

# Make a Call

In some cases, it is necessary for an agent to initiate a call to a phone number from another application, such as a CRM. This API can be used, and the call will be directed to the agent.

You can check the [Colección de Postman](#) to see an example and test it with your instance.

All data enclosed in `{{ }}` are values that will be replaced with the client's own data and/or the corresponding instance.

## HTTP Request

Method	Resource
POST	/Integra/resources/Agents/AgentCall

## Request Header

Opcion	Valor
Content-Type	application/x-www-form-urlencoded
Authorization	Basic {{Token}}

## Request Body

Parametro	Tipo	Requerido	Descripción
callerid	Número	Si	DID assigned to the campaign from which the call will be made.
agent	Texto	Si	Agent who will take the call.
phone	Número	Si	Agent's phone number.

tech	Texto	Si	Communication protocol, add SIP.
context	Texto	Si	Name of the context for flows from which the call will exit; it can be 'agentes' or 'agents.'
outqueue	Texto	Si	Name of the manual campaign.
destination	Número	Si	Name of the campaign for which the call will be generated.

## Code Examples

You can copy the following code examples and replace the "`{{variable}}`" with the correct data.

### HTTP

```
POST /Integra/resources/Agents/AgentCall HTTP/1.1
```

```
Host: {{instance}}.ucontactcloud.com
```

```
Authorization: Basic {{Token}}
```

```
Content-Type: application/x-www-form-urlencoded
```

```
Content-Length: 116
```

```
callerid={{callerid}}agent={{agent}}&phone={{phone}}&tech=SIP&context={{context}}&outqueue={{outqueue}}&destination={{destination}}
```

### cURL

```
curl --location 'https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall' \
```

```
--header 'Authorization: Basic {{Token}}' \
```

```
--header 'Content-Type: application/x-www-form-urlencoded' \
```

```
--data-urlencode 'callerid={{callerid}}' \
```

```
--data-urlencode 'agent={{agent}}' \
```

```
--data-urlencode 'phone={{phone}}' \
```

```
--data-urlencode 'tech=SIP' \
```

```
--data-urlencode 'context={{context}}' \
```

```
--data-urlencode 'outqueue={{outqueue}}' \
```

```
--data-urlencode 'destination={{destination}}'
```

## JavaScript

```
const myHeaders = new Headers();
myHeaders.append("Authorization", "Basic {{Token}}");
myHeaders.append("Content-Type", "application/x-www-form-urlencoded");

const urlencoded = new URLSearchParams();
urlencoded.append("callerid", "{{callerid}}");
urlencoded.append("agent", "{{agent}}");
urlencoded.append("phone", "{{phone}}");
urlencoded.append("tech", "SIP");
urlencoded.append("context", "{{context}}");
urlencoded.append("outqueue", "{{outqueue}}");
urlencoded.append("destination", "{{destination}}");

const requestOptions = {
  method: "POST",
  headers: myHeaders,
  body: urlencoded,
  redirect: "follow"
};

fetch("https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall", requestOptions)
  .then((response) => response.text())
  .then((result) => console.log(result))
  .catch((error) => console.error(error));
```

## JQuery

```
var settings = {
  "url": "https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Authorization": "Basic {{Token}}",
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
```

```

"callerid": "{{callerid}}",
"agent": "{{agent}}",
"phone": "{{phone}}",
"tech": "SIP",
"context": "{{context}}",
"outqueue": "{{outqueue}}",
"destination": "{{destination}}"
}
};

$.ajax(settings).done(function (response) {
    console.log(response);
});

```

## C#

```

var client = new HttpClient();
var request = new HttpRequestMessage( HttpMethod.Post,
    "https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall");
request.Headers.Add("Authorization", "Basic {{Token}}");
var collection = new List<KeyValuePair<string, string>>();
collection.Add(new("callerid", "{{callerid}}"));
collection.Add(new("agent", "{{agent}}"));
collection.Add(new("phone", "{{phone}}"));
collection.Add(new("tech", "SIP"));
collection.Add(new("context", "{{context}}"));
collection.Add(new("outqueue", "{{outqueue}}"));
collection.Add(new("destination", "{{destination}}"));
var content = new FormUrlEncodedContent(collection);
request.Content = content;
var response = await client.SendAsync(request);
response.EnsureSuccessStatusCode();
Console.WriteLine(await response.Content.ReadAsStringAsync());

```

## Java

```

OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType,

```

```
"callerid={{callerid}}&agent={{agent}}&phone={{phone}}&tech=SIP&context={{context}}&outqueue={{outqueue}}&destination={{destination}}");
Request request = new Request.Builder()
    .url("https://{{instance}}.ucontactcloud.com/Integra/resources/Agents/AgentCall")
    .method("POST", body)
    .addHeader("Authorization", "Basic {{Token}}")
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .build();
Response response = client.newCall(request).execute();
```

## Python

```
import http.client

conn = http.client.HTTPSConnection("{{instance}}.ucontactcloud.com")
payload =
'callerid={{callerid}}&agent={{agent}}&phone={{phone}}&tech=SIP&context={{context}}&outqueue={{outqueue}}&destination={{destination}}'
headers = {
    'Authorization': 'Basic {{Token}}',
    'Content-Type': 'application/x-www-form-urlencoded'
}
conn.request("POST", "/Integra/resources/Agents/AgentCall", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

---

## HTTP Response

Responses in which an error occurred due to the data sent will generally be returned with an HTTP code 200 and a '0' in the response body; therefore, caution should be exercised when validating by the HTTP Code Response.

The successful response will be a GUID as the call identifier; this data can be used for future actions through APIs.

## Successful response.

8cf8570e-60e7-44ed-b799-3baab211b04d

## Error response.

0

---

Revision #2

Created 2 October 2024 21:17:12 by Victor Cisneros

Updated 2 October 2024 21:22:38 by Victor Cisneros