



IRIS IVDX

Coral API Integration

Coral Telecom Ltd.

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API Security

Sandbox URL => <http://pbx.coraltele.com:8061>

Sandbox Api Key => e7bbdcb0-bf59-11eb-8529-0242ac130003

Headers to be included in each call

Key	Value	Remarks
Authorization	api-key e7bbdcb0-bf59-11eb-8529-0242ac130003	api-key <shared api key>
agentIP	192.168.20.14	IP Address of agent machine
agentNumber	751	Extension or Phone number associated with agent
agentID	agent1	Username of agent
agentName	Champka Lal	Full name of agent

API 1: PBX Health Status

PBX Health Status

URL	http://ServerIP:Port/api/v3
API Name	pbxhealthstatus
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to check the PBX Health.

response :

http : 200

Success:

```
{
  "status":0,
  "message":"PBX health ok.",
  "data":null
}
```

Error:

```
{
  "status":1,
  "message":"PBX is down.",
  "data":null
}
```

Response Parameter

Name	Mean	Parameter
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1
message	Success or failure message, which will help in understanding actual reason of failure.	“PBX Health OK”
data	Data to be stored	Null



PBX Health Status

URL	CRM URL
API Name	pbxhealthstatus
Method	PUSH DATA
Direction	PBX->CRM
Purpose	This API is used to the health status after every defined time

Push Data :

```
{
  "status":0,
  "message":"PBX Health",
  "data": {
    "pbxstatus":0,
    "pbxstatusmessage":"OK"
  }
}

{
  "status":0,
  "message":"PBX Health",
  "data": {
    "pbxstatus":1,
    "pbxstatusmessage":"DOWN"
  }
}
```



API2: Set PBX Server Time

Set PBX Server Time

URL	http://ServerIP:Port/api/v3
API Name	setpbxservertime
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to set the Server time of the PBX

Name	Mean	Parameter
newtime	Time which needs to be set	(Format : 25 June 2020 09:07:15)

response :

http : 200

Success:

```
{
  "status":0,
  "message":"Server time changed",
  "data":null
}
```

Error:

```
{
  "status":1,
  "message":"Error",
  "data":null
}
```

Response Parameter

Name	Mean	Parameter	Encryption Required
------	------	-----------	---------------------



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status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Server time Changed"	
data	Data to be stored	Null	



API3:Originate Call

Originate Call

URL	http://ServerIP:Port/api/v3
API Name	originatecall
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to create Originate calls

Request Parameters

Name	Mean	Parameter
calleenumber	Destination Number	Like 9999999999

response :

http : 200

Success:

```
{
  "status":0,
  "message":"Call originated to calleenumber",
  "data":null
}
```

Error:

```
{
  "status":1,
  "message":"Error",
  "data":null
}
```

Response Parameter



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Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Call Originated to caller Number"	
data	Data to be stored	Null	



API4: Incoming Call

Incoming Call:

URL	CRM URL
API Name	incomingcall
Method	POST
Direction	PBX -> CRM
Purpose	This API is used to for handling of incoming calls

Method :PUSH

Response

Push data :

```
{
  "status":0,
  "message":"Incoming call",
  "data": {
    "Event": "Popup",
    "CallerNum": "09891612004",
    "extension": "9000"
    "uuid": "93849-405955-59598585048-499449-9000"
  }
}
```



API5: Hold Call

Hold Call

URL	http://ServerIP:Port/api/v3
API Name	holdcall
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to hold an existing call

Request Parameters

Name	Mean	Parameter
uuid	Unique Key	93849-405955-59598585048-499449-9000

response :

http : 200

Success:

```
{  
    "status":0,  
    "message":"Call on Hold.",  
    "data":null  
}
```

Error:

```
{  
    "status":1,
```



```
"message": "Error",  
"data": null  
}
```

Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Call on Hold"	
data	Data to be stored	Null	



API6:Un-hold (resume) Call

UN Hold Call

URL	http://ServerIP:Port/api/v3
API Name	unholdcall
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to un hold an existing hold call

Request Parameters

Name	Mean	Parameter
uuid	Unique ID	93849-405955-59598585048-499449-9000

Response :

http : 200

Success:

```
{  
    "status":0,  
    "message":"CallUnHold.",  
    "data":null  
}
```

Error:

```
{  
    "status":1,
```



```
"message": "Error",  
"data": null  
}
```

Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Call Un Hold"	
data	Data to be stored	Null	



API7: Queue Transfer Call

Queue Transfer Call

URL	http://ServerIP:Port/api/v3
API Name	queuetransfercall
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to Transfer a call landing in Queue

Request Parameters

Name	Mean	Parameter
calleridnumber	Caller Number	9999999999
uuid	Unique Key	asdf-8888-3456-hj67
transfervnumber	No to be Transferred	9888888888

response :

http : 200

Success:

```
{  
    "status":0,  
    "message":"Queue Call Transferred.",  
    "data":null  
}
```



Error:

```
{  
    "status":1,  
    "message":"Error",  
    "data":null  
}
```

Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" Queue Call Transferred "	
data	Data to be stored	Null	



API8:Conference Call While Ringing

Conference While Ringing

URL	http://ServerIP:Port/api/v3
API Name	conferencewr
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to create conference while ringing to third party.

Request Parameters

Name	Mean	Parameter
thirdpartynumber	First party for conference	Like "9999999999"

Response:

http : 200

Success:

```
{  
    "status":0,  
    "message":"conference started ",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error",  
}
```



```
"data":null  
}
```

Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" conference started "	
data	Data to be stored	Null	

API9: Extension state change event

Extension state change event

URL	CRM URL
API Name	extstatechangeevent
Method	POST
Direction	PBX → CRM
Purpose	This API is used to get the extension state when a call is made to that extension

Push Data:

```

{
  "status":0,
  "message": "Extension State",
  "data": [{
    "extension": "9000",
    "status": "idle",
    "uuid": "XX—assdsd-",
    "secondparty": ""
  }, {
    "extension": "9001",
    "status": "ringing",
    "uuid": "XXY—assdsd-",
    "secondparty": "2004"
  }, {
    "extension": "9002",
    "status": "talking",
    "uuid": "XXZ—assdsd-",
    "secondparty": "09891612000"
  }
  ]
}

```



API10: Call Dispose

Dispose Call

URL	http://ServerIP:Port/api/v3
API Name	disposecall
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to dispose a call after the call is attendant

Request Parameters

Name	Mean	Parameter
calleridnumber	CallerNumber	Like9999999999
uuid	UniqueKey	Likeasdf-8888-3456-hj67
dispositionmessage	Message at the time of disposition	"Issue with Network"

response :

http : 200

Success:

```
{  
    "status":0,  
    "message":"Call Disposed.",  
    "data":null  
}
```

Error:



```
{  
    "status":1,  
    "message":"Error",  
    "data":null  
}
```

Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" Call Disposed "	
data	Data to be stored	NULL	



API11: Agent Login

Agent Login

URL	http://ServerIP:Port/api/v3
API Name	agentlogin
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to get agent login in application

Response:

http: 200

Success:

```
{
  "status":0,
  "message":"LoginSuccess ",
  "data":null
}
```

Error:

```
{
  "status":1,
  "message":"Error",
  "data":null
}
```



Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" Login Success "	
data	Data to be stored	NULL	



API12:Agent Logout

Agent Logout

URL	http://ServerIP:Port/api/v3
API Name	agentlogout
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to get agent log out from the application

Response :

http : 200

Success:

```
{  
    "status":0,  
    "message":"Logout Success ",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error",  
    "data":null  
}
```

Response Parameters



Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" Logout Success "	
data	Data to be stored	NULL	

API13:Agent Break

Agent Break

URL	http://ServerIP:Port/api/v3
API Name	agentbreak
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to get agent break in application

response :

http : 200

Success:

```
{  
    "status":0,  
    "message":"Agent on Break ",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error",  
    "data":null  
}
```



Response Parameters

Name	Mean	Parameter	Encryption Required
Status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
Message	Success or failure message, which will help in understanding actual reason of failure.	"Agent on Break "	
Data	Data to be stored	NULL	



API14:Create Inbound Queue

CreateInboundQueue

URL	http://ServerIP:Port/api/v3
API Name	createinboundqueue
Method	POST
Direction	CRM -> PBX
Purpose	This API is used for creating inbound queue for handling all inbound calls.

Request Parameters

Name	Mean	Parameter
queueid	Queue Number	Like 1 or 2
queuename	Queue Name	Like "Inboud"

response:

http: 200

Success:

```
{  
  "status":0,  
  "message":"Queue created.",  
  "data":null  
}
```

Error:

```
{  
  "status":1,  
  "message":"Error",  
  "data":null  
}
```

Response Parameters



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Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Queue created”	
data	Addition information if any .	Null	



API15:Create Agent / use

Create Agent:

URL	http://ServerIP:Port/api/v3
API Name	createagent
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to create agents for handling of calls

Request Parameters

Name	Mean	Parameter	Encryption Required
agentid	Agent ID	Like 1 Or 2	Y
agenttext	Agent Extension number	Like 9001 or 9002	Y

response :

http : 200

Success:

```
{  
    "status":0,  
    "message":"Agent Created.",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error",
```



```
"data":null  
}
```

Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Agent Created”	
data	Addition information if any .	Null	



API16: Agent Queue Tagging / Un-Tagging

Tag Agent:

URL	http://ServerIP:Port/api/v3
API Name	tagagent
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to tag a Agent with queue

Request Parameters

Name	Mean	Parameter
agentid	Agent ID	Like 1 or 2
queueid	Queue to which tagged	Like 1 or 2

response :

http : 200

Success:

```
{  
  "status":0,  
  "message":"Agent Tagged.",  
  "data":null  
}
```

Error:

```
{  
  "status":1,
```



```
"message": "Error",  
"data": null  
}
```

Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Agent Tagged”	
data	Addition information if any	Null	

UN Tag Agent:

URL	http://ServerIP:Port/api/v3
API Name	untagagent
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to Un tag a Tagged Agent

Request Parameters

Name	Mean	Parameter
agentid	Agent ID	Like 1 Or 2
queueid	Queue	Like 1or2

response :

http : 200



Success:

```
{  
    "status":0,  
    "message":"Agent Un Tagged.",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error",  
    "data":null  
}
```

Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Agent Un Tagged”	
data	Addition information if any .	Null	

API17: Send SMS

Send SMS

URL	http://ServerIP:Port/api/v3
API Name	sendsms
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to send SMS

Request Parameters

Name	Mean	Parameter	Encryption Required
mobilenumber	Mobile Number	Like 9999999999	Y
message	Message	Like "This is test message"	Y

response :

http : 200

Success:

```
{
  "status":0,
  "message":"SMSSend",
  "data":null
}
```

Error:

```
{
  "status":1,
  "message":"Error",
  "data":null
}
```



Response Parameter

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“SMS Send”	
data	Addition information if any	Null	

API18:CDR Event

CDR Event

URL	CRM URL
API Name	cdrevent
Method	PUSH
Direction	PBX -> CRM
Purpose	This API is used to generate CDR of the calls made

Push Data :

```
{
  "status": 0,
  "message": "CDR",
  "data": {
    "Event": "Cdr",
    "callerextension": "9000",
    "destination": "13616549910",
    "start_time": "2017-12-04 05:56:20",
    "answer_time": "2017-12-04 05:56:20",
    "end_time": "2017-12-04 05:56:25",
    "duration": "10",
    "billsec": "5",
    "disposition": "NO ANSWER",
    "accountcode": "test;1234",
    "recordurl": "",
    "direction": "in",
    "uuid": " hdasjd-e-r3-4-fe"
  }
}
```

API19: Get PBX Active Calls (Realtime status)

Get PBX Active Calls

URL	http://ServerIP:Port/api/v3
API Name	getactivecalls
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to get Active Calls

response :

http : 200

Success:

```
{
  "status":0,
  "message":"Active Calls",
  "data":[{
    "uuid":"---uuid---",
    "direction": "IN",
    "callere": "9000",
    "destination": "13616549910",
    "state": "active",
    "start_time": "2017-12-04 05:56:20"
  }, {
    "uuid":"---uuid---",
    "direction": "IN",
    "callere": "9001",
    "destination": "9891612004",
    "state": "active",
    "start_time": "2017-12-04 05:56:20"
  }, {
    "uuid":"---uuid---",
    "direction": "OUT",
    "callere": "9004",
    "destination": "9891612005",
    "state": "active",
```



```
    "start_time": "2017-12-04 05:56:20"  
  }  
}
```

Response Parameter

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“SMS Send”	
data	Addition information if any .	uuid:uuid direction: in callere: 9001 destination: 9891612005 state: active start_time: 2017- 12-04 05:56:20	

API20: Forced Fully Kill PBX Active Calls

Force Fully Kill PBX Active Calls

URL	http://ServerIP:Port/api/v3
API Name	killactivecalls
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to forcibly kill any existing active calls

Request Parameters

Name	Mean	Parameter
uuid	UUID	UUID

response :

http : 200

Success:

```
{
  "status":0,
  "message":"CallDisconnected",
  "data":""
}
```

Error:

```
{
  "status":1,
  "message":"Error in call disconnection",
  "data":""
}
```

Response Parameter



Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Call Disconnected”	
data	Addition information if any	Null	

Request :

URL : http://ServerIP:Port/api/v3agentrealtimestatus/

Method : GET

Response :

Http : 200

Success:

```
{
  "status":0,
  "message":"AgentRealTimeStatus",
  "data":[{"
    "agentid":"agent1",
    "name": "xyz",
    "contact": "9000",
    "status": "Available",
    "loggedinmachine": "Machine1",
    "loggedinshift": "Morning",
    "prefferedcalltype": "Queue",
    "onringcount": "2",
    "ontalkcount": "1",
    "onholdcount": "0"
  }, {
    "agentid":"agent2",
    "name": "xueu",
    "contact": "9001",
    "status": "Available",
    "loggedinmachine": "Machine2",
    "loggedinshift": "Morning",
    "prefferedcalltype": "Queue",
    "onringcount": "3",
    "ontalkcount": "5",
```



```
        "onholdcount": "0"
    }, {
        "agentid": "agent3",
        "name": "ddeu",
        "contact": "9003",
        "status": "LoggedOut",
        "loggedinmachine": "Machine3",
        "loggedinshift": "Morning",
        "preferredcalltype": "Queue",
        "onringcount": "0",
        "ontalkcount": "0",
        "onholdcount": "0"
    ]
}
```

Error:

```
{
    "status": 1,
    "message": "Error",
    "data": null
}
```

API21: Register Mobile Number

Register Mobile Number:

URL	http://ServerIP:Port/api/v3
API Name	registermobilenumbers
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to register mobile number

1-Request Parameters

Name	Mean	Parameter
mobilenumber	10 digit Mobile number	Like 9999999999

Response:

Success:

```
{
  "status": 0,
  "message": "OTP will be sent to you.",
  "data": "MOBILENUMBER_REGISTERED"
}
```

Error:

```
{
  "status": 1,
  "message": "This mobile number is already registered. Use userid and password to Login.",
  "data": "USER_ALREADY_EXISTS"
}
```

Response Parameters



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Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“OTP will be sent to you”	
data	Addition information if any .	a) Mobile_Registered b) User_Already_exists	

API22:Request OTP

Request OTP:

URL	http://ServerIP:Port/api/v3
API Name	requestotp
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to request OTP on a mobile number

Request Parameters

Name	Mean	Parameter
mobilenumber	10 digit Mobile number	Like 9999999999

Response:

Success:

```
{  
  "status": 0,  
  "message": "OTP generated.",  
  "data": "OTP_GENERATED"  
}
```

Error:

```
{  
  "status": 1,  
  "message": "This mobile number is not registered with us. Please  
registered first.",  
  "data": "USER_NOT_EXISTS"  
}
```



Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“OTP Generated”	
data	Addition information if any	a) OTP_GENERATED b) USER_NOT_EXISTS	

API23: OTP Validation

Validate OTP:

URL	http://ServerIP:Port/api/v3
API Name	validateotp
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to Validate OTP received in Mobilenumber

Request Parameters

Name	Mean	Parameter
mobilenumber	10 digit Mobile number	Like 9999999999
otp	OTP Received	Like 345678

Response:

Success:

```
{
  "status": 0,
  "message": "Valid OTP",
  "data": "OTP_VALIDATED"
}
```

Error:

```
{
  "status": 1,
  "message": "Invalid OTP",
  "data": "OTP_NOT_VALIDATED"
}
```



```
}
```

```
{
```

```
  "status": 1,  
  "message": "This mobile number is not registered with us. Please  
registered first.",  
  "data": "USER_NOT_EXISTS"
```

```
}
```

Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Valid OTP”	
data	Addition information if any	a) OTP_VALIDATED b) OTP_NOT_VALIDATED c)USER_NOT_EXISTS	

API24:Register User

Register Patient/Mobile User:

URL	http://ServerIP:Port/api/v3
API Name	registeruser
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to register Patient Mobile User

Request Parameters

Name	Mean	Parameter
loginid	Login id of new user	Like "user1"

Response:

Success:

```
{
  "status": 0,
  "message": "User registered successfully.",
  "data": "USER_REGISTERED"
}
```

Error:

```
{
  "status": 1,
  "message": "Please provide valid mobile number.",
  "data": "INVALID_MOBILENUMBER"
}
```



Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“User registered successfully”	
data	Addition information if any	a) USER_REGISTERED b) Error in Registering User	

API25: Reset Password

Reset Password:

URL	http://ServerIP:Port/api/v3
API Name	resetpassword
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to reset password once the user forgets the password

Request Parameters

Name	Mean	Parameter
loginid	User Name of the user	Like "Mint"
newpassword	Password to be set	Like "Mint@12"

Response:

Success:

```
{  
  "status": 0,  
  "message": "Password changed successfully",  
  "data": "PASSWORD_CHANGED"  
}
```

Error:

```
{  
  "status": 1,  
  "message": "Invalid username. amitsharma11",  
  "data": "INVALID_USER"  
}
```



Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Password changed successfully”	
data	Addition information if any	a) PASSWORD_CHANGED b) INVALID_USER	



API26: Login on CMS Portal

login:

URL	http://ServerIP:Port/api/v3
API Name	login
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to login a user

request Parameters

Name	Mean	Parameter	Encryption Required
username	User Name of the user	Like "Mint"	Yes
password	Password to be set	Like "Mint@12"	Yes

Response Parameters

Response:

ROLE: HELPDESK AGENT

Success:

```
{
  "status": 0,
  "message": "Valid user",
  "escalationtime": 120,
  "appicon": null,
  "token": null,
  "services": {
    "hospitalServiceList": [{
      "id": 1,
      "title": "Food",
      "icon": ""
    },
    {
      "id": 2,
```



```
        "title": "Cleaning",
        "icon": ""
    },
    {
        "id": 3,
        "title": "Pick-Up/Drop-Off",
        "icon": ""
    }
],
},
"userrole": "ROLE_HELPDESK",
"profilename": "helpdeskagent",
"profilepic": null,
"drildown": "NO",
"drildowndata": null,
"formfields": {
    "hospitalFormFieldsList": [{
        "id": 1,
        "key": "name",
        "caption": "Patient Name",
        "datatype": "C",
        "value": null,
        "required": "true"
    },
    {
        "id": 2,
        "key": "uhid",
        "caption": "Patient Bed No.",
        "datatype": "C",
        "value": null,
        "required": "true"
    },
    {
        "id": 3,
        "key": "gender",
        "caption": "Gender",
        "datatype": "A",
        "value": "[
m ",
Male ",
f ",
Female ",
o ",
Other "]"
```

```
        "required": "true"
    },
    {
        "id": 4,
        "key": "age",
        "caption": "Age",
        "datatype": "N",
        "value": null,
        "required": "true"
    },
    {
        "id": 5,
        "key": "service",
        "caption": "Select Service",
        "datatype": "A",
        "value": "["
        food ":"
        Food ","
        cleaning ":"
        Cleaning ","
        pick ":"
        Pick - Up / Drop - Off "]",
        "required": "true"
    },
    {
        "id": 6,
        "key": "mobilenumber",
        "caption": "Mobile Number",
        "datatype": "N",
        "value": null,
        "required": "false"
    },
    {
        "id": 7,
        "key": "remarks",
        "caption": "Remarks",
        "datatype": "M",
        "value": null,
        "required": "true"
    },
    {
        "id": 8,
        "key": "submit",
        "caption": "Add",
```

```

        "datatype": "X",
        "value": null,
        "required": "true"
    }
  ],
},
"data": "USER_VERIFIED"
}

```

ROLE: PATIENT

```

{
  "status": 0,
  "message": "Valid user",
  "escalationtime": 120,
  "appicon": null,
  "token": null,
  "services": {
    "hospitalServiceList": [{
      "id": 1,
      "title": "Food",
      "icon": ""
    }, {
      "id": 2,
      "title": "Cleaning",
      "icon": ""
    }, {
      "id": 3,
      "title": "Pick-Up/Drop-Off",
      "icon": ""
    }
  ]
},
"userrole": "ROLE_PATIENT",
"profilename": "Amit Sharma",
"profilepic": "http://serverIP:Port/complaint/hospital/v1/getimage/419f89ea-b2d5-49eb-9d1e-06b289473f1a",
"drildown": "NO",
"drildowndata": null,
"formfields": {
  "hospitalFormFieldsList": [{
    "id": 1,
    "key": "name",
    "caption": "Patient Name",
    "datatype": "C",

```

```

        "value": null,
        "required": "true"
    }, {
        "id": 2,
        "key": "uhid",
        "caption": "Patient Bed No.",
        "datatype": "C",
        "value": null,
        "required": "true"
    }, {
        "id": 3,
        "key": "gender",
        "caption": "Gender",
        "datatype": "A",
        "value": "[\"m\": \"Male\", \"f\": \"Female\", \"o\": \"Other\"]",
        "required": "true"
    }, {
        "id": 4,
        "key": "age",
        "caption": "Age",
        "datatype": "N",
        "value": null,
        "required": "true"
    }, {
        "id": 5,
        "key": "service",
        "caption": "Select Service",
        "datatype": "A",
        "value": "[\"food\": \"Food\", \"cleaning\": \"Cleaning\", \"pick-
Up/Drop-Off\"]",
        "required": "true"
    }, {
        "id": 6,
        "key": "mobilenumber",
        "caption": "Mobile Number",
        "datatype": "N",
        "value": null,
        "required": "false"
    }, {
        "id": 7,
        "key": "remarks",
        "caption": "Remarks",
        "datatype": "M",
        "value": null,

```

```

        "required": "true"
      }, {
        "id": 8,
        "key": "submit",
        "caption": "Add",
        "datatype": "X",
        "value": null,
        "required": "true"
      }
    ]
  },
  "data": "USER_VERIFIED"
}

```

ROLE: SERVICE AGENT

```

{
  "status": 0,
  "message": "Valid user",
  "escalationtime": 120,
  "appicon": null,
  "token": null,
  "services": {
    "hospitalServiceList": [{
      "id": 1,
      "title": "Food",
      "icon": ""
    }, {
      "id": 2,
      "title": "Cleaning",
      "icon": ""
    }, {
      "id": 3,
      "title": "Pick-Up/Drop-Off",
      "icon": ""
    }
  ]
},
  "userrole": "ROLE_SERVICEAGENT",
  "profilename": "serviceagent",
  "profilepic": null,
  "drilldown": "NO",
  "drilldowndata": null,
  "formfields": {
    "hospitalFormFieldsList": [{
      "id": 1,
      "key": "name",

```

```

    "caption": "Patient Name",
    "datatype": "C",
    "value": null,
    "required": "true"
  }, {
    "id": 2,
    "key": "uhid",
    "caption": "Patient Bed No.",
    "datatype": "C",
    "value": null,
    "required": "true"
  }, {
    "id": 3,
    "key": "gender",
    "caption": "Gender",
    "datatype": "A",
    "value": "[\"m\": \"Male\", \"f\": \"Female\", \"o\": \"Other\"]",
    "required": "true"
  }, {
    "id": 4,
    "key": "age",
    "caption": "Age",
    "datatype": "N",
    "value": null,
    "required": "true"
  }, {
    "id": 5,
    "key": "service",
    "caption": "Select Service",
    "datatype": "A",
    "value": "[\"food\": \"Food\", \"cleaning\": \"Cleaning\", \"pick\": \"Pick-
Up/Drop-Off\"]",
    "required": "true"
  }, {
    "id": 6,
    "key": "mobilenumber",
    "caption": "Mobile Number",
    "datatype": "N",
    "value": null,
    "required": "false"
  }, {
    "id": 7,
    "key": "remarks",
    "caption": "Remarks",

```



```
        "datatype": "M",
        "value": null,
        "required": "true"
    }, {
        "id": 8,
        "key": "submit",
        "caption": "Add",
        "datatype": "X",
        "value": null,
        "required": "true"
    }
  ],
  "data": "USER_VERIFIED"
}
```

Error:

```
{
  "status": 1,
  "message": "Invalid username. SERVICEAGENT",
  "escalationtime": 0,
  "appicon": null,
  "token": null,
  "services": null,
  "userrole": null,
  "profilename": null,
  "profilepic": null,
  "drildown": null,
  "drildowndata": null,
  "formfields": null,
  "data": "INVALID_USER"
}
```

Response Parameters

name	Mean	Parameter	Encryption Required
userrole	Role Of the User	Like "role_helpdesk" or "role_Patient" or "Role_Serviceagent"	



profilename	Profile name	Like " Amit Sharma"		
profilepic	Profile Picture	Like " Any of your Pic as ur profile"		
status	Success or failure message, which will help in understanding actual reason of failure.	Like 0 or 1		
message	Message to be shown	Like "Valid User"		
escalationtime	Time of the escalation of complaint	Like "1 Hr"		
services	Hospital service list	a) ID=1,Title=Food b) ID=2, Title=Cleaning c) ID=3, Tile=Pick/Drop Off		
data		a) User Verified b) INVALID_USER		
application	Appicon	Null		
token	Token	Null		
drilldown	Drilldown	No		
drilldowndata	Drill down data	Null		
hospitalForm fieldsList	Fields to be filled	id: 1 key: name caption: Patient Name datatype: C value: null required: truee Id: 2 key: uhid caption: Patient Bed No. datatype: C value: null,		

		<p>required: true</p> <p>Id: 3</p> <p>key: gender</p> <p>caption: Gender</p> <p>datatype: A</p> <p>value: "[\m\":"Male\","\f\":"Female\","\o\":"Other\"]"</p> <p>required: "true"</p> <p>id: 4</p> <p>key: age</p> <p>caption: Age</p> <p>datatype: N</p> <p>value: null</p> <p>required: true</p> <p>id: 5</p> <p>key: service,</p> <p>caption: Select Service,</p> <p>datatype: A,</p> <p>value "[\food\":"Food\","\cleaning\":"Cleaning\","\pick\":"Pick-Up/Drop-Off\"]",</p> <p>required: true</p> <p>id: 6</p>	
--	--	---	--



		<p>key: mobilenumber, caption: Mobile Number, datatype: N, value: null, required: false</p> <p>id: 7</p> <p>key: remarks caption: Remarks datatype: M value: null, required: true</p> <p>id: 8</p> <p>key: submit caption: Add datatype: X value: null required: true</p>	
--	--	---	--

API27: Update Profile Picture

Update Profile Pic:

URL	http://ServerIP:Port/api/v3
API Name	updateprofilepic
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to update profile PIC of the user

Request Parameters

Name	Mean	Parameter
username	User Name of the user	Like "Mint"
profileimgtag	Profile Image Tag	Like 'IMG'

Response:

Success:

```
{
  "status": 0,
  "message": "Profile pic changed successfully",
  "data": "PROFILE_PIC_CHANGED"
}
```

Error:

```
{
```



```
"status": 1,  
"message": "Please provide valid username or profile pic.",  
"data": "INVALID_DETAILS"  
}
```

Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Profile PIC Changed Successfully”	
data	Addition information if any	a) PROFILE_PIC_CHANGED b) INVALID_DETAILS	

API28:Update Profile Details

Update Profile Details

URL	http://ServerIP:Port/api/v3
API Name	updateprofile
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to update a profile details of a user

Request Parameters

Name	Mean	Parameter
username	User Name of the user	Like "Mint"
profilename	Profile Name	Like "Mintoo"
profilemailid	Mail id of the profile	Like 'mint@gmail.com'

Response:

Success:

```
{
  "status": 0,
  "message": "Profile details updated successfully",
  "data": "PROFILE_DETAILS_CHANGED"
}
```

Error:



```
{  
  "status": 1,  
  "message": "Please provide valid username.",  
  "data": "INVALID_DETAILS"  
}
```

Response Parameters

Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“User registered successfully”	
data	Addition information if any	a) PROFILE__DETAILS_CHANGED b) INVALID_DETAILS	

API29: Register Complaint on CMS

Register Complaint:

URL	http://ServerIP:Port/api/v3
API Name	complaint
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to create agents for handling of calls

Request Parameters

Name	Mean	Parameter
username	User Name of the user	Like "Mint"
complaintson	Containing the details of the complaint	a) Name, b)Patient Bed No, C)Gender D)Age E)Service F)Mobile Number G)Remarks

Complaints on:

```
{
  "hospital Form Fields List": [{
    "id": 1,
    "key": "name",
    "caption": "Patient Name",
    "datatype": "C",
    "value": "Amit Sharma",
    "required": "true"
  }, {
    "id": 2,
```



```
    "key": "uhid",
    "caption": "Patient Bed No.",
    "datatype": "C",
    "value": "BED-401",
    "required": "true"
  }, {
    "id": 3,
    "key": "gender",
    "caption": "Gender",
    "datatype": "A",
    "value": "m",
    "required": "true"
  }, {
    "id": 4,
    "key": "age",
    "caption": "Age",
    "datatype": "N",
    "value": 20,
    "required": "true"
  }, {
    "id": 5,
    "key": "service",
    "caption": "Select Service",
    "datatype": "A",
    "value": "food",
    "required": "true"
  }, {
    "id": 6,
    "key": "mobilenumber",
    "caption": "Mobile Number",
    "datatype": "N",
    "value": 9891612004,
    "required": "false"
  }, {
    "id": 7,
    "key": "remarks",
    "caption": "Remarks",
    "datatype": "M",
    "value": "Order For 2 Person",
    "required": "true"
  }, {
    "id": 8,
    "key": "submit",
    "caption": "Add",
```

```

        "datatype": "X",
        "value": null,
        "required": "true"
    }}
}

```

Response:

Success:

```

{
  "status": 0,
  "message": "Complaint registered successfully, Complaint no : 200625001",
  "data": "COMPLAINT_REGISTERED"
}

```

Error:

```

{
  "status": 1,
  "message": "Invalid username. amitsharma12",
  "data": "INVALID_USER"
}

```

Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Complaint registered successfully”	
data	Addition information if any	a) COMPLAINT_REGISTERED b) INVALID_USER	

API30:Close Complaint on CMS

Close Complaint:

URL	http://ServerIP:Port/api/v3createagent/
API Name	closecomplaint
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to create agents for handling of calls

Request Parameters

Name	Mean	Parameter
username	User Name of the user	Like "Mint"
complaintno	Valid Complaint n	Like "200625001"
remarks	Remarks	Like "Phone not working "

Response:

Success:

```
{
  "status": 0,
  "message": "Complaint closed successfully.",
  "data": "COMPLAINT_CLOSED"
}
```

Error:

```
{
  "status": 1,
  "message": "Please provide valid username or complaint no.",
  "data": "INVALID_DETAILS"
}
```



}

Response Parameters

Name	Mean	Parameter	Encrypted
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Complaint closed successfully”	
data	Addition information if any .	a) COMPLAINT CLOSED b) INVALID_DETAILS	

API31: Get Complaint History

Get Complaint History:

URL	http://ServerIP:Port/api/v3createagent/
API Name	Getcomplainthistory
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to get complaint history

Request Parameters

Name	Mean	Parameter
username	User Name of the user	Like "Mint"
date	Date of complaint history	Like " 2020-06-22"
usertype	Type of User	a) P-Patient b) H-Helpdesk Agent c) S- Service Agent

Response:

Success:

```
{
  "status": 0,
  "message": "OK",
  "sortoncolumn": "complainttime",
  "hiddencolumn": "[\"id\", \"compsource\", \"pendingat\", \"complaintdesc\"]",
  "reporthead": "[{\"id\": \"ID\", \"compsource\": \"Source\", \"service\": \"Service\", \"complaintno\": \"Request No\", \"complainttime\": \"Time\", \"complainttime\": \"Complaint Text\", \"currentstatus\": \"Status\", \"pendingat\": \"Pending At\", \"complaintcreatedby\": \"Creator\", \"patientname\": \"Name\", \"uhid\": \"UHID\"}]",
  "reportdata": [{
    "id": 547708,
```



```
"complaintsource": "IVR",
"service": "FOOD",
"complaintno": 200622001,
"complainttime": "2020-06-22 03:54:52.0",
"complaintdesc": "complaint is registered for cli :: \"9891612004\" [food] User
remarks : Order For 2 Person",
"currentstatus": "pending for assignment",
"pendingat": "()",
"complaintcreatedby": "amitsharma1",
"patientname": "",
"uhid": ""
}, {
  "id": 547709,
  "complaintsource": "APP",
  "service": "FOOD",
  "complaintno": 200622004,
  "complainttime": "2020-06-22 05:17:26.0",
  "complaintdesc": "complaint is registered for cli :: \"9891612004\" [food] User
remarks : Order For 2 Person",
  "currentstatus": "closed",
  "pendingat": "()",
  "complaintcreatedby": "amitsharma1",
  "patientname": "Amit Sharma",
  "uhid": "BED-401"
}],
"data": "OK"
}
```

Error:

```
{
  "status": 1,
  "message": "Please provide valid username.",
  "sortoncolumn": null,
  "hiddencolumn": null,
  "reporthead": null,
  "reportdata": null,
  "data": "INVALID_DETAILS"
}
```

Response Parameters

Name	Mean	Parameter	Encryption Required
------	------	-----------	---------------------



IRIS-IVDX API Integration

status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	status
message	Success or failure message, which will help in understanding actual reason of failure.	“User registered successfully”	message
sortedcolumn	Column in which the data needs to be sorted	Like "Mobile"	
hiddenColumn	Column which needs to be hidden	a)compsource b) pendingat c) complaintdesc	
reportHeader	Columns to be shown in the Header of the Report	a) ID b) Complaint Source c) Service d) Complaint No e) complaint time f) complaint Desc g) Current Status h) Complaint Created BY i) Patient Name	
data	Data in case of status is 0 or status is 1	a) Ok b) INVALID_DETAILS	



API32: Block Number

URL	http://ServerIP:Port/api/v3
API Name	blocknumber
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to block number

Name	Mean	Parameter
number	Caller Number	Like 9999999999

Response:

```
{
  "status":0,
  "message":"Number Blocked.",
  "data":null
}
```

```
{
  "status":1,
  "message":"Error in Blocking Number.",
  "data":null
}
```

Response Parameter

Name	Mean	Parameter	Encryption Required
-------------	-------------	------------------	----------------------------



IRIS-IVDX API Integration

status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Number Blocked"	
data	Data to be stored	Null	



API33:Unblock Number

URL	http://ServerIP:Port/api/v3
API Name	unblocknumber
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to Unblock number

Name	Mean	Parameter
number	Caller Number	Like 9999999999

Response:

```
{
  "status":0,
  "message":"Number UnBlocked.",
  "data":null
}
```

```
{
  "status":1,
  "message":"Error in UN Blocking Number.",
  "data":null
}
```

Response Parameter

Name	Mean	Parameter	Encryption Required
------	------	-----------	---------------------



IRIS-IVDX API Integration

status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" Number UN-Blocked"	
data	Data to be stored	Null	

API34:Start Call Barging

URL	http://ServerIP:Port/api/v3
API Name	startcallbarging
Method	POST
Direction	CRM → PBX
Purpose	This API is used to barging agent

Name	Mean	Parameter
agentid	Agent id, The Supervisor wants to barging	Like "agent1"

Response:

```

{
    "status":0,
    "message":"Barging API Executed.",
    "data":null
}

{
    "status":1,
    "message":"Error in Executing Barging API",
    "data":null
}

```

Response Parameter

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" Barging API Executed."	
data	Data to be stored	Null	



API35:End Call Barging

URL	http://ServerIP:Port/api/v3
API Name	endcallbarging
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to end call bargin

Name	Mean	Parameter	Encryption Required
uuid	Unique ID	Like 93849-405955-59598585048-499449-9000"	Y

Response:

```
{
  "status":0,
  "message":"Call Disconnected",
  "data":null
}

{
  "status":1,
  "message":"Error in Call Disconnection",
  "data":null
}
```

Response Parameter

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" Call Disconnected."	
data	Data to be stored	Null	



API36: IP Extension Mapping

URL	http://ServerIP:Port/api/v3
API Name	ipextensionmapping
Method	POST
Direction	CRM →PBX
Purpose	This API is used to Tag IP address of Machine with Extension and Call Group

Name	Mean	Parameter
ipaddress	IP Address of Machine	Like "192.168.1.1"
extension	Extension tagged to above IP Address	Like "2001"
queueid	Queue in which this extension will assign	Like "1".

Response:

```
{
  "status":0,
  "message": "Mapping Done.",
  "data": null
}

{
  "status":1,
  "message": "Error in Mapping",
  "data": null
}
```

Response Parameter



Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Mapping Done."	
data	Data to be stored	Null	



API37:Conference Call

Conference

URL	http://ServerIP:Port/api/v3
API Name	conference
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to create conference while holding first party and in call with third party.

Response:

http : 200

Success:

```
{  
    "status":0,  
    "message":"conference started ",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error",  
    "data":null  
}
```



Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	" conference started "	
data	Data to be stored	Null	

API38: Callcenter Hold

Hold Call in Callcenter

URL	http://ServerIP:Port/api/v3
API Name	callcenterholdcall
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to hold a caller.

Response:

http : 200

Success:

```
{  
    "status":0,  
    "message":"Call on Hold",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error in Holding Call",  
    "data":null  
}
```



Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Call on Hold"	
data	Data to be stored	Null	



API39:Callcenter Un-Hold

Un-Hold Call in Callcenter

URL	http://ServerIP:Port/api/v3
API Name	callcenterunholdcall
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to Un-hold a caller.

Response:

http : 200

Success:

```
{  
    "status":0,  
    "message":"Call Un-Holded",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error in Un-Holding Call",  
    "data":null  
}
```



Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Call Un-Holded"	
data	Data to be stored	Null	



API40:Auto Pick Up Coral Phone while Ringing

Auto Pickup Phone While Ringing

URL	http://ServerIP:Port/api/v3
API Name	autopickupphone
Method	POST
Direction	CRM → PBX
Purpose	This API is used to auto pickup phone while ringing.

Response:

http : 200

Success:

```
{  
    "status":0,  
    "message":"Auto PickUp API Called",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error in Auto PickUp API",  
    "data":null  
}
```



Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Auto PickUp API Called"	
data	Data to be stored	Null	



API41:Start Multi Party Conference

Start Multi Party Conference

URL	http://ServerIP:Port/api/v3
API Name	startmultipartyconference
Method	POST
Direction	CRM -> PBX
Purpose	This API is used to start multi party conference. When agent is talking to someone and call this api the other party will be transferred to conference and then agent can use "addinmultipartyconference" to add other party to same conference. Agent can use "joinmultipartyconference" if he/her is out of conference and try to join again.

Response:

http : 200

Success:

```
{  
    "status":0,  
    "message":"Multi Party Conference Started",  
    "data":null  
}
```

Error:

```
{  
    "status":1,  
    "message":"Error",
```



```
"data":null  
}
```

Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Multi Party Conference Started."	
data	Data to be stored	Null	



API42: Join Multi Party Conference

Join Multi Party Conference(For Agent)

URL	http://ServerIP:Port/api/v3
API Name	joinmultipartyconference
Method	POST
Direction	CRM -> PBX
Purpose	This API is used by Agent if he/her is out of conference and try to join again his ongoing multi party conference.

Response:

http : 200

Success:

```
{
  "status":0,
  "message":"Agent joined to his/her multi party conference.",
  "data":null
}
```

Error:

```
{
  "status":1,
  "message":"Error",
  "data":null
}
```



Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	“Agent joined to his/her multi party conference.”	
data	Data to be stored	Null	



API43: Add Other to Multiparty conference

Add Other User To Multi Party Conference

URL	http://ServerIP:Port/api/v3
API Name	addinmultipartyconference
Method	POST
Direction	CRM -> PBX
Purpose	This API is used by Agent to add other party into ongoing multi party conference.

Request Parameters

Name	Mean	Parameter
number	Other Party Number	Like "989999999999"

Response:

http : 200

Success:

```
{  
    "status":0,  
    "message":"Number added in multi party conference.",  
    "data":null  
}
```

Error:

```
{  
    "status":1,
```



```
"message": "Error",  
"data": null  
}
```

Response Parameters

Name	Mean	Parameter	Encryption Required
status	Status of Request send which can be 0 in case of success and 1 in case of Failure	0 or 1	
message	Success or failure message, which will help in understanding actual reason of failure.	"Number added in multi party conference."	
data	Data to be stored	Null	

Sample web socket source code

WS Server URL Details `ws://pbx.coraltele.com:8989`

```

void connect()
{
    var socketServer = "ws://pbx.coraltele.com:8989";
    var OCGroup = "OC_" + "778"

    ws = new WebSocket(socketServer + "/realtime");
    ws.OnMessage += ws_OnMessage;
    ws.OnOpen += ws_OnOpen;
    ws.OnError += ws_OnError;
    ws.Connect();
    Thread.Sleep(1000);

    StompMessageSerializer serializer = new StompMessageSerializer();

    var connect = new StompMessage("CONNECT");
    connect["accept-version"] = "1.2";
    connect["host"] = "";
    ws.Send(serializer.Serialize(connect));

    if (GUIHelper.defaults.UserType == Models.AppHelper.UserType.OperatorConsole)
    {
        Thread.Sleep(1000);
        var sub = new StompMessage("SUBSCRIBE");
        sub["id"] = "sub-0";
        sub["destination"] = "/topic/" + GUIHelper.defaults.OCGroup;
        ws.Send(serializer.Serialize(sub));

        Thread.Sleep(1000);
        sub["id"] = "sub-1";
        sub["destination"] = "/topic/STATE_UPDATE";
        ws.Send(serializer.Serialize(sub));
    }
}
void ws_OnMessage(object sender, MessageEventArgs e)
{
    ws.Ping();
    if(ws.Ping())
    {
        String[] data = e.Data.Split(new[] { "\n" }, StringSplitOptions.None);
        if (data.Length > 6)
        {
            String message = data[data.Length - 1];
            Console.WriteLine("-----");
            SocketMessage socketMessage =
                JsonConvert.DeserializeObject<SocketMessage>(message);

            Dispatcher.DoOnUIThread(() =>
            {
                Boolean isNewRow = false;
                Boolean rowDeleted = false;
                DataRow row = tblConferenceParticipant.Rows.Find(socketMessage.uuid);
                String channelState = socketMessage.state;

                if(row == null && socketMessage.topic == "STATE_UPDATE")
                {

```



```
        return;
    }

    if(row == null)
    {
        isNewRow = true;
        row = tblConferenceParticipant.NewRow();
    }

    if (socketMessage.topic.StartsWith("OC_"))
    {
        row["Id"] = socketMessage.uuid;
        row["Name"] = socketMessage.name;
        row["Number"] = socketMessage.number;
        row["IsMicrophone"] = false;
        row["IsMicrophoneOff"] = false;
        row["BusyWith"] = "";
        row["HadJoined"] = false;
        row["SubTopic"] = socketMessage.subTopic;
    }

    if (isNewRow)
    {
        if(!(socketMessage.state == "CHANNEL_HANGUP_COMPLETE"))
        {
            tblConferenceParticipant.Rows.Add(row);
        }
    }
    else
    {
        if (socketMessage.state == "CHANNEL_HANGUP_COMPLETE" ||
(socketMessage.talkingToNumber != GUIHelper.defaults.SIPUsername && socketMessage.state !=
"CHANNEL_ANSWER"))
        {
            rowDeleted = true;
            row.Delete();
        }
    }

    if (!rowDeleted)
    {
        switch (socketMessage.state)
        {
            case "CHANNEL_ANSWER": channelState = "Waiting";break;
            case "CHANNEL_BRIDGE": channelState = "Talking"; break;
            case "CHANNEL_PARK": channelState = "Parked"; break;
            case "CHANNEL_HOLD": channelState = "Hold"; break;
            case "CHANNEL_UNHOLD": channelState = "Talking"; break;
        }
    }

    row["StatusName"] = channelState;

    Queuedg.ItemsSource = tblConferenceParticipant.DefaultView;
});

        Console.WriteLine(DateTime.Now.ToString() + " ws_OnMessage says: " +
message);
    }
}
```



}

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