

onClickToDial

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

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

For example, calling a customer might require that the hotline telephone number is transmitted, whilst calling a supplier might require that the extension number of the agent be used.

To make use of this API, a REST endpoint must be provided in Salesforce for the jtel System to access. The following pages describe 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
SalesForceID	The Id of the record in Salesforce which should be called.
CallerID	The number to be called (the number clicked on in Salesforce, cleaned to remove unnecessary characters, punctuation and characters which cannot be dialled).
AgentUID	The UID of the agent currently logged into the jtel system. It is recommended, that for example the "NickName" field in Salesforce be used to map values between the systems, if the login UID cannot be made equal.

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 Salesforce record not found.
403 – Forbidden	Call is not allowed. The jtel system will refuse to place the call if this code is returned.
404 - Not found	Sales Force 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. The following fields should be supplied:

Field Name	Description
ServiceNumber	The service number to be used (jtel field ServiceNumbers.Name).
ServiceNumberName	The name of the service number to be used (jtel field ServiceNumbers.Name2).

The jtel system will attempt a match on the ServiceNumber, then Name. The found ServiceNumber will be used for signalling the outbound call.