

Zaaksysteem::Controller::API::KCC

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NAME

Zaaksysteem::Controller::KCC::Call - KlantContactCenter API

DESCRIPTION

Catalyst Controller.

METHODS

status

Check whether the KCC interface exists and is enabled and if the user has set an extension.

URL

/api/kcc/status

Parameters

None.

Returns

A ZAPI data structure, with one entry with one key:

- kcc

True if the KCC interface exists and is enabled, false if it doesn't exist or isn't enabled. Also false if the user does not have an extension set.

base

Do some setup for the JSON API functions.

register_call

This easiest way of registering an incoming phone call.

Hit this URL with a POST request and a new KCC call transaction will be inserted.

URL

/api/kcc/call/register/<UUID>

Parameters

The parameters can be supplied as regular application/x-www-form-urlencoded POST parameters.

phonenummer

This parameter must contain a 10-digit telephonenumber (eg. 0201234567) without any breaks or punctuation.

extension [optional]

This parameter identifies the device which receives the call, there are no hard restrictions on the content of the field, but it preferably uniquely identifies the device in a way that is linkable to a KCC employee.

If it's not specified, a link to will be returned, so the PBX application can open a new browser window on the correct customer information page.

Example response body

The response to a succesful call registration is a JSON data structure containing the id the call was registered under in Zaaksysteem.

This information can safely be discarded.

Required configuration

The PBX that will be executing the POST to this controller must know the UUID of the KCC interface.

The full URL will be displayed in the interface configuration.

[register_call_xml](#)

XML-based way for a PBX to register a call in Zaaksysteem using a POST ("VoiceWorks-style").

Since VoiceWorks sends us a non-standard HTTP POST, we do some manual fixing of the incoming POST body.

[_assert_interface](#)

Assert that the UUID specified in the URL matches the KCC interface UUID.

[_create_kcc_transaction](#)

Inserts a new transaction record for the incoming call.

[accept](#)

This method allows a client to accept an incoming call.

It should (and can) only be called once. Since this call modifies the state of Zaaksysteem, it can only be done with the POST request method.

[URL](#)

/api/kcc/call/accept

[Parameters](#)

call_id

The ID of the transaction that represents the call to be accepted/rejected.

[Response](#)

If the request validates, the response will be an HTTP 200, the body will be a ZAPI response, containing.

[reject](#)

This API method allows a client to reject an incoming call.

It should (and can) only be called once. Since this call modifies the state of Zaaksysteem, it can only be done with the POST request method.

[URL](#)

/api/kcc/call/reject

[Parameters](#)

call_id

The ID of the event that represents the call to be rejected/rejected.

[Response](#)

If the request validates, the response will be an HTTP 200, the body will be a ZAPI response, containing.

[list](#)

Returns a list of active calls for the current user.

[URL](#)

/api/kcc/call/list

[Parameters](#)

None

[Returns](#)

A ZAPI data structure, containing the result of the [list_active_calls](#) trigger in the KCC interface.

[extension](#)

Set the extension of the current user to the value specified in the "extension" parameter.

[URL](#)

/api/kcc/user/extension

[Parameters](#)

- extension

The (new) extension of this user.

[user_status](#)

Return whether the user is available for calls.

[URL](#)

/api/kcc/user/status

[Parameters](#)

None

[Returns](#)

A ZAPI data structure, containing one row, with one key:

- user_status

True if the user is available for calls, false otherwise.

[enable](#)

Make the current user "available for calls".

[URL](#)

/api/kcc/user/enable

[Parameters](#)

None

[Returns](#)

The same as /api/kcc/user/status

[disable](#)

Make the current user "not available for calls".

[URL](#)

/api/kcc/user/disable

[Parameters](#)

None.

[Returns](#)

The same as /api/kcc/user_status

[prepare_page](#)

Special "hook" method called by [Zaaksysteem::Controller::Page::begin](#) to initialize page specific data.

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