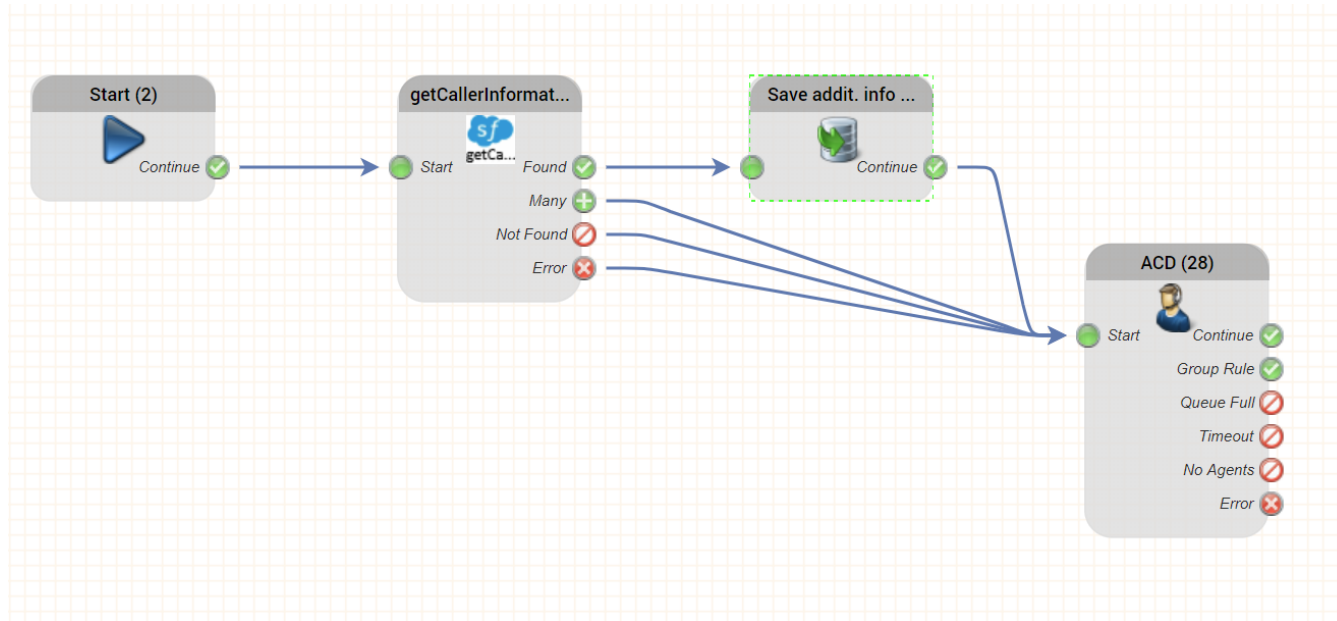


IVR Object getCallerInformation

Using the API in the jtel system involves using the getCallerInformation object in a routing application.

A sample routing application is shown here:



getCallerInformation

This object performs calls the REST API getCallerInformation in the Salesforce instance.

The following parameters are provided:

SalesForce getCallerInformation

Object Name :

getCallerInformation (18)

Function :

testFunction

Service Number :

\$servicenumber

Service Name :

\$servicename2

Caller Number :

\$caller

User Data :

testUserData

User Data 2 :

testUserData2

User Data 3 :

testUserData3

Close

Parameter	From Release	Example Value	Description
Service Number		\$servicenumber	The service number which was called in the jtel system. This parameter will only be required, if the REST service makes use of the service number in the query.
Service Name		\$servicename2	The service name which was called in the jtel system. This parameter will only be required, if the REST service makes use of the service name in the query.
Caller Number		\$caller	The caller number (caller ID). This parameter will almost always be required. \$caller contains the caller number in fully qualified format.
Function	3.25 / 2021-07-20 UPWARDS	searchForTicket	The function to execute. This parameter can be used to differentiate the required action and could be used for many business cases. For example, to search for a ticket. Or event to update Salesforce and create an object.
UserData	3.25 / 2021-07-20 UPWARDS	\$myTicketNumber	A user definable parameter which can contain any information.
UserData2	3.25 / 2021-07-20 UPWARDS	myUserData2	A user definable parameter which can contain any information.
UserData3	3.25 / 2021-07-20 UPWARDS	myUserData3	A user definable parameter which can contain any information.

Note: all fields returned from the sales force query, will be available in the GUI as variables in the form: **\$SalesForce.<FIELD_NAME>**

Save additional information and user data

This object is used, to save the data from the query. The most important steps are:

- Save the ID of the sales force record to User Data
- (Optionally) save the URL to access the record to the CRM URL

Save addit. info and user data

Additional Info :

User Data :

\$SalesForce.Id

User Data 2 :

User Data 3 :

CRM-URL :

\$SalesForce.InstanceURL/\$SalesForce.Id

Close

Parameter	Example Value	Description
Additional Info		This value will be shown as "Additional Info" in the jtel client. Any fields returned from Salesforce could be used here.
User Data	\$SalesForce.Id	This value will be used in the statistics of the ACD (in particular, this will be saved in the table StatisticsPartA). Also, this value is used to call the screen pop routine in Salesforce from the Micro Client.
User Data 2		Optionally additional values can be saved here. These values are saved in the StatisticsPartA table in the jtel database.
User Data 3		Optionally additional values can be saved here. These values are saved in the StatisticsPartA table in the jtel database.
CRM-URL	\$SalesForce.InstanceURL/\$SalesForce.Id	This URL is provided in the mini client and full client, to access the Salesforce record. If enabled, the Micro Client will automatically popup the record in the active Salesforce window.

Results

The following shows the results in an incoming call in the jtel system. The CRM Link contains a link to the Salesforce record, and User Data contains the Salesforce Id.

☰

jtel

PORTAL TEST2

jtel-admin Logout

sysadmin Change Logout

?

🏠

DE EN

⚙️

☕

✉️

📢

🎧

Post Call

(not in post call)

👤

Calls and Media

BO

1

2

3

4

5

6

📞

49894614950961 - Busy

✖️

⏸️

Pause Duration

00:00:00

📶

Availability :

0.00 %

🕒

In Service

0.00 %

⌚

Max. Waiting Time

00:00:09

👤

In Queue

1

👤

Agent Home

Current Call

D	Start	Duration	Configuration Group	Last Agent	Dialler Campaign	Contact Name	Contact Class	Contact Phones	Client - Service	Extra Info	CRM Link	URL 1
➡️	2018-03-16 18:00:32	00:00:26	Gruppe 1	Skilly 10 Admin		Contact Name, Contact FirstName		49894614950701	-		CRM Link	
Remote	Service Number	Waiting Time	Group Name	Group Number	Skills	Contact Number	Customer Number	Email	Amount	User Data	Action	URL 2
49894614950701	49894614950800 (49894614950800)	00:00:12	Gruppe 1		👤		Contact Customer Number			00Q0Y000001YPHvUAM		

Call - Busy

Recording - Recording Off

Hold

Refer

Request Supervisor

Send SMS ...

Hangup

Callback ...

Call

Comments : Manual recording

Recording On

Call Handling

Media Events

Inbound Status

Calls

Media History

Dialler

Records

Transaction Codes

Agent

Group

PBX Users

Number

Synonym

Announcement