

Dialler Web Service

Overview

The Synthesys Dialler Web Service provides an API into the Synthesys Dialler subsystem. The current version allows manipulation of the Queue table; future versions will add fuller integration with the Predictive Dialler and also access to the CTI facilities of Synthesys.

This service can be used in conjunction with the CRM Web Service to remove the need for the CRMWebTransfer service.

Calling the API

The API is presented on the URL <http://<synthesysserver>DiallerWebService>, with a WSDL available for binding at URL <http://<synthesysserver>DiallerWebService?wsdl> (this can be turned off if required for security reasons). We can also supply the WSDL as a file if required.

Security

All Web Services take a username/password parameter, which is that of an authenticated Synthesys user which can be set up using the Synthesys tools.

Queuing Manipulation APIs

General Note On These

Initially we are just providing three low level functions to manipulate the queue, Create/Update/Delete.

CreateQueuedRecord

Parameter	Data Type	Notes
Username	String	See security above.
Password	String	See security above.
OBCampaignId	Int	Phoenix_obcampaigns
CustomerPrefix	String	
CustomerId	String	
State	Int	See below for valid states
TimesCalled	Int	Can be more than zero if used together with delete for a move operation.
AgentId	Int	
Retry_Time	String	Can be null if not required.
Latest_Time	String	Can be null if not required.
Telephone	String	
SortOrder	String	See below.

Creates a new record in the queue table, writes a record to the history table using information from the username.

SortOrder is to support the new optional SortOrder column in the Phoenix_Queue table, which is new for V4.1 of Synthesys. For this release of the API, SortOrder must be blank.

Valid states for this operation are Queued (1), Sleeping (6), Rescheduled (2), or Instant Call Back (14)

If the state selected is Instant Call Back then the PD will also be notified and the call given to the next available agent without the need for the PD to fetch the record from the database.

DeleteQueuedRecord

Parameter	Data Type	Notes
Username	String	See security above.
Password	String	See security above.
QueueId	Int	Item to delete.

Deletes a record from the queue table, writes a record to the history table using information from the LogonToken.

UpdateQueuedRecord

Parameter	Data Type	Notes
Username	String	See security above.
Password	String	See security above.
QueueId	Int	
NewState	Int	
RetryTime	Null or datetime	
LatestTime	Null or datetime	
AgentId	Int	

Queue States and Meanings

0	Done
1	Queued
2	Rescheduled
3	Attention
4	Never call
5	Running
6	Sleeping (from Queued)
7	Sleeping (from Scheduled)
8	Outbound Delete
9	Wrong Number
10	Unobtainable
11	Predictive Call Running
12	Recycling Done
13	Predictive Running
14	Instant Call Back