

Mini Client APIs

The jtel MiniClient EXE provides APIs which can be used to integrate external systems.

These cover the following use-cases:

- Automatically calling a REST service from the mini-client when an incoming call is received
- Automatically calling a windows executable (.EXE) when an incoming call is received
- Making an outbound call by calling the mini client .EXE using parameters

See also [MiniClient Settings](#) for all required settings.

Automatic REST Call

An automatic REST call can be made by the Mini-Client when an incoming call is received.

To use this feature, the CRM URL must be passed via the standard ACD features (CRM URL in the ACD Group, or via an IVR Application, using the IVR Object "Save additional info and user data").

The following must be configured in the MiniClient configuration:

- AutomaticRESTRMUrl - Set to **True**
- CurlRESTCommand - if necessary, alter this command as required. The parameters which are influenced by the ACD, i.e. the \$crmurl variable, must be passed by GET (i.e. in the URL).
- Additional parameters can be added after \$crmurl as necessary, or passed as additional POST parameters (a lot, but not all REST services will accept a combination of GET and POST parameters).

Automatic .EXE Call

MINI CLIENT RELEASE 3.31 OR HIGHER

The following parameters must be set:

- AutomaticEXECallCommand - Set this to the name of the executable to be called.
- AutomaticEXECallParameters - Set these to the parameters to be passed to the executable. The following variables are available:
 - \$ANumber - the called number
 - \$GroupName - the name of the ACD group
 - \$CRMLink - the complete CRM link provided by the ACD
 - \$ServiceNumber - the service number called
 - \$ServiceName - the name of the service number called
 - \$CallID - the jtel CallID (currently not supported, will be supported in a future release)
 - \$UsersUID - the ID of the User logged into the jtel system

Outbound Call - Start Mini-Client with Dial Parameter

To request the MiniClient to dial a number, call it as follows from the command line.

```
AcdAgentMiniClient.exe --dial <number>
```

Note: an instance of the mini client must already be running for a logged in ACD user.