

Click to call

Click to call is commonly implemented in CRM systems so that it is possible to just click on a contacts phone number to call out.

Auth sample Uri:

```
https://api.intele.com:443/Connect/ContactCentre5/auth/credentials?userName=customerkey%5Cusername&password=password
```

Replace customerkey, username and password with real values from your solution.

No Special headers are required for this webservice call.

This gives me a "200 OK" from the server and the following response JSON.

Sample Auth response:

```
"result": "csid!1000971DDF34BA8204CCAA8822BC2F6BF79A9",  
"code": 0
```

Code 0 means that the operation was successful and the content of "result" is the access token I need to pass when using other operations in the API.

Get user ID of current user:

```
https://api.intele.com:443/Connect/ContactCentre5/accesstokeninformation?accessToken=csid!1000905E6CAF7BF23483F85240018D60F9FB6
```

```
{  
  "result": {  
    "customerid": 11408,  
    "userGroupid": 20989,  
    "userid": 150805,  
    "languageid": 1,  
    "languageCode": "EN",  
    "accessTokenExpiry": "/Date(1452109966580-0000)"/  
  },  
  "code": 0  
}
```

Check state of current user

```
https://api.intele.com:443/Connect/ContactCentre5/10009/users/150805?  
accessToken=csid!1000905E6CAF7BF23483F85240018D60F9FB6&withQualities=false
```

```
{  
  "result": {  
    "currentProfileid": 285937,  
    "contactCentreStatus": "LoggedOff",  
    "userStatus": "Available",  
    "pauseTypeld": 3037,  
    "languageid": 1,  
    "profiles": [  
      {  
        "id": 212157,  
        "number": 1,  
        "lastPhoneNumber": "91916055",  
        "phoneNumber": "91916055",  
        "phoneType": "Phone",  
        "name": "All Phone Queues",  
        "groupProfile": true,  
        "qualities": [  
          {  
            "id": 15177,  
            "number": 1,  
            "description": "Mediatype",  
            "serviceld": 12932,  
            "elements": [  

```

```
{
  "id": 38608,
  "name": "Phone",
  "userLevel": 9
}
],
{
  "id": 15179,
  "number": 2,
  "description": "Skill",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38616,
      "name": "Sales",
      "userLevel": 9
    },
    {
      "id": 38617,
      "name": "Support",
      "userLevel": 9
    },
    {
      "id": 38618,
      "name": "Switchboard",
      "userLevel": 9
    }
  ]
}
],
{
  "id": 212158,
  "number": 2,
  "phoneType": "Phone",
  "name": "Phone Sales",
  "groupProfile": true,
  "qualities": [
    {
      "id": 15177,
      "number": 1,
      "description": "Mediatype",
      "serviceld": 12932,
      "elements": [
        {
          "id": 38608,
          "name": "Phone",
          "userLevel": 9
        }
      ]
    }
  ]
},
{
  "id": 15179,
  "number": 2,
  "description": "Skill",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38616,
      "name": "Sales",
      "userLevel": 9
    }
  ]
}
],
{
  "id": 212159,
  "number": 3,
  "phoneNumber": "21490547",
  "phoneType": "Phone",
  "name": "Phone Support",
  "groupProfile": true,
}
```

```

"qualities": [
  {
    "id": 15177,
    "number": 1,
    "description": "Mediatype",
    "serviceld": 12932,
    "elements": [
      {
        "id": 38608,
        "name": "Phone",
        "userLevel": 9
      }
    ]
  },
  {
    "id": 15179,
    "number": 2,
    "description": "Skill",
    "serviceld": 12932,
    "elements": [
      {
        "id": 38617,
        "name": "Support",
        "userLevel": 9
      }
    ]
  }
],
{
  "id": 283986,
  "number": 4,
  "phoneNumber": "21490547",
  "phoneType": "Phone",
  "name": "Phone Switchboard",
  "groupProfile": true,
  "qualities": [
    {
      "id": 15177,
      "number": 1,
      "description": "Mediatype",
      "serviceld": 12932,
      "elements": [
        {
          "id": 38608,
          "name": "Phone",
          "userLevel": 9
        }
      ]
    }
  ],
  {
    "id": 15179,
    "number": 2,
    "description": "Skill",
    "serviceld": 12932,
    "elements": [
      {
        "id": 38618,
        "name": "Switchboard",
        "userLevel": 9
      }
    ]
  }
],
{
  "id": 285937,
  "number": 5,
  "lastPhoneNumber": "21490631",
  "phoneNumber": "21490631",
  "phoneType": "Phone",
  "name": "E-mail",
  "groupProfile": true,
  "qualities": [

```

```

{
  "id": 15177,
  "number": 1,
  "description": "Mediatype",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38609,
      "name": "Email",
      "userLevel": 9
    }
  ]
},
{
  "id": 15182,
  "number": 7,
  "description": "Email",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38622,
      "name": "Demomail",
      "userLevel": 9
    }
  ]
},
{
  "id": 285973,
  "number": 6,
  "lastPhoneNumber": "21490547",
  "phoneNumber": "21490547",
  "phoneType": "Phone",
  "name": "Chat",
  "groupProfile": true,
  "qualities": [
    {
      "id": 15177,
      "number": 1,
      "description": "Mediatype",
      "serviceld": 12932,
      "elements": [
        {
          "id": 38611,
          "name": "Chat",
          "userLevel": 9
        }
      ]
    }
  ]
},
{
  "id": 15179,
  "number": 2,
  "description": "Skill",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38616,
      "name": "Sales",
      "userLevel": 9
    },
    {
      "id": 38617,
      "name": "Support",
      "userLevel": 9
    }
  ]
},
{
  "id": 286009,
  "number": 7,
  "phoneType": "Phone",

```

```
"name": "Social Media",
"groupProfile": true,
"qualities": [
  {
    "id": 15177,
    "number": 1,
    "description": "Mediatype",
    "serviceld": 12932,
    "elements": [
      {
        "id": 38609,
        "name": "Email",
        "userLevel": 9
      }
    ]
  },
  {
    "id": 15181,
    "number": 5,
    "description": "Social Network",
    "serviceld": 12932,
    "elements": [
      {
        "id": 38620,
        "name": "Facebook",
        "userLevel": 9
      },
      {
        "id": 38621,
        "name": "Twitter",
        "userLevel": 9
      }
    ]
  }
],
{
  "id": 286045,
  "number": 8,
  "phoneType": "Phone",
  "name": "All requests",
  "groupProfile": true,
  "qualities": [
    {
      "id": 15177,
      "number": 1,
      "description": "Mediatype",
      "serviceld": 12932,
      "elements": [
        {
          "id": 38608,
          "name": "Phone",
          "userLevel": 9
        },
        {
          "id": 38609,
          "name": "Email",
          "userLevel": 9
        },
        {
          "id": 38611,
          "name": "Chat",
          "userLevel": 9
        }
      ]
    },
    {
      "id": 15179,
      "number": 2,
      "description": "Skill",
      "serviceld": 12932,
      "elements": [
        {
          "id": 38616,
```

```

    "name": "Sales",
    "userLevel": 9
  },
  {
    "id": 38617,
    "name": "Support",
    "userLevel": 9
  },
  {
    "id": 38618,
    "name": "Switchboard",
    "userLevel": 9
  }
],
{
  "id": 15181,
  "number": 5,
  "description": "Social Network",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38620,
      "name": "Facebook",
      "userLevel": 9
    },
    {
      "id": 38621,
      "name": "Twitter",
      "userLevel": 9
    }
  ]
},
{
  "id": 15182,
  "number": 7,
  "description": "Email",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38622,
      "name": "Demomail",
      "userLevel": 9
    }
  ]
}
],
{
  "id": 286081,
  "number": 9,
  "phoneType": "Phone",
  "name": "Pick Requests",
  "groupProfile": true,
  "qualities": [
    {
      "id": 15177,
      "number": 1,
      "description": "Mediatype",
      "serviceld": 12932,
      "elements": [
        {
          "id": 38608,
          "name": "Phone",
          "userLevel": 0
        },
        {
          "id": 38609,
          "name": "Email",
          "userLevel": 0
        },
        {
          "id": 38611,
          "name": "Chat",

```

```

    "userLevel": 9
  }
]
},
{
  "id": 15179,
  "number": 2,
  "description": "Skill",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38616,
      "name": "Sales",
      "userLevel": 9
    },
    {
      "id": 38617,
      "name": "Support",
      "userLevel": 9
    },
    {
      "id": 38618,
      "name": "Switchboard",
      "userLevel": 9
    }
  ]
},
{
  "id": 15181,
  "number": 5,
  "description": "Social Network",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38620,
      "name": "Facebook",
      "userLevel": 9
    },
    {
      "id": 38621,
      "name": "Twitter",
      "userLevel": 9
    }
  ]
},
{
  "id": 15182,
  "number": 7,
  "description": "Email",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38622,
      "name": "Demomail",
      "userLevel": 9
    }
  ]
}
],
},
{
  "id": 286117,
  "number": 10,
  "phoneType": "Phone",
  "name": "Pick Requests Except Chats",
  "groupProfile": true,
  "qualities": [
    {
      "id": 15177,
      "number": 1,
      "description": "Mediatype",
      "serviceld": 12932,
      "elements": [

```

```
"id": 38608,  
"name": "Phone",  
"userLevel": 0  
},  
{  
  "id": 38609,  
  "name": "Email",  
  "userLevel": 0  
}  
]  
},  
{  
  "id": 15179,  
  "number": 2,  
  "description": "Skill",  
  "serviceld": 12932,  
  "elements": [  
    {  
      "id": 38616,  
      "name": "Sales",  
      "userLevel": 9  
    },  
    {  
      "id": 38617,  
      "name": "Support",  
      "userLevel": 9  
    },  
    {  
      "id": 38618,  
      "name": "Switchboard",  
      "userLevel": 9  
    }  
  ]  
},  
{  
  "id": 15181,  
  "number": 5,  
  "description": "Social Network",  
  "serviceld": 12932,  
  "elements": [  
    {  
      "id": 38620,  
      "name": "Facebook",  
      "userLevel": 9  
    },  
    {  
      "id": 38621,  
      "name": "Twitter",  
      "userLevel": 9  
    }  
  ]  
},  
{  
  "id": 15182,  
  "number": 7,  
  "description": "Email",  
  "serviceld": 12932,  
  "elements": [  
    {  
      "id": 38622,  
      "name": "Demomail",  
      "userLevel": 9  
    }  
  ]  
}  
]  
},  
{  
  "id": 304202,  
  "number": 11,  
  "phoneType": "Phone",  
  "name": "Dialer",  
  "groupProfile": true,  
  "qualities": [  
    {  
      "id": 38608,  
      "name": "Phone",  
      "userLevel": 0  
    },  
    {  
      "id": 38609,  
      "name": "Email",  
      "userLevel": 0  
    }  
  ]  
}
```



```
{
  "id": 15177,
  "number": 1,
  "description": "Mediatype",
  "serviceld": 12932,
  "elements": [
    {
      "id": 38608,
      "name": "Phone",
      "userLevel": 9
    }
  ]
},
{
  "id": 15179,
  "number": 2,
  "description": "Skill",
  "serviceld": 12932,
  "elements": [
    {
      "id": 44078,
      "name": "Dialer",
      "userLevel": 9
    }
  ]
},
{
  "id": 346689,
  "number": 12,
  "phoneType": "Phone",
  "name": "Guest Service 10010 Test",
  "groupProfile": true,
  "qualities": [
    {
      "id": 10073,
      "number": 1,
      "description": "Mediatype",
      "serviceld": 10053,
      "elements": [
        {
          "id": 10213,
          "name": "Email",
          "userLevel": 9
        }
      ]
    }
  ]
},
{
  "id": 14760,
  "number": 5,
  "description": "Social Network",
  "serviceld": 10053,
  "elements": [
    {
      "id": 35932,
      "name": "Facebook",
      "userLevel": 9
    },
    {
      "id": 35933,
      "name": "Twitter",
      "userLevel": 9
    }
  ]
}
],
"eMail": "svein.gunnar.bjorke@intele.com",
"mobilePhone": "004797592975",
"id": 150805,
"groupId": 20989,
"number": "1337",
```

```
"firstName": "Svein Gunnar",  
"lastName": "Bjørke",  
"userName": "bjosve"  
},  
"code": 0  
}
```

As we can see the user is "LoggedOn" and "Available". Now we can order the callout itself.