

# CRM URL

The CRM URL can make the use of variables. This can be specified in the IVR when using the object **Save addit. info and user data** and also in the **ACD group CRM URL setting** itself.

When semicolons, commas, apostrophes or pipes (;,') are used in the additional info, it can cause the web client to miss events and not display calls.



DO NOT use these characters.

The variables are evaluated by the web server, before the URL is passed to the client.

## Simple Variables

The following variables can be used:

Variable	Meaning
\$RootNumber	Root-Number (Platform Destination) of the service number
\$ServiceNumber	Service Number (Name Field).
\$CustomerNumber	Customer Number of the Service Number
\$ParentCustomerNumber	Parent Customer Number of the Service Number
\$ContractNumber	Contract Number of the Service Number
\$BillingNumber	Billing Number of the Service Number
\$GroupNumber	ACD Group Number
\$groupname	ACD Group Name
\$CallerNumber, \$caller	Caller Number
\$username	Agent Name
\$userfirstname	Agent First Name
\$userid	Agent UID.

## Extended Variables

Extended variables can be used, which are retrieved from the User status in the ACD directly.

## Replacement

### With URL encoding

Using single curly braces URL encodes the string before inserting it into the URL.

Specify the fields as follows: **`\${Variable}`**

### Without URL encoding

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Using double curly braces performs a direct replacement without encoding into the URL.

Specify the fields as follows: **`\${{Variable}}`**

### Use Case

This can sometimes be necessary, if the server and protocol portion of the URL are needed to be variable. For example take the following URLs:

```
myprotocol://myserver1.jtel.de:1000/variable_part_1/application?param1=value1&param2=value2
myprotocol://myserver2.jtel.de:2000/variable_part_2/application?param1=value1&param2=value2
```

Imagine the server portion of the URL being variable - some users login to the first server, and some users login to the second server. The application part of the URL (after the final slash) is the same in both cases (the parameters will probably identify a particular record in the CRM system). So the first URL is to be used by user 1, and the second URL by user 2.

Clearly, before the call is distributed, the URL cannot be built. This means it must be built dynamically according to which user receives the call.

The server portion of the URL could be configured in the jtel user account, for example the nick name field or another appropriate informational field which is not required for the operation of the user account in the jtel system.

For example, the NickName field could be specified as follows:

```
User 1: myserver1.jtel.de:1000/variable_part_1
User 2: myserver2.jtel.de:2000/variable_part_2
```

Then the CRM URL could be specified as follows:

```
myprotocol://${NickName}/application?param1=value1&param2=value2
```

### Available Extended Variables

<b>`\${Variable}`</b>	
UID	
Name	
FirstName	
NickName	FROM RELEASE 3.30
TelActive	
dtCallStart	
ServiceNumbersName	

ServiceNumbersName2
AcidGroupsName
AcidGroupsGroupNumber
bMandatoryTransactionCode
AcidConfigurationGroupsName
ANumber
WaitingTime
ContactClass
ContactNumber
ContactName
ContactPostCode
ContactCity
StatisticsPartAID
CustomerNumber
ParentCustomerNumber
ContractNumber
BillingNumber
ContactTel1
ContactTel2
ContactTel3
ContactTel4
ContactTel5
ContactEmail
ContactFirstName
ContactLastName
ContactCustomerNumber
UserData
DiallerCampaignsID
DiallerContactsName

DiallerCampaignsClientService
DiallerContactsAmount
DiallerContactsFirstName
DiallerContactsComment
DiallerContactsManufacturer
DiallerContactsModel
DiallerContactsTag
DiallerContactsDtBeginDate
DiallerContactsDtEndDate
DiallerCampaignsName