

Example Webservice (Integrating 3CX with Salesforce)

1. Record survey feedback web-service

After call ends agent transfer the call to survey IVR to keyin call rating by customer and the details send to Salesforce.

POST URL: <https://domain.salesforce.com/services/data/v31.0/subjects/saveSurvey>

Request:

```
{  
  "callingNumber": "9999999999",  
  "extension": "7070",  
  "calledDateTime": "<timeStamp>",  
  "rating": "7"  
}
```

Response:

```
{  
  "status": "Call Record Saved",  
  "errorMessage": "",  
  "errorCode": ""  
}
```

2. Call Wrap-up

Send call details to salesforce after call Hangup

POST URL: <https://domain.salesforce.com/services/data/v31.0/subjects/rocverification>

Input to Salesforce:

- Is the call inbound or outbound?
- Start Time
- End Time
- Terminating Party
- Called Number
- Calling Number
- Extension Number
- Call Recording URL

Output from Salesforce:

- Operation successfully completed or not

Request Format:

```
{  
  "callType": "Inbound",  
  "startTime": "",  
  "endTime": "",  
  "terminatingParty": "Customer",  
  "calledNumber": "999999999",  
  "callingNumber": "8787878787",  
  "agentExtension": "7181",  
  "callRecordingURL": "https://callRecording.com"  
}
```

Response Format:

```
{  
  "status": "match", //Status can be match / unmatched  
  "errorMessage": "",  
  "errorCode": ""  
}
```

3. Create event on Voicemail

POST URL: <https://domain.salesforce.com/services/data/v31.0/subjects/Event>

Request Format:

```
{  
  "Subject": "New Event",  
  "StartDateTime": "2015-01-10T11:00:00Z",  
  "EndDateTime": "2015-01-10T11:00:00Z",  
  "IsAllDayEvent": true,  
  "Description": null  
}
```

Response Format:

```
{  
  "status": "created",  
  "errorMessage": "",  
  "errorCode": ""  
}
```

4. Record Dropped Calls

3CX will report on all dropped calls from the system back to Salesforce

Post URL: <https://domain.salesforce.com/services/apexrest/recordDroppedCall>

Request Format:

```
{  
"dateAndTime": "<time stamp>",  
"calledNumber": "8080808080",  
"callingNumber": "9099090909",  
"creExtension": "7707"  
}
```

Response Format:

```
{  
"status": "Updated",  
"errorMessage": "",  
"errorCode": ""}
```