

API Documentation

Agents



Version 1.3

To make and / or receive calls, you need to assign device to the agent.
You can assign and unassign device to agents using CheckIn and CheckOut, as well as set / unset pause for agents and add/remove agents from queues.

CheckIn

Check in user into CallCenter Calls activity or assign device to an agent.
CheckIn is required to make calls and/or receive calls from queue.

```
GET /api/cc_agent/checkIn?user_id={id}&api_key={key}
```

Parameters:

Parameter name	Type	Required	Description
user_id	int	optional	Id of agent, if not provided used session user_id.
forceCheckOut	int	optional	Force check-out previous user from the device.

Return:

data – contains the number that the agent need to call in order to finish the check-in process.

Example

```
GET
https://{your_URL}/api/cc_agent/checkIn?user_id={id}&api_key={key}
```

JSON Response

```
{
  "success": true,
  "data": "**9477"
}
```

CheckOut

Check out the user from CallCenter Calls activity or unassign the device from an agent.

```
GET /api/cc_agent/checkOut?user_id={id}&api_key={key}
```

Parameters:

Parameter name	Type	Required	Description
user_id	int	optional	Id of agent, if not provided used session user_id.

Example

GET

```
https://{your_URL}/api/cc_agent/checkOut?user_id={id}&api_key={key}
```

JSON Response

```
{  
  "success": true,  
}
```

CheckInDevice

Check in user into a CallCenter selected device (doesn't require action from user)

```
GET /api/cc_agent/checkInDevice?user_id={id}&device_id={id}&api_key={key}
```

Parameters:

Parameter name	Type	Required	Description
user_id	int	required	Id of agent, if not provided used session user_id.
device_id	int	required	If of device
forceCheckOut		optional	send '1' to force CheckOut user from current device + CheckOut target device (if in use)

Example

GET

```
https://{your_URL}/api/cc_agent/checkOut?user_id={id}&device_id={id}&api_key={key}
```

JSON Response

```
{  
  "success": true,  
}
```

SetPause

Set/unset pause for the agent

```
GET /api/cc_agent/setPause?id={id}&user_id={user_id}&api_key={key}
```

Parameters:

Parameter name	Type	Required	Description
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id	int	required	Id of pause, or 0 for available.
user_id	int	optional	Id of agent, if not provided used session user_id.

Example

GET

https://{your_URL}/api/cc_agent/setPause?id={id}&user_id={user_id}&api_key={key}

JSON Response

```
{
  "success": true,
}
```

SetQueues

Add/remove agent to queues

GET /api/cc_agent/setQueues?queue_ids={ids}&user_id={id}&api_key={key}

Parameters:

Parameter name	Type	Required	Description
queue_ids	int	required	array or comma separated list of ids
user_id	int	optional	Id of agent, if not provided used session user_id.

Example

GET

https://{your_URL}/api/setQueues?queue_ids={ids}&user_id={id}&api_key={key}

JSON Response

```
{
  "success": true,
  "data": {
    "id": XXX,
    "account_id": YYYY,
    "site_id": null,
    "name": "Training Queue",
    "tv_name": null,
    "strategy": "longest-idle-agent",
    "record": 0,
    "users": [
```

```
    [
      17798,
      3,
      10,
      1,
      "user name",
      null,
      false
    ],
  ],
}
```

WrapUp

Change wrap-up time for a user

```
GET /api/cc_agent/wrapup?user_id={id}&seconds=0&api_key={key}
```

Parameters:

Parameter name	Type	Required	Description
<code>user_id</code>	int	optional	Id of agent, if not provided used session user_id.
<code>seconds</code>	int	optional	Set wrap-up timer to number of seconds from now. If omitted – add user default wrap-up time.

Example

```
GET
https://{your_URL}/api/cc_agent/wrapup?user_id={id}&seconds=0&api_key={key}
}
```

JSON Response

```
{
  "success": true,
}
```