

# CRM INTERGRATION WITH 3CX

## Via HTTP API

**Prepared by :** RT

**Date :** 05<sup>th</sup> July 2018

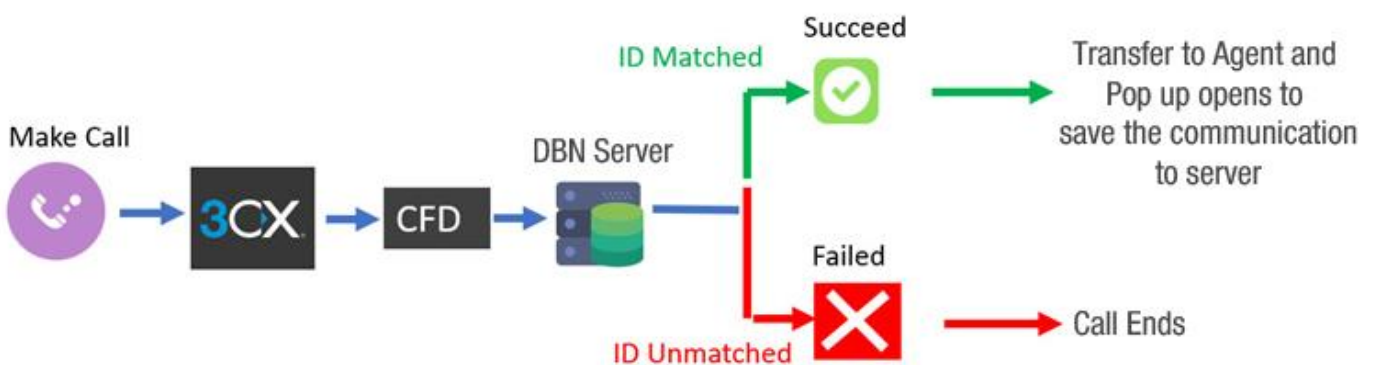
**Version :** 1.0

## ➤ Introduction

Save time and enjoy fully integrated communications with the 3CX's and DBN Server, this document introduces to develop and API that can integrate with DBN Server to check mobile number during an inbound call, once mobile number matched to your DB the call connects to agent and notes pop up appears to enter the communication and save record to your DB for track the client communication easier.

- Uses predictable, resource-oriented URLs.
- Uses built-in HTTP capabilities for passing parameters and authentication.
- Responds with standard HTTP response codes to indicate errors.
- POST JSON Object/Array.

## ➤ Workflow Diagram



## ➤ Work process

### 1. Checking caller Mobile Number:

#### 1.1 Description

During inbound call the caller mobile number will send to DBN Server(DB) and check whether the mobile number is available or not available. Then the server can response to 3CX as True or false. Based on response 3CX can do the action if the response is **True**, 3CX send the call to agent and open the screen pop up to feed the status (No Answer, Schedule Later, Do not Disturb, Completed) and comments and send to DB to track the client communications. If the response is **False**, the 3CX exit the call.

#### 1.2 Requirement

Client need to develop an application to Receive the caller mobile number via HTTP API and send the response to 3CX.

#### 1.3 Requirement method

HTTP/POST

HTTP/GET

#### 1.4 Requirement parameters

Parameter	Description	Mandatory	Value
<b>cid</b>	Caller ID	Required	The Mobile Number
<b>token</b>	Token Number	Required	API key

## 1.5 Response

ID	Description	Value
success	Success Y/N in get data	Boolean - True – found data - False – not found

## 1.6 Example Request

[Host Domain]/3cx/query? cid=123&token=d6bcfee-8eea-65cd-f4d6-166585973ea2

## 1.7 Example Response

```
{
  "success": true,
}
```

## 2. If Mobile Number “True”:

### 2.1 Description

If the response is **True**, 3CX send the call to agent and open the screen pop up to feed the record and send to DB to track the client communications. If the response is **False**, the 3CX exit the call.

### 2.2 Requirement

Client need to develop an application to Receive the status, comments and mobile number based on the client and need to save in the DB.

### 2.3 Requirement method

HTTP/POST

HTTP/GET

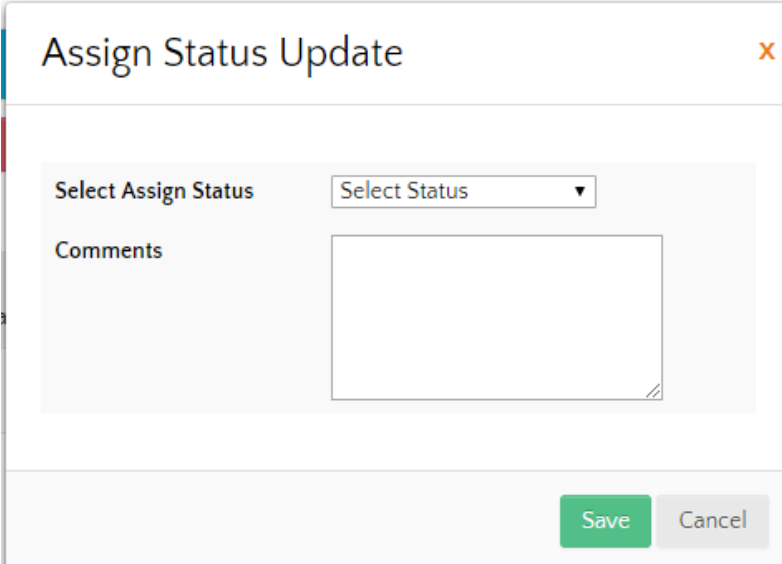
## 2.4 Requirement Parameters

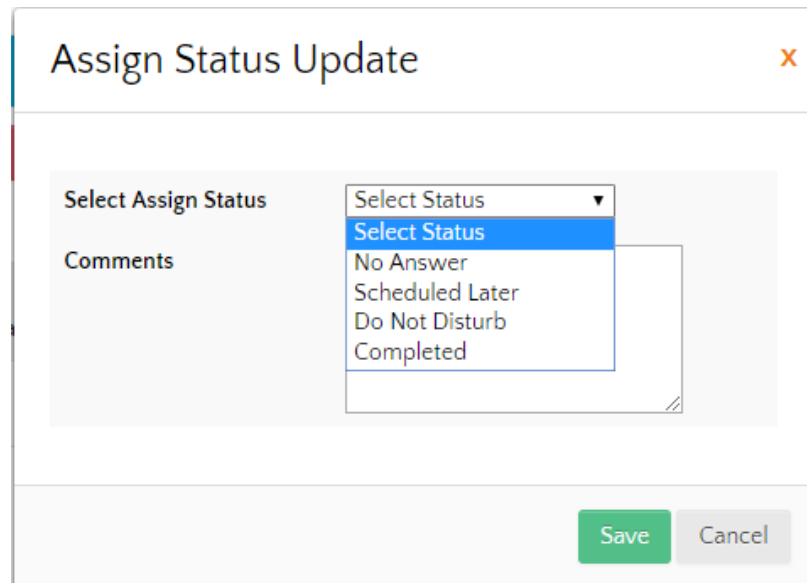
Parameter	Description	Mandatory	Value
<b>cid</b>	Caller ID	Required	The Mobile Number
<b>status</b>	Status	Required	<ul style="list-style-type: none"> <li>➤ No Answer</li> <li>➤ Schedule Later</li> <li>➤ Do not Disturb</li> <li>➤ Completed</li> </ul>
<b>comments</b>	Describe the communication	Required	string
<b>token</b>	Token Number	Required	API key

## 2.5 Response

ID	Description	Value
<b>success</b>	Success 0/1 inserting record	int - 1 – Record inserted - 0 – Record not inserted

## 2.6 Example Screen Pop up





Assign Status Update

Select Assign Status

Select Status

Select Status

No Answer

Scheduled Later

Do Not Disturb

Completed

Comments

Save Cancel

## 2.7 Example Request

[Host Domain]/3cx/query?cid=123&status=Scheduled Later&Comments=Due to driving&token=d6bcfeee-8eea-65cd-f4d6-166585973ea2

## 2.8 Example Response

```
{  
  "success": 1,  
}
```

- END -