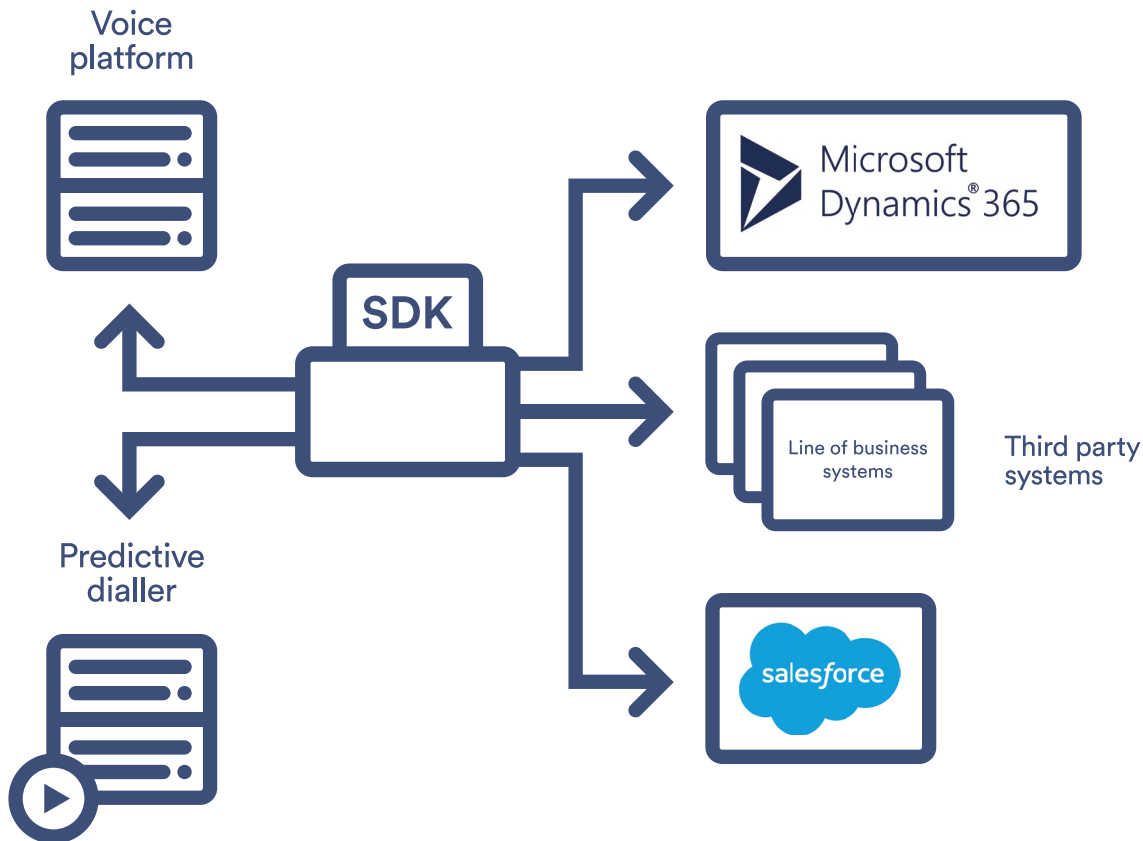


TELEPHONY & DIALLER SDK

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 applications such as Salesforce or Dynamics 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 the Salesforce or Dynamics user interface whenever a call (whether inbound or predictive outbound) is delivered to the user.



The screen pop would normally present the user with the CRM record relating to the person they are connected to. In addition, customers can add custom buttons onto their application screens (such as Salesforce or Dynamics) which would 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 functions and events that are currently supported by the SDK.

GET methods	
Get Next Record	Returns the next customer to call as part of a dialler list
Get Available Dispositions	Returns all dispositions for this campaign/list
Get Break Reason	Returns all break reasons on the system (e.g. "Lunch", etc.)
Poll Event	Returns any new (unprocessed yet) events
Dialler Status	Returns the current dialler status
System Status	Returns the current system status
Telephony Status	Returns the current telephony status

POST methods	
Disposition Record	Sets a disposition code for a dialler record
Request Login	Requests user login
Request Logout	Requests user logout
Request Break	Requests user break
Cancel Break	Requests a return from break
Set User Busy	Sets user as "Busy" (no inbound or dialler calls delivered)
Set User Free	Reverts the action of "Busy"
Dial	Dials a telephone number
Answer	Answers an offered call
Hang Up	Hangs up a call currently in progress
Hold Call	Puts a call on hold
Retrieve Held Call	Retrieves a held call
Initiate Call Transfer	Initiates a call transfer
Alternate Line	Swaps between parties in a consultation transfer situation
Complete Transfer	Completes a transfer by removing the original agent
Abandon Transfer	Abandons an initiated transfer
EVENTS methods	
Message	A message is sent to user
Call Offered	A call is being offered to user
Call Connected	A call has been connected to user
Call Disconnected	A call has been disconnected from user
Operation Failed	General error for asynchronous operations
Connected Incoming Transfer	Call is being transferred to user
Connected Consultation	A consultation call is being transferred to user
Consultation Call Disconnected	A consultation call is being disconnected from user
Status Change	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>

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