

iCarol Telephony Reference

About this Document

This document provides an overview of the iCarol Telephony service.

Revision History

Revision Number	Description	Revision Date
001	Version 1 Released	12/24/2014
001	Version 1.1 – Add zip parameter	10/13/2015
003	Version 1.2 – Added AutoClose parameter	04/11/2016

Service Overview

Purpose

iCarol Telephony service allows our clients that use Internet telephony to auto generate their call reports and pre-populate select report fields. If supported by client's telephony provider, this service automatically opens a call report once the telephone call starts and fills specified fields such as caller phone number, call start time, the language of the call, etc. The selection and availability of the fields for auto filling depends on the telephony provider's capabilities and client's customer settings.

How it works

Upon client's request, iCarol configures parameters of the call report to be passed by the client's Internet telephony provider with each call to the client. The client communicates the formats of those parameters to the telephony provider. Once set up by the provider, the reports automatically pops up and the specified fields are pre-populated each time client receives/ answers a call (provided the client is logged in to webapp.iCarol.com).

Service Details

Request Format

Internet telephony provider should send a GET request to the client with each incoming call in the following formats (note: *GetCallReport* method name is case sensitive):

1. `http://services.icarol.com/telephony.asmx/GetCallReport?parameter=value¶meter=value&...`
2. `https://services.icarol.com/telephony.asmx/GetCallReport?parameter=value¶meter=value&...`

Parameter Definitions

	Req'd?	Description
<code>reportVer=int</code>	Yes	Report version ID.
<code>dnis=numeric</code>	No	The phone number of the incoming line that was dialed. Example: <code>dnis=8884151212</code> Note: a corresponding field in the report has to be created to be pre-populated.
<code>ani=numeric</code>	No	Caller's telephone number. Note: client has to activate <i>Contact Information – Phone</i> field in the report to be pre-populated. If a draft of the call report associated with the same caller's phone number has been already created within last 2 hours, no new report is initialized and that draft is pulled for completion instead.
<code>callStart=datetime</code>	No	The call start date and time (UTC) in one of the following formats: <ul style="list-style-type: none"> • <code>yyyy/MM/dd HH:mm:ss</code> • <code>yyyy-MM-ddTHH:mm:ssZ</code> • <code>yyyyMMddHHmmssFFF</code> • <code>yyyyMMddHHmmss</code> When filled in the report, the time is converted from UTC to the client's local time zone.
<code>agent=int</code> or <code>agentId=int</code>	No	An ID to identify the agent to whom the call is routed by the telephony system.
<code>sso=string</code>	No	Single sign-on (SSO) token.
<code>culture=string</code> or <code>language=string</code> or <code>lang=string</code>	No	Language of the call. Note: a corresponding field in the report has to be created to be pre-populated.
<code>host=string</code>	No	Web address of the site where the report will be generated. Default: <code>webapp.icarol.com</code>
<code>r=bool</code>	No	If set to <code>true</code> (or <code>1</code>), redirect to the new report screen occurs automatically. If set to <code>false</code> (or <code>0</code>), no redirect takes place and a url query string for the new report is returned. Default: <code>true</code>
<code><custom parameter>=<custom value></code>	No	Customer parameter. Note: client can request (and iCarol configure) a number of additional custom parameters. Corresponding fields in the report have to be created to be auto populated.

<code>zip=string</code>	No	This parameter allows telephony providers to pass the Zip Code (or Postal Code) to the Call Report to be populated in the Zip Code location field.
<code>close=bool</code>	No	If set to <i>true (1)</i> , this parameter allows telephony providers to pass a command to automatically close the new call report window when submitted. This parameter is supported by Internet Explorer 11+, and Mozilla Firefox, but not by Google Chrome. When supported a dialogue window will confirm before automatically closing the call report window when submitted.