

Voice Connect

Call Patch API V1.5

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1 Introduction

This REST API document describes the API details to be invoked by customer to trigger call patch API request and receive CDRs for respective calls. This feature has to be enabled to use.

HTTPS is the transport protocol for the API and TLS 1.2 and above are supported.

1.1 Authorization Token

Invoke this API to get the authorization token to invoke any further API requests. API key and secret are required to generate the authorization token.

The authorization token is valid for 24 hours from the time it is created. The user has to get a new authorization token for every 24 hours and has to use the latest token for the subsequent requests.

URL: <https://ivr.callifony.io/apiv1/gettoken/>

Method: **POST** Parameters:

Parameter	Data Type	Description	Remarks
key	string (35)	Key provided by Callifony	
secret	string (35)	secret provided by Callifony	

Response:

The response will be in JSON format.

Success response:

```
{
  "token": "xL9oXMv2EQzeGm5nlilugrAYbKzJSK0RC4Kh7FnPF1o",
  "expiry": 1546067003
}
```

Note: Response parameter **expiry** is the Unix timestamp. This is the time till which this token is valid or time at which the token is expired.

1.2 Call Patch

Invoke this API request to initiate calls to two mobile/landline numbers and patch them both.

Note: This API request has to be enabled for the respective account.

URL: <https://ivr.callifony.io/apiv1/callpatch/>

Method: **POST** Parameters:

Parameter	Data Type	Description	Remarks
token	string (50)	Authorization Token. (Please refer section :1.1)	
name	string (50)	Name to tag the request for grouping	(Optional)
from	Integer	CLI in national format. Ex: 040XXXXXXXX	(Optional). If empty a dynamic CLI is assigned by platform. Should be empty for promotional calls.
type	Integer	Campaign type Promotional or Transactional. Default type will be Transactional.	(Optional) 1-Promotional 2-Transactional
number1	Integer	Number to be dialed first in International format.	Ex:91xxxxxxxx
number2	Integer	Number to be patched in International format.	Ex:91xxxxxxxx
retries	Integer	Number of retries. This is applicable only if number1 is not picked the call. Default 0 Max value is 2	(Optional)
retryinterval	Integer	Time interval between retries in minutes.	(Optional) Allowed values are 1,5,10,15,20,25,30
recording	Integer	If set to 1 the call is recorded from the time the call to number2 is answered. Recording must be enabled for the account.	Default value 0. Accepted values are 0 and 1. (Optional)
notifyurl	string	Valid URL to push CDR(s) notifications for this campaign. If set, CDRs for this call are sent to this URL instead of pre-configured URL.	(Optional)

refid (Optional)	String	Customer reference number which is passed back in the refid parameter of CDR Notification.	Max length is 50. Special characters comma, pipe and single quote are not supported.
hfiletype	Integer	1- Wav file(default) 2- MP3 File	(Optional)
hfile	Integer	Hold music/audio to be played to number1 when connecting the call to number2. This must be unique Audio ID returned by the platform without any extension. Ex: 12345325424	(Optional) This works with Audio files uploaded after 04JUN 2018 only.
duration	Integer	Duration in seconds to limit the conversation. Both calls will be disconnected after specified time in seconds.	(Optional)
hupfiletype	Integer	1- Wav file(default) 2- MP3 File	(Optional)
hupfile	Integer	Audio to be played to number1 and number2 before disconnecting the call because of reaching maximum limit of call(duration). This must be unique Audio ID returned by the platform without any extension. Ex: 12345325424	(Optional) This works with Audio files uploaded after 04JUN 2018 only.
wfiletype	Integer	1- Wav file(default) 2- MP3 File	(Optional)
wfile	Integer	Audio to be played to number1 as soon as picks the call and before attempting the call to number2. This must be unique Audio ID returned by the platform without any extension. Ex: 12345325424	(Optional) This works with Audio files uploaded after 04JUN 2018 only.

retry2	Integer	Number of retries for the 2 nd number. This is applicable only if number1 picked the call. Default 0 Max value is 3 See Notes for more information.	(Optional)
retry2interval	Integer	Time interval between retries for number2 in seconds. Default 0 Max value is 5	(Optional)

Notes:

1. CDRs are generated for each retry for number2. Based on your account configuration you get/see all retry CDRs for number2.
2. You don't get a final CDR for number2 call if number1 disconnects the call while the application is waiting/sleeping for next retry.

Response:

The response will be in JSON format and it contains the campaign ID against which the action is performed.

Status 200 indicates success. Unique ID is returned in **id** parameter.

Success response:

```
{
  "status": "200",
  "data": {
    "id": "XXXXXXXXXXXXXXXXX"
  }
}
```

Failed response:

```
{
  "status": "<error code>",
  "message": "<error description>"
}
```

2 CDR Notification

CDRs can be posted to customer pre-configured URL with the platform. HTTP 200 OK from the URL is considered as success.

Method: POST Parameters

Parameter	Data Type	Description	Remarks
accid	Integer	AccountID to which this call belongs to.	Account ID shared at the time of account provisioning
calltype	String	obd – for all outbound calls callpatch – for calls initiated from callpatch API	
id	Integer	Reference ID returned as response to the callpatch request.	Max length: 50
starttime	Integer	Unixtimestamp. This is the actual call answered time for success calls and call initiated time for Failed calls.	Ex:1476618720
endtime	Integer	Unixtimestamp This is the call terminated time.	Ex:1476618720
cli	Integer	DID number used as cli for this call/campaign	
number	Integer	Phone number to which the call was dialed	Ex: 91XXXXXXXXXX
duration	Integer	Duration of the call in seconds.	0 for Failed calls
statuscode	Integer	Refer Annexure 3.2	
status	string	Success/Failed	
retries	Integer	Retry count of this particular call. 0 if there is no retry.	

dtmf	String	<p>Series of DTMF keys entered by user in Menu applet of IVR flow or DTMF campaign.</p> <p>Each menu values are separated by colon.</p> <p>Ex: -1:-2:3</p>	<p>-1 for no-input -2 for invalid input</p> <p>Ex: A Menu with 1 and 2 as options and repeated once.</p> <p>Case-1: User presses 5 and then 1 when the prompt is repeated. Then the value is 1. Case-2: User did not enter any input first and entered 2 when the prompt is repeated. Value is 2</p> <p>Case-3: User entered 5 first and then 6 when the menu is repeated. The value is -2</p> <p>Case-4: User did not enter any input twice. Value is -1</p>
dtmfdetail	String	<p>Series of Actual DTMF keys entered by user in Menu applet of IVR flow.</p> <p>Each menu values are separated by colon.</p> <p>Ex: -1,1:5,1:5,6:1</p>	<p>Default: Empty/-1. -1 for no-input. Actual wrong DTMF key will be present in the value.</p> <p>Ex: A Menu with 1 and 2 as options and repeated once.</p> <p>Case-1: User presses 5 and then 1 when the prompt is repeated. Then the value is 5,1 Case-2: User did not enter any input first and entered 2 when the prompt is repeated. Value is -1,2</p> <p>Case-3: User entered 5 first and then 6 when the menu is repeated. The value is 5,6</p> <p>Case-4: User did not enter any input twice. Value is -1,-1</p>
namedtmf	String	<p>This gives DTMF keys values along with name value entered in the IVR flow in Menu/Collect applets.</p> <p>Series of DTMF keys</p>	<p>-1 for no-input -2 for invalid input</p> <p>Ex: A Menu with name as pin and 1 and 2 as options and repeated once.</p>

		<p>entered by user in Menu/Collect applet of IVR flow.</p> <p>Each Menu/Collect applets values are separated by colon.</p> <p>Ex: lang_2:pin_532</p> <p>(lang and pin are the names entered in the Menu/Collect applet.)</p> <p>This is empty if the name is empty in Menu/Collect.</p> <p>Note: Values for Menu/Collect applets with empty name are not included.</p>	<p>Case-1: User presses 5 and then 1 when the prompt is repeated. Value is pin_1.</p> <p>Case-2: User did not enter any input first and entered 2 when the prompt is repeated. Value is pin_2</p> <p>Case-3: User entered 5 first and then 6 when the menu is repeated. Value is pin_-2</p> <p>Case-4: User did not enter any input twice. Value is pin_-1</p>
namedtmf1	String	<p>This gives all DTMF keys values along with name value entered in the IVR flow in Menu/Collect applets.</p> <p>Series of actual DTMF keys entered by user in Menu/Collect applet of IVR flow.</p> <p>Each Menu/Collect values are separated by colon.</p> <p>Ex: lang_-1,1:pin_5,6:type_1</p> <p>(lang, pin and type are the names entered in the Menu/Collect applet.)</p>	<p>Default: Empty/-1. -1 for no-input.</p> <p>Actual wrong DTMF key is also present in the value.</p> <p>Ex: A Menu with name as pin and 1 and 2 as options and repeated once.</p> <p>Case-1: User presses 5 and then 1 when the prompt is repeated. Value is pin_5,1</p> <p>Case-2: User did not enter any input first and entered 2 when the prompt is repeated. Value is pin_-1,2</p> <p>Case-3: User entered 5 first</p>

		<p>This is empty if the name is empty in Menu/Collect.</p> <p>Note: Values for Menu/Collect applets with empty name are not included.</p>	<p>and then 6 when the menu is repeated. Value is pin_5,6</p> <p>Case-4: User did not enter any input twice. Value is pin_-1,-1</p>
callid	String	Unique call reference ID. 32 characters long. Empty/0 for platform rejected/unprocessed calls. Ex:DND/TIMEOUT	
pulse	Integer	Number of pulses billed for this call . 0 if the call is not success.	
circle	String	2 characters circle to which the phone number belongs to.	Annexure 3.3
operator	Integer	Operator ID to which the number belongs to.	Annexure 3.4
audio	Integer	Audio ID used for this campaign. 0 if call flow is used.	
flow	Integer	Flow ID used for this call. 0 if audio is used.	
refcallid	String	Unique call reference ID. 32 characters long. Empty/0 for platform rejected calls. Ex:DND. Aleg callid for patched calls(B-leg). Empty or 0 for A-leg calls.	
networkcode	Integer	Network Q.850 code returned by operator. 0 for success calls.	Annexure 3.5
recordingid	String	The recording file name if the call is bridged and recorded. If there are multiple recordings in a call they are separated by comma. Empty/0 if no recording is available.	
recurl	String	URL to fetch the recording(s).	There is a time limit on no of days this URL is available

		If there are multiple recordings, then URLs are separated by comma.	before it is archived. We recommend you download the same before it expires.
cdrtype	Integer	Retry CDR – 1 Final CDR - 2	
template	String	Comma separated values replaced in the template from the csv uploaded. Values for refid key are passed in refid parameter. This is empty/0 for normal campaigns. Ex:23,OCT,758	Ex: For Template: audio:123,date:23,month:OCT, Amount:758 Values is 23,OCT,758
name	String	Name parameter passed along with API requests. Empty or 0 if not applicable.	
lastaudio	String	Placeholder name of the last audio clip played to the customer. Applicable in case of placeholder flows only. Empty or 0 if not applicable.	Ex: menu
refid	String	Reference ID passed in CSV(createcampaigncsv) or template(personalized campaigns).	Default is Empty/0
fvars	String (JSON)	All the variables and values set using Set applet in IVR flow as key value pair in JSON format. Empty if no values are set.	Default is Empty/0

Note: Contact support@callifony.com to enable CDR notifications.

Sample Batch CDR Notification Request:

```
[{
  "cdrtype": "OBD",
  "count": "2",
  "data": [ {
    "retries": "0",
    "cli": "04071321111",
    "number": "919440391058",
    "status": "Success",
    "statuscode": "20",
    "dtmf": "1",
    "duration": "8",
    "calltype": "callpatch",
    "accid": "1000",
    "starttime": "1491990140",
    "callid": "4ca2725a1f6411e78a9c8de79bf83c52",
    "id": "191823",
    "endtime": "1491990147",
    "pulse": "1",
    "circle": "AP",
    "operator": "40402"
  },
  {
    "retries": "0",
    "cli": "04071321111",
    "number": "919848139149",
    "status": "Failed",
    "statuscode": "21",
    "calltype": "callpatch",
    "dtmf": "1:2",
    "duration": "0",
    "accid": "1000",
    "starttime": "1491990129",
    "callid": "4c5dedd81f6411e7930ea9c9493265df",
    "endtime": "1491990189",
    "id": "191823",
    "pulse": "0",
    "circle": "AP",
    "operator": "40402"
  }
]
}
```

3 Annexure

3.1 Error Codes

Error code	Description
-1	Invalid request.
-2	API Key or Secret is invalid.
-3	API Key & Secret missing.
-4	API Key missing.
-5	Secret missing.
-6	Invalid Token.
-7	Token missing.
-8	Name missing.
-9	File missing.
-10	Invalid URL.
-11	Invalid File.
-12	File Name already exists.
-13	Audio ID missing.
-14	To Numbers missing.
-15	Invalid Date format.
-16	Invalid List.
-17	Invalid Audio ID.
-18	Invalid from number.
-19	Invalid Type.
-20	List file not exist.
-21	Channels not available at this moment.
-22	Campaign Name already exists.
-23	Invalid DTMF.
-24	From date missing.
-25	To date missing.
-26	Invalid Campaign ID.
-27	Invalid Number.
-28	Invalid Date range.
-29	Invalid Campaign Name.
-30	Max file size limit exceeded.

-31	Name max characters' limit exceeded.
-32	Invalid retries value.
-33	Invalid retry interval value.
-34	Schedule Time should be greater than current time.
-35	Schedule Time should be in between 9AM to 9PM.
-36	Audio and Flow both cannot be set at a time.
-37	from number missing/Invalid
-38	Invalid flow ID.
-39	Very few numbers to create a campaign.
-40	Id parameter in empty or invalid
-41	Service not provisioned. Contact Support.
-42	Number is in DND list.
-43	Invalid or Wrong endtime parameter.
-44	Invalid language ID
-45	Invalid template.
-46	Invalid Campaign ID or campaign status.
-47	Invalid or wrong campaign action.
-48	Invalid Notify URL. Check the URL format.
-49	Invalid Placeholder (Wrong format) or one of the placeholder not exists in the mentioned flow.
-50	Reserved.
-51	Pause or Resume Time missed/invalid.
-52	For future use.
-100	System error. Try again.

3.2 Status codes

Status code	Description
20	Success. Call Answered.
21	No Answer
22	Busy
23	Other error

25	Invalid Number
26	DND Number
27	Timeout(Campaign End Time reached) or Campaign stopped/cancelled.

3.3 Circles

Circle	Circle Name	Circle	Circle Name
AP	Andhra Pradesh	WB	West Bengal
TN	Tamil Nadu	AS	Assam
KA	Karnataka	NE	North East
KL	Kerala	UE	UP-East
UW	UP-West	MP	Madhya Pradesh
HR	Haryana	KO	Kolkata
RJ	Rajasthan	BR	Bihar
PB	Punjab	OR	Orissa
HP	Himachal Pradesh	DL	Delhi
JK	Jammu & Kashmir	MU	Mumbai
MH	Maharashtra	AN	Andaman Nicobar
GJ	Gujarat	CH	Chennai

3.4 Operator IDs

Operator ID	Operator Name	Operator ID	Operator Name
40401	BSNL	40410	Unitech Wireless
40402	AIRTEL	40411	MTS
40403	VODAFONE	40412	Etisalat
40404	IDEA	40413	S.Tel
40405	Tata Teleservices	40414	AIRCEL
40406	Loop Telecom	40415	RJIO
40407	Reliance	40416	RTL
40408	MTNL	40524	HFCL
40409	VIDEOCON		

3.5 Network Error codes

Status Code	Q.850 Error Code	Description
25	1	Invalid or unallocated Number
	2	
	3	
20	16	Call released normally. Success. Sometimes this Code is returned for failure calls also.
22	17	User handset is busy/user rejected the call
23	18	User responding to the call request
21	19	User did not pick the call. No Answer.
23	20	Subscriber handset is switched off or not reachable
	21	The operator rejected the call
	22	Number is not assigned
	23	Failed because of redirection to a new number.
	25	Call is released by an intermediate node at operator end.
	27	Destination out of order. Interface to destination is not functioning correctly.
	28	Invalid number format.
	29	service requested by the user cannot be provide by the network. Facility is rejected.
21	31	Call released with Normal unspecified error. Sometimes this cause is received for No answer cases as well.
	34	Network Circuit congestion.
	38	Network is out of order.
	41	Temporary failure. Could be because of network congestion.
	42	Operator Switch equipment congestion.
	43	Network cannot deliver access information to remote user as requested.

23	44	Remote end cannot allocate a channel to fulfil the request
	50	User is not authorized to use this service.
	54	Incoming calls barred.
	57	User has requested a bearer capability that is implemented by the equipment which generated this cause but the user is not authorized to use.
	58	User has requested a bearer capability that is implemented by the equipment which generated this cause but which is not available at this time.
	63	Service Unavailable
	65	The equipment sending this cause does not support the bearer capability requested.
	69	The equipment sending this cause does not support the requested supplementary services
	79	Service or option not implemented.
	81	Handset received a call reference which is not active on the network
	88	Incompatible destination
	95	This cause is used to report an invalid message event only when no other cause in the invalid message class applies
23	96	The equipment sending this cause has received a message which is missing an information element
	97	The equipment sending this cause has received a message with a message type it does not recognize
	100	The equipment sending this cause has received and information element which it has implemented
	102	Transaction Timeout. Did not receive any response from operator end within a specified time limit.
	111	Protocol error.
	127	Call rejected by remote gateway at operator end.