

SAP - getCallerInformation

This API works in tandem with an IVR object in the jtel system, which can be used to search for records in SAP when calls are received.

The results of the search performed are available as variables, and can be used to influence the routing in the jtel system, for example to route to a particular agent, or to a particular ACD group.

To make use of this API, a REST endpoint must be provided in SAP for the jtel System to access. The following describes an example implementation.

Note: The SAP IVR object should be added to the list of the allowed IVR objects by the jtel system administrator.

See also: [IVR Object - SAP getCallerInformation](#)

Request

GET

Parameters

One of the following parameters is provided in the REST request:

Parameter Name	Description
Function	Choose either Caller Number or Customer ID.
Caller Number	This parameter will be required if the function Caller Number was set. The number of the caller in E.164 (fully qualified without +) format.
Customer ID	The customer ID (SAP customer ID). This parameter will be required if the function Customer ID was set.

http Status Codes

The following are the possible status codes:

Status Code	Meaning
200 – OK	One record was found and returned.
200 – REST HTTP No Results Found	No records should be returned in this case.
REST HTTP ERROR	Unknown HTTP response or REST error.

Return Structure

The return structure must be JSON, but otherwise any fields and any content can be returned. The jtel System will parse the data into variables for the jtel IVR GUI, of the form **\$\$SAP.FieldName**

If structures are nested, then the variable will be named accordingly: **\$\$SAP.Entity.FieldName**

Examining the call log will show you the exact field names returned.