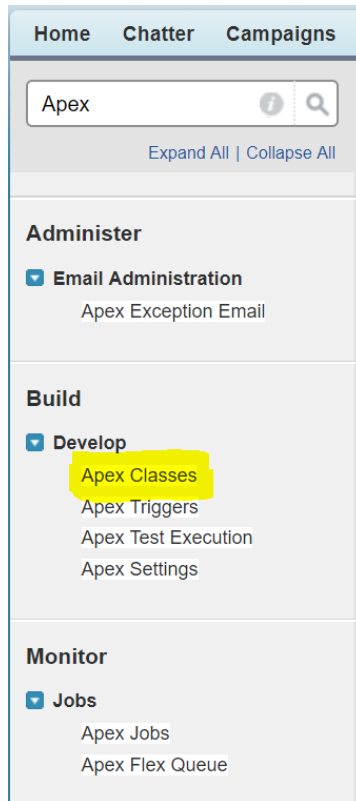


Sample Apex Class writeCallStatistics

Implementation

To create a new Apex class, access Setup in SalesForce, and type in "Apex" in the quick search box.

Select "Build ... Develop ... Apex Classes".



Create a new class. Add the following code:

Sample Apex writeCallStatistics

```
@RestResource(urlMapping='/jtelACD/writeCallStatistics')
global with sharing class JTELACD_WriteCallStatistics {

    public static DateTime convertISO8601( String iso8601_ts ) {
```

```

        DateTime dt = (DateTime) JSON.deserialize( '"' + iso8601_ts + '"', DateTime.class );
        return DateTime.newInstance( dt.getTime() );
        // NOTE: return dt does not work!
    }

    public class JTELCallStatistics {
        public String SalesforceID;
        public String AgentUID;
        public Integer bOutbound;
        public String CallerID;
        public String ServiceNumber;
        public String ServiceName;
        public String AcdAgentGroupsName;
        public String AcdConfigurationGroupsName;
        public String dtCallStart;
        public String dtCallAlert;
        public String dtCallConnected;
        public String dtCallEnd;
        public Integer nDuration;
        public Integer CONNRES;
        public Integer Cause;
        public String TransactionCodeExportKey;
    }

    @HttpPost
    global static String doPost() {
        RestRequest req = RestContext.request;
        RestResponse res = RestContext.response;

        try {
            // Deserialize the JSON
            JTELCallStatistics callStatistics = (JTELCallStatistics) System.JSON.deserialize( req.requestBody.toString(), JTELCallStatistics.class );

            // Create a new task, and fill some of the fields
            if( ( callStatistics.CONNRES == 1 ) ) {
                Datetime dtConnected      = convertISO8601( callStatistics.dtCallConnected );
                Task task                  = new Task();
                task.ActivityDate           = dtConnected.date();
                task.CallDisposition        = 'Completed';
                task.Subject                 = 'Call with Agent ' + callStatistics.AgentUID;
                task.Description             = 'Agent Group ' + callStatistics.AcdAgentGroupsName + '\r\nConfiguration ' + callStatistics.
AcdConfigurationGroupsName;
                task.CallType                = callStatistics.bOutbound <> 0 ? 'Outbound' : 'Inbound';
                task.CallDurationInSeconds  = callStatistics.nDuration;
                task.Status                  = 'Completed';
                task.Type                    = 'Call';

                // Link to sales force record
                task.WhoId                   = callStatistics.SalesForceID;

                // Insert

```

```
        insert task;
    }
}
catch( Exception e ) {
    res.statusCode = 500; // Internal server error
    return e.getMessage();
}

// All OK
res.statusCode = 200;
return null;
}
}
```

CURL Test

First of all, obtain an OAUTH Token, see [Testing with CURL](#).

The following CURL command can be used to test this API:

CURL - writeCallStatistics Test

```
curl --silent -i -X POST -d '{ "SalesForceID" : "<SalesForceRecordId>", "AgentUID" : "test.agent@example.com", "bOutbound" : 0, "CallerID" : "4989461495011",
"ServiceNumber" : "49800123456", "ServiceName" : "Test Service", "AcdAgentGroupsName" : "Sales", "AcdConfigurationGroupsName" : "Sales", "dtCallStart" : "2018-03-16T16:45:00", "dtCallAlert" : "2018-03-16T16:45:02", "dtCallConnected" : "2018-03-16T16:45:10", "dtCallEnd" : "2018-03-16T16:50:10", "nDuration" : 300, "CONNRES" : 1, "Cause" : 16, "TransactionCodeExportKey" : "Offer Made" }' --header "Content-Type: application/json" --header "Authorization: Bearer <OAUTH_TOKEN>" --header "Connection: Close" "https://<SALES_FORCE_INSTANCE_URL>/services/apexrest/jtelACD/writeCallStatistics"
```