

SAP - onClickToDial

This API is called when a click to dial is requested by agents using SAP.

The API can be used to decide whether the call can proceed, and what service number should be used when the call is made.

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.

Request

GET

Parameters

Data is passed to this API as parameters in the GET request.

The following parameters are provided:

| Field Name | Description |
|----------------------|---|
| SAPBusinessPartnerID | The ID of the record in SAP which should be called (the one the user clicked on). |
| SAPPhoneNumber | The number to be called (the number clicked on in SAP, cleaned to remove unnecessary characters, punctuation and characters which cannot be dialled). |

http Status Codes

The following status codes should be used:

| Status Code | Meaning |
|-------------------|--|
| 200 – OK | OK, dialling may proceed using the supplied information. |
| 400 - Bad Request | Bad input parameter, for example SAP record not found. The jtel system will refuse to place the call if this code is returned. |
| 403 – Forbidden | Call is not allowed. The jtel system will refuse to place the call if this code is returned. |
| 404 - Not found | SAP record not found. The jtel system will refuse to place the call if this code is returned. |

Return Data

Data should be returned from this request in JSON format. It should be possible to extract the following fields from the result:

| Field Name | Description |
|------------|-------------|
|------------|-------------|

| | |
|-----------------------------|---|
| distributionChannelCodeText | This parameter will be parsed from the JSON Result path and will be used to match a service number. |
| countryCode | This parameter will be parsed from the JSON Result path and will be used to match a service number. |

The jtel system will attempt to match a ServiceNumber based on the **Contract Number**, which must be set by concatenating the distributionChannelCodeText and countryCode in jtel service number configuration. The found ServiceNumber will be used for signalling the outbound call.