for the subscriber required to use API)
			agent_name	string	agent name
			agent_id	integer	agent identifier
			user_id	integer	user identifier
			agent_extension	string	agent extension number
			member_name	string	subscriber name
			member_id	integer	subscriber identifier
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Leaving	a subscriber has left the queue	all queues: <ul style="list-style-type: none"> • offline queue • inbound queue • outbound IVR • preview dialer • progressive dialer • predictive dialer • chat inbound queue • task queue 	channel	string	channel (chat/call/task)
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			agent_id	integer	agent identifier
			user_id	integer	user identifier
			agent_extension	string	agent extension number
			member_name	string	subscriber name
			member_id	integer	subscriber identifier
			cc_attempt_seq	integer	attempt number
			cc_result	string	call result (success/cancel/abandoned)
			call_bill_sec	number	duration of the subscriber conversation - from the moment of answering till the current moment, or the end of the call
			call_duration	number	general call time - call duration from the beginning of dialing till the current moment, or the end of the call (post-processing is not taken into account)
			call_cause	string	call ending reason (here you can view the variants of possible causes)
			call_sip_code	number	call termination code (here you can view possible variants, in the SIP answer column).
			amd_result	string	automatic detection (AMD) result - HUMAN /MASHINE
			call_voice_sec	number	the duration of the subscriber's conversation with the agent - from the beginning of the subscriber's connection with the agent till the end of the call
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Processing	an agent has entered the post-processing status	queues with agent participation:	channel	string	channel (chat/call/task)
			attempt_id	integer	dialer attempt identifier

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Active	similar to Answered																																																							

Queue webhooks are configured in the admin panel on the Hooks tab in the Queues section.

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To add a hook, you need to click the button

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