

Questionnaire  
integration new phone system to FixDigital  
CRM

Connect new phone system to fixdigital CRM for handle incoming calls.

## Integration

The module is designed to handle incoming calls. The module allows:

- get call list by phone number;
- incoming call callback;
- answered incoming call callback;
- click to call.

## How we work with other systems

### Process: Get call list by phone number

CRM call CallCenter API method for get call list.

Authorization:

- username
- password

Security:

Based on IP address

Request:

We need access to the database for direct requests.

Example:

```
SQL: "(SELECT `time`, `ext`, `number`, `duration`, `filename`, `incoming` FROM  
`{$outgoingCallsTableName}` %s) WHERE `number` = {$phoneInSearchFormat}"
```

`time` - Time to call

`ext` - Phone extension

`number` - Call number

`duration` - Call duration

`filename` - Call Record Path

### Request URL to Fixdigital for Incoming and Answered calls:

<https://wss-crm.fixdigital.co.il/webservice.php?crmname=%crmname%&crmname%> - Dynamic name. Unique for client.

### Parameters for Incoming call:

- **operation:** incomingCall – Incoming call
- **sExt:** 12345 - Short telephone number (Phone extension)
- **sNumber:** 033004772 - Incoming call number
- **ClientId:** 3 – Client ID (optional)

*response:* {"success":true,"result":[]}

### Example:

<https://wss-crm.fixdigital.co.il/webservice.php?crmname=fixcrm?operation=incomingCall&sExt=12345&sNumber=033004772&ClientId=3>

### Parameters for Answered call:

- **operation:** incomingCallAnswered – Answered incoming call
- **sExt:** 12345 - Short telephone number (Phone extension)
- **sNumber:** 033004772 - Incoming call number
- **ClientId:** 3 – Client ID (optional)

*response:*

{"success":true,"result":[]}

### Example:

<https://wss-crm.fixdigital.co.il/webservice.php?crmname=fixcrm?operation=incomingCallAnswered&sExt=12345&sNumber=033004772&ClientId=3>

### Process Click to call:

CRM send request to CallCenter for call request

Authorization:

- username
- password

Security:

Based on IP address

Request:

<http://199.203.227.132/dialer/sodialer.php:6560?sExt=&sNumber=&ClientId=>

Parameters:

ClientId: 0 – Client ID.

sExt: 12345 - Short telephone number (Phone extension).

sNumber: 033004772 – Number for Call

Return:

{"success":true,"result":[]}

Example:

<http://199.203.227.132/dialer/sodialer.php:6560?sExt=12345&sNumber=033004772&ClientId=0>

## Please write how we can:

### Get call list by phone number

Request: \_\_\_\_\_

Parameters: \_\_\_\_\_

Return: \_\_\_\_\_

Example: \_\_\_\_\_

### Send Incoming call

Request: \_\_\_\_\_

Parameters: \_\_\_\_\_

Return: \_\_\_\_\_

Example: \_\_\_\_\_

### Send answered incoming call

Request: \_\_\_\_\_

Parameters: \_\_\_\_\_

Return: \_\_\_\_\_

Example: \_\_\_\_\_

### Get request for call to client

Request: \_\_\_\_\_

Parameters: \_\_\_\_\_

Return: \_\_\_\_\_

Example: \_\_\_\_\_