

Tipificar Llamada

Cuando una llamada es finalizada en uContact se puede agregar una tipificación para tener identificado en que finalizó la llamada y así poder obtener reportes o bien crear acciones apartir de una tipificación.

Todos los datos que esten encerrados por "{ { }}" son valores que serán reemplazado con los datos del propio cliente y/o la instancia correspondiente.

HTTP Request

Metodo	Recurso
POST	Integra/resources/api/DispositionCall

Header Request

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

Parametros

Parametro	Tipo	Requerido	Descripción
campaign		Si	Nombre de la campaña
agent		Si	Nombre de usuario del agente
callerid		Si	Numero de telefono del contacto
guid		Si	Identificador unico de llamada

l1		Si	Nivel 1 de tipificación
l2		No	Nivel 2 de tipificación
l3		No	Nivel 3 de tipificación
d1		No	Dato extra a guardar
d2		No	Dato extra a guardar
comment		No	Comentario para la tipificación
schedule		No	Fecha y hora para agendar llamada formaro AAAA-MM-DD HH:MI:SS
camptoreschedule		No	Marcador al cual agendar la llamada
tag		No	Texto para tag de tipificación o vacio

Ejemplos de codigo

Puede copiar los siguientes ejemplos de codigo y reemplazar las variables "{{variable}}" con los datos correctos.

HTTP

POST /Integra/resources/api/DispositionCall HTTP/1.1

Host: {{Instancia}}.ucontactcloud.com

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

Authorization: Basic {{Token}}

Content-Length: 173

campaign=campana-%3E&agent=Vcisneros&callerid=1234567890&guid=f9b7ada3-a4e5-4795-834d-aa1c1a37ee57&l1=Tipificacion1&l2=&l3=&d2=&d2=&comment=&schedule=&camptoreschedule=&tag=

cURL

```
curl --location --request POST 'https://{Instancia}.ucontactcloud.com/Integra/resources/api/DispositionCall' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--header 'Authorization: Basic {{Token}}' \
--data-urlencode 'campaign=campana->' \
--data-urlencode 'agent=Vcisneros' \
--data-urlencode 'callerid=1234567890' \
--data-urlencode 'guid=f9b7ada3-a4e5-4795-834d-aa1c1a37ee57' \
--data-urlencode 'l1=Tipificacion1' \
--data-urlencode 'l2=' \
--data-urlencode 'l3=' \
--data-urlencode 'd2=' \
--data-urlencode 'd2=' \
--data-urlencode 'comment=' \
--data-urlencode 'schedule=' \
--data-urlencode 'camptoreschedule=' \
--data-urlencode 'tag='
```

JavaScript

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

var urlencoded = new URLSearchParams();
urlencoded.append("campaign", "campana->");
urlencoded.append("agent", "Vcisneros");
urlencoded.append("callerid", "1234567890");
urlencoded.append("guid", "f9b7ada3-a4e5-4795-834d-aa1c1a37ee57");
urlencoded.append("l1", "Tipificacion1");
urlencoded.append("l2", "");
urlencoded.append("l3", "");
urlencoded.append("d2", "");
urlencoded.append("d2", "");
urlencoded.append("comment", "");
urlencoded.append("schedule", "");
urlencoded.append("camptoreschedule", "");
urlencoded.append("tag", "");

var requestOptions = {
  method: 'POST',
```

```

headers: myHeaders,
body: urlencoded,
redirect: 'follow'
};

fetch("https://{ {{Instancia}} }.ucontactcloud.com/Integra/resources/api/DispositionCall", requestOptions)
  .then(response => response.text())
  .then(result => console.log(result))
  .catch(error => console.log('error', error));

```

jQuery

```

var settings = {
  "url": "https://{ {{Instancia}} }.ucontactcloud.com/Integra/resources/api/DispositionCall",
  "method": "POST",
  "timeout": 0,
  "headers": {
    "Content-Type": "application/x-www-form-urlencoded",
    "Authorization": "Basic {{Token}}"
  },
  "data": {
    "campaign": "campana->",
    "agent": "Vcisneros",
    "callerid": "1234567890",
    "guid": "f9b7ada3-a4e5-4795-834d-aa1c1a37ee57",
    "l1": "Tipificacion1",
    "l2": "",
    "l3": "",
    "d2": "",
    "d2": "",
    "comment": "",
    "schedule": "",
    "camptoreschedule": "",
    "tag": ""
  }
};

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

```

C#

```
var client = new RestClient("https://{ {Instancia} }.ucontactcloud.com/Integra/resources/api/DispositionCall");
client.Timeout = -1;
var request = new RestRequest(Method.POST);
request.AddHeader("Content-Type", "application/x-www-form-urlencoded");
request.AddHeader("Authorization", "Basic {{Token}}");
request.AddParameter("campaign", "campana->");
request.AddParameter("agent", "Vcisneros");
request.AddParameter("callerid", "1234567890");
request.AddParameter("guid", "f9b7ada3-a4e5-4795-834d-aa1c1a37ee57");
request.AddParameter("l1", "Tipificacion1");
request.AddParameter("l2", "");
request.AddParameter("l3", "");
request.AddParameter("d2", "");
request.AddParameter("d2", "");
request.AddParameter("comment", "");
request.AddParameter("schedule", "");
request.AddParameter("camptoreschedule", "");
request.AddParameter("tag", "");
IRestResponse response = client.Execute(request);
Console.WriteLine(response.Content);
```

Java

```
OkHttpClient client = new OkHttpClient().newBuilder()
    .build();
MediaType mediaType = MediaType.parse("application/x-www-form-urlencoded");
RequestBody body = RequestBody.create(mediaType, "campaign=campana->&agent=Vcisneros&callerid=1234567890&guid=f9b7ada3-a4e5-4795-834d-aa1c1a37ee57&l1=Tipificacion1&l2=&l3=&d2=&d2=&comment=&schedule=&camptoreschedule=&tag=");
Request request = new Request.Builder()
    .url("https://{ {Instancia} }.ucontactcloud.com/Integra/resources/api/DispositionCall")
    .method("POST", body)
    .addHeader("Content-Type", "application/x-www-form-urlencoded")
    .addHeader("Authorization", "Basic {{Token}}")
    .build();
Response response = client.newCall(request).execute();
```

Python

```
import http.client

conn = http.client.HTTPSConnection("{}{Instancia}}.ucontactcloud.com")
payload = 'campaign=campana-%3E&agent=Vcisneros&callerid=1234567890&guid=f9b7ada3-a4e5-4795-834d-aa1c1a37ee57&l1=Tipificacion1&l2=&l3=&d2=&d2=&comment=&schedule=&camptoreschedule=&tag='
headers = {
    'Content-Type': 'application/x-www-form-urlencoded',
    'Authorization': 'Basic {}'.format(Token)}
}
conn.request("POST", "/Integra/resources/api/DispositionCall", payload, headers)
res = conn.getresponse()
data = res.read()
print(data.decode("utf-8"))
```

HTTP Response

Respuesta Exitosa

"OK"

Respuesta de error

"0"

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