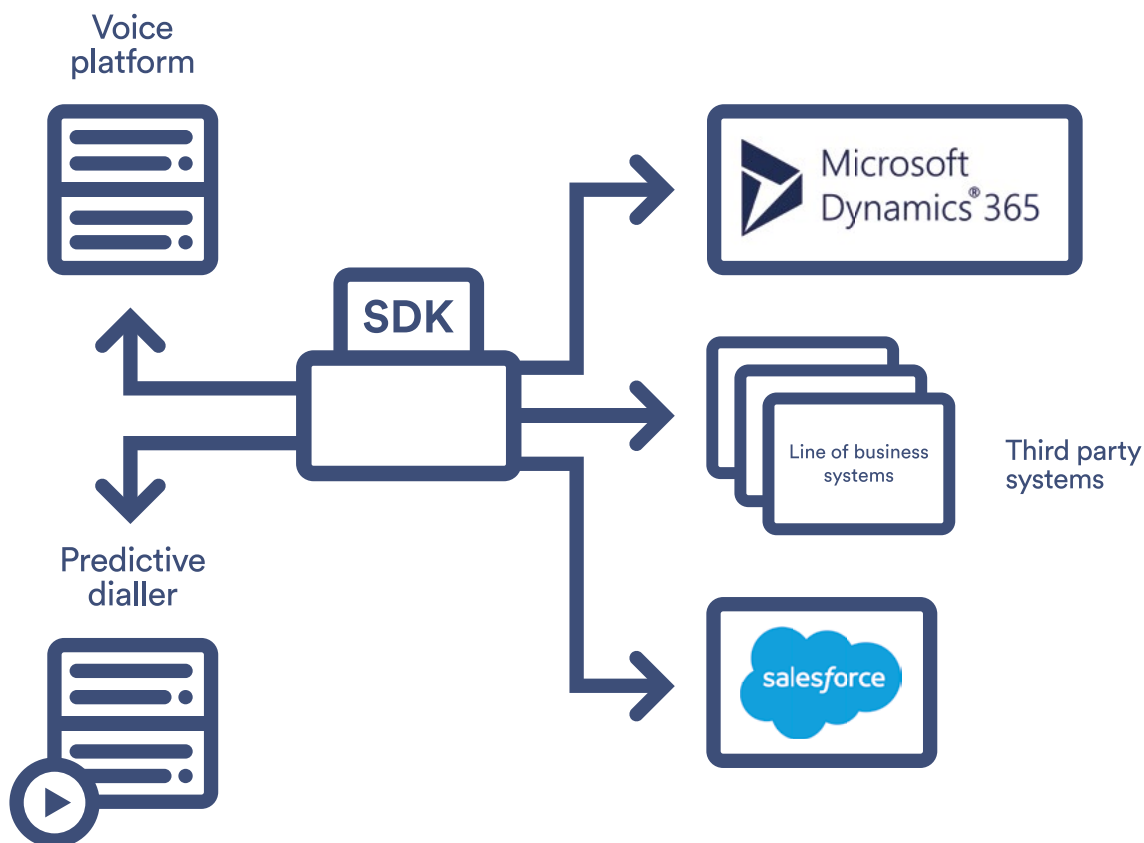


TELEPHONY & DIALLER SDK

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 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	
Get Next Record	Returns the next customer to call as part of a dialler list
Get Break Reasons	Returns all break reasons on the system (e.g. "Lunch", etc.)
Get Busy Reasons	Returns a list of busy reasons configured on the system
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
Force Logout	Forcibly logout an agent
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"
Set Ready	Indicate that the user is ready to receive telephone calls
Dial	Dials a telephone number
Start App Instance	Returns the app to be launched and disposition codes
Update App Instance	Assign an entity and Customer ID to the app instance
Close App Instance	Close app instances so the dialler can recycle the record
Update Process Step	Notify of progress made in the app instance
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
Accept Offered Call	Accepts an offered Inbound call
Reject Offered Call	Rejects an offered Inbound call
Offered Call Timed Out	Call was not Accepted or Rejected within the timeout period
Auto Logoff Cancelled	Auto Logoff dialog was cancelled by the Agent
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	
Telephony	Abstract base class for all other events
Message	A message is sent to user
Call Offered	A call is being offered to user
Call Offered Disconnected	A call offered to a user has been disconnected
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>

