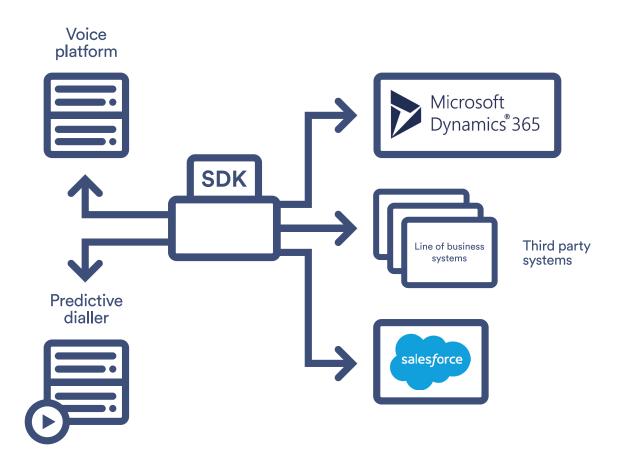
TELEPHONY & DIALLER SDK

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

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Retrieve 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 Operation Failed General error for asynchronous operations Connected Incoming Transfer Call is being transferred to user	POST methods	
Request Logout Request Break Requests user logout Request 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 Answer Answers an offered call Hang Up Hangs up a call currently in progress Hold Call Retrieve Held Call Initiate Call Transfer Initiates a call transfer Alternate Line Swaps between parties in a consultation transfer situation Complete Transfer Abandon Transfer Abandon Transfer Abandons an initiated transfer EVENTS methods Message A message is sent to user Call Offered A call has been connected to user Call Disconnected General error for asynchronous operations Connected Incoming Transfer Call is being transferred to user Call is being transferred to user Connected Consultation A consultation call is being disconnected from user	Disposition Record	Sets a disposition code for a dialler record
Request 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 Retrieve Held Call Retrieves a held call Initiate Call Transfer Alternate Line Swaps between parties in a consultation transfer situation Complete Transfer 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 from user Operation Failed General error for asynchronous operations Connected Consultation A consultation call is being disconnected from user Connected Consultation A consultation call is being disconnected from user	Request Login	Requests user login
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 Initiate Call Transfer Initiates a call transfer Alternate Line Swaps between parties in a consultation transfer situation Complete Transfer 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 from user Operation Failed General error for asynchronous operations Connected Consultation A consultation call is being disconnected from user Connected Consultation A consultation call is being disconnected from user	Request Logout	Requests user logout
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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	Initiate Call Transfer	Initiates a call transfer
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Connected Incoming Transfer Connected Consultation Consultation Consultation Call Disconnected A consultation call is being transferred to user Consultation Call Disconnected A consultation call is being disconnected from user	Call Disconnected	A call has been disconnected from user
Connected Consultation A consultation call is being transferred to user Consultation Call Disconnected A consultation call is being disconnected from user	Operation Failed	General error for asynchronous operations
Consultation Call Disconnected A consultation call is being disconnected from user	Connected Incoming Transfer	Call is being transferred to user
·	Connected Consultation	A consultation call is being transferred to user
Status Change A status (Dialler, System or Telephony) has changed	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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