

API Documentation

Click to Call



Version 1.3

Click to Call allows you to perform outbound calls by launching an API URL request with a click of a button.

It benefits your agents by enabling them to reach more leads, simplify the calling process, and increase their call time and efficiency.

Generate:

```
GET
/api/cc_agent/originate?device_id={id}&cid={id}&destination={number}&lead_id={id}&api_key={key}
```

Parameters:

Parameter name	Type	Required	Description
destination		required	Destination phone number.
device_id		optional	Id of device.
user_id		optional	Id of agent/user. If no device_id, extension, user_id provided - used session user's_device.
extension		optional	Extension (must be routed to Device or User).
cid		optional	Caller id number
cnam		optional	Caller id name
display_cid		optional	Caller id number for caller
display_cnam		optional	Caller id name for caller
lead_id		optional	Lead id
sip_auto_answer		optional	Send auto answer to agent's device
required one of parameters: device_id/user_id/extension			

Return:

Success – true/false

Uuid – If originate was successful (agent picked the phone)

Example

```
https://{your_URL}/api/cc_agent/originate?device_id={id}&cid={id}&destination={number}&lead_id={id}&api_key={key}
```

JSON Response

```
{
  "Success": true,
  "uuid": "70b27a69-1363-42e1-9c37-4f9c159beb3b"
}
```