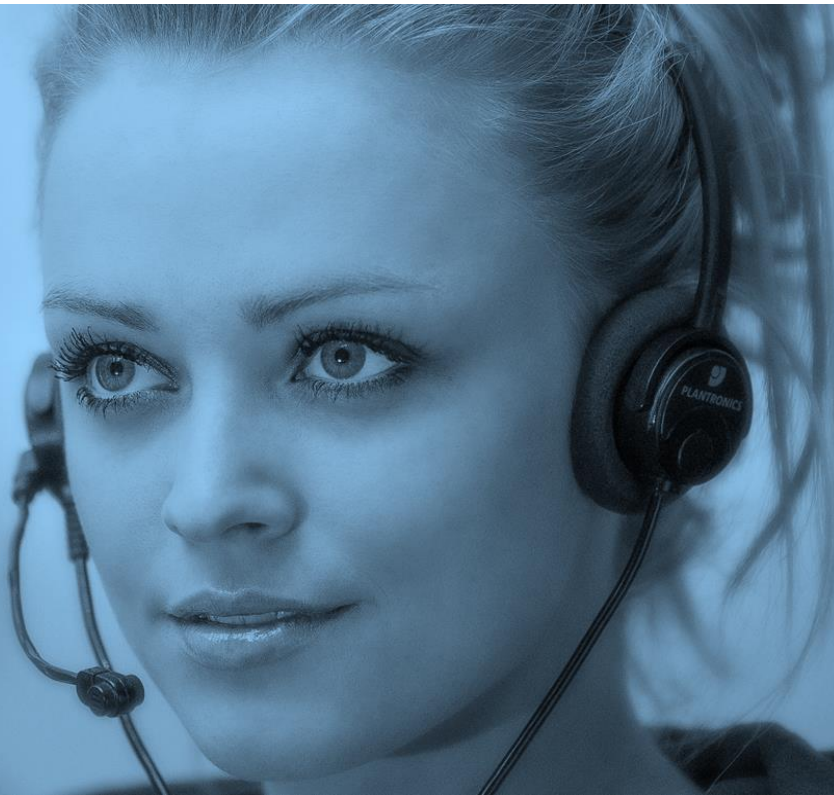


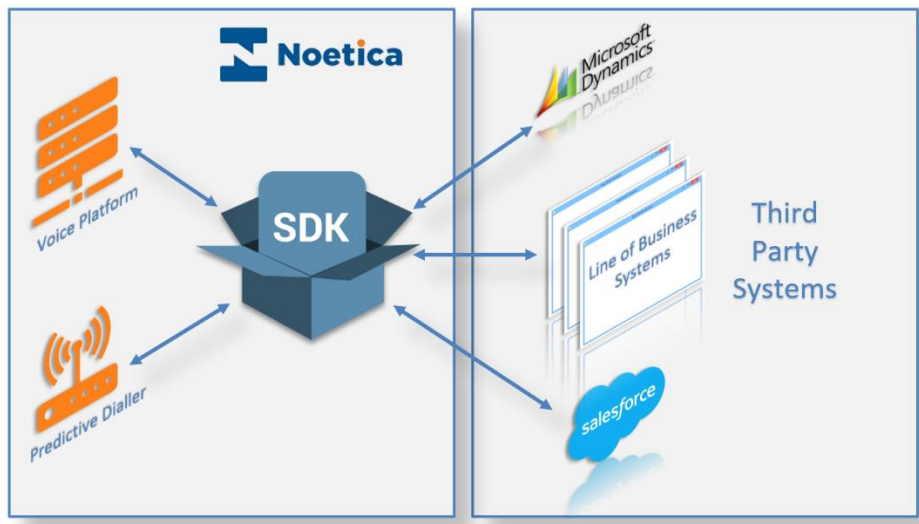
# Telephony & Dialler SDK

Embedding our Technology into your Applications



The Noetica Telephony & Dialler Software Development Kit (SDK) provides a modern web services collection of methods and events that allows any user application to integrate to Noetica's Voice Platform (NVP™) and SmartBound™ dialler technology without having to sacrifice any real estate on the call centre agents' screens.

For instance, CRM or line of business applications can be easily adapted to integrate with Noetica's telephony platform and predictive dialler directly from within their user interfaces. By responding to SDK events, customers can generate automatic screen pops directly in their applications whenever a call (whether inbound or predictive outbound) is delivered to the user.



In addition, customers can add custom buttons onto their application screens to present users with the option to retrieve the next record to dial from within a campaign, dial such records from the screen as well as transfer calls (blind, consultative or conference) to another colleague or externally.

Through the SDK, users can also control their telephony and dialler status by requesting breaks, log on/off or setting themselves into a busy or available state. The following is a summary of the methods and events that are currently supported by the SDK.

GET methods	
<b>Get Next Record</b>	Returns the next customer to call as part of a dialler list
<b>Get Break Reasons</b>	Returns all break reasons on the system (e.g., "Lunch", etc.)
<b>Get Busy Reasons</b>	Returns a list of busy reasons configured on the system
<b>Poll Event</b>	Returns any new (unprocessed yet) events
<b>Dialler Status</b>	Returns the current dialler status
<b>System Status</b>	Returns the current system status
<b>Telephony Status</b>	Returns the current telephony status
POST methods	
<b>Disposition Record</b>	Sets a disposition code for a dialler record
<b>Request Login</b>	Requests user login
<b>Request Logout</b>	Requests user logout
<b>Force Logout</b>	Forcibly logout an agent
<b>Request Break</b>	Requests user break
<b>Cancel Break</b>	Requests a return from break
<b>Set User Busy</b>	Sets user as "Busy" (no inbound or dialler calls delivered)
<b>Set User Free</b>	Reverts the action of "Busy"
<b>Set Ready</b>	Indicate that the user is ready to receive telephone calls
<b>Dial</b>	Dials a telephone number
<b>Start App Instance</b>	Returns the app to be launched and disposition codes
<b>Update App Instance</b>	Assign an entity and Customer ID to the app instance
<b>Close App Instance</b>	Close app instances so the dialler can recycle the record
<b>Update Process Step</b>	Notify of progress made in the app instance
<b>Answer</b>	Answers an offered call
<b>Hang Up</b>	Hangs up a call currently in progress
<b>Hold Call</b>	Puts a call on hold
<b>Retrieve Held Call</b>	Retrieves a held call
<b>Accept Offered Call</b>	Accepts an offered Inbound call
<b>Reject Offered Call</b>	Rejects an offered Inbound call
<b>Offered Call Timed Out</b>	Call was not Accepted or Rejected within the timeout period
<b>Auto Logoff Cancelled</b>	Auto Logoff dialog was cancelled by the Agent
<b>Initiate Call Transfer</b>	Initiates a call transfer
<b>Alternate Line</b>	Swaps between parties in a consultation transfer situation
<b>Complete Transfer</b>	Completes a transfer by removing the original agent
<b>Abandon Transfer</b>	Abandons an initiated transfer
EVENTS	
<b>Telephony</b>	Abstract base class for all other events
<b>Message</b>	A message is sent to user
<b>Call Offered</b>	A call is being offered to user
<b>Call Offered Disconnected</b>	A call offered to a user has been disconnected
<b>Call Connected</b>	A call has been connected to user
<b>Call Disconnected</b>	A call has been disconnected from user
<b>Operation Failed</b>	General error for asynchronous operations
<b>Connected Incoming Transfer</b>	Call is being transferred to user
<b>Connected Consultation</b>	A consultation call is being transferred to user
<b>Consultation Call Disconnected</b>	A consultation call is being disconnected from user
<b>Status Change</b>	A status (Dialler, System or Telephony) has changed

Full documentation of the SDK including all data structures can be found here:

<https://noeticatelephonyapiv08.azurewebsites.net/swagger>