Web URLs

Enables 3rd party applications to be triggered through necessary parameters.

While creating Web URLs, the related address is entered in the URL field. The remaining fields include variable definitions to be sent to the related web service according to the company's needs. If assistance is needed, please contact the assigned Call Center Studio Project.

Adding a Webhook

Note: The "Name" & "Url" input boxes are mandatory fields.

1. Click the New button, ➕ , located in the top right corner of the popup screen. The following pop-up screen will appear as shown below:

2. Click the "Name" input box, type the new webhook's name as seen below:

   Note: The "Name" & "Url" input boxes are mandatory fields.

Name	wttxpopup

3. Click the "Url" input box, type the webhook's Url in the layout shown below:

   Note: The "Name" & "Url" input boxes are mandatory fields.

Url	https://my.teknofix.com.tr/lib/callcent

4. Click the "Agent Email" input box, type the agent's email in the layout shown below:

Agent Email	fatih.koc@callcenterstudio.com

5. Click the "Agent ID" input box, type the agent's unique ID in the system in the layout shown below:

Agent ID	83	i

6. Click the "Agent Custom ID" input box, type the unique ID value given by the user in the layout shown below:

Agent Custom ID	83	i

7. Click the "Queue ID" input box, type the queue ID an example is shown below:

Queue ID	5	**i**

8. Click the "Agent ID" input box, type the Queue's Name in the layout shown below:

Queue Name	Sales

9. Click the "Call ID" input box, type the unique value of the call given by the system in the layout shown below:

Call ID	callkey	**i**

10. Click the "Call Unique ID" input box, type the call's unique ID.

11. Click the "Call Date" input box, type the call's date in the layout shown below:

Call Date	14.02.2020

12. Click the "Caller ID" input box, type the caller's ID in the layout shown below:
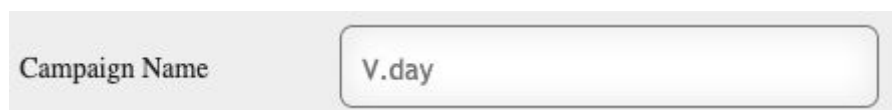
Caller ID	15

13. Click the "Called Number" input box, type the called number.

14. If the call is created due to the campaign call, in the "Contact ID" input box, type the ID value of the contact record that is linked to the campaign call.

15. If the call is created due to a campaign, in the "Contact CRM ID" input box, type the special ID value linked to this call that is given to contact. (e.g., If the contact is going to be paired with 3rd party CRM this may be the ID value in the system)

16. Click the "Campaign Queue ID" input box, type the queue ID of the related campaign. An example is shown below:
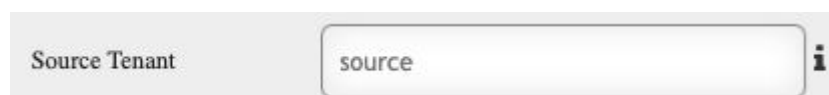
Campaign Queue ID	campaignqueueid

17. Click the "Campaign Name" input box, type the name of the related Campaign. An example is shown below:

Campaign Name	V.day

18. Click the "Campaign List Name" input box, type the list name of the related Campaign.

19. Click the "Session Key " input box, type the agent's session key.

20. Click the "Source Tenant" input box, type the first tenant where the call starts in the layout shown below (sometimes a call can circulate multiple tenants)

Source Tenant	source	i

21. Click the "Alias" input box, type the agent's internal number in the layout shown
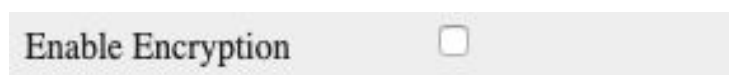
    below:

22. Click the "Event" input box, type the event transpiring in call notification requests (

    E.g., ringing, noanswer, hangup, etc.).

23. Click the "Custom Fields" input box, type the additional information in the record of

    the list loaded during campaign calls (e.g., identity number, address, etc.) in the layout

    shown below:

24. Click the "Answered By" input box, type the information that is going to be sent in

    the case of the call's answering field being full.

25. Click the "Disposition" input box, type the result code coming from the operator at

    the end of the call when the call is outgoing call or the incoming call is transferred

    from the IVR.

26. Check the following checkbox to Enable Encryption.

27. Click the "Encryption Key" input box, type the encryption key. (The enciphering

    information in the browser address bar URL of the agent screen's pop-up).

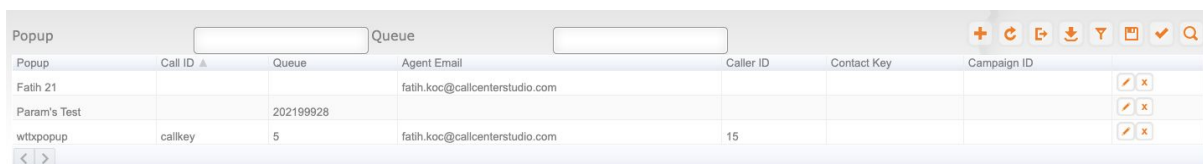28. Click the "Encryption Method" input box and type the encryption method.

29. After all the desired additions have been made, click the save button, Save ,

the following pop-up window will appear:
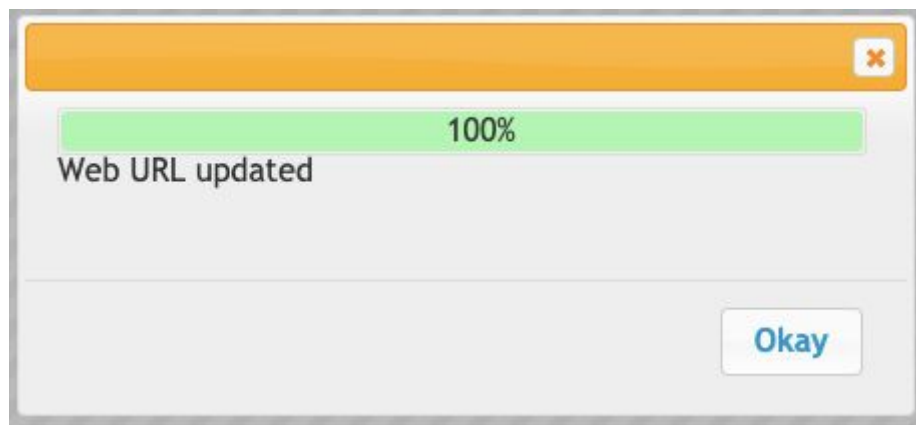
30. Click the Okay button, Okay , to acknowledge the addition. The new contact will

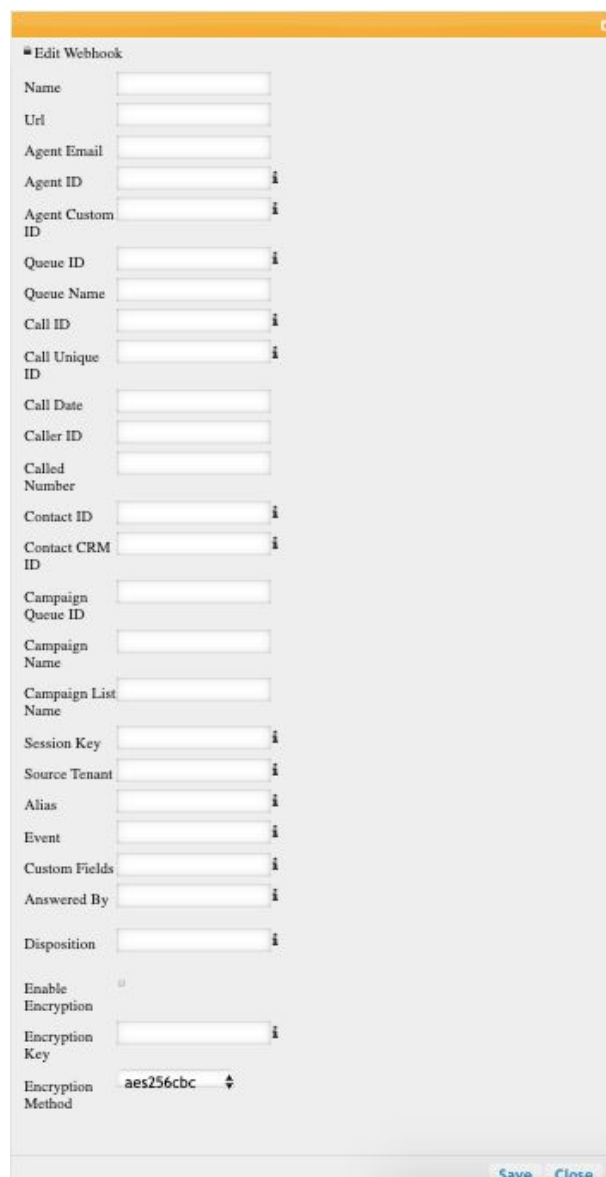be located in the contact list as seen below:

Editing a Webhook

1. To edit a webhook, click the edit button, ✎ , located on the far right of the Webhook

   Name after the "Campaign ID column" shown below:

After clicking the edit button, the contact pop-up window will appear as shown:

2. Make changes as desired.

3. Once the desired changes have been completed, the information can be saved by

   clicking the save button, **Save** , the following pop-up box will appear:

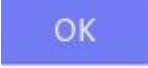4. Click the Okay button, **Okay** , to confirm the changes.

Deleting a Webhook

1. From the Webhook list, click the delete button, ☒ , to the right of the edit button, ✎ .

   When the delete button is clicked the following pop-up will appear:

   demo2.callcenterstudio.com says

   xxx popup will be deleted permanently. Do you want to continue?

   | Cancel | **OK** |

   - *Select the "Cancel" button,* Cancel *, to cancel the deletion.*

   - *Select the "OK" button,* OK *, to confirm the deletion.*

2. Confirm the deletion by clicking the OK button, OK .

The screen will reload, and the deleted webhook will not be shown.

Refreshing the Statuses Page

To refresh the page, click the refresh button,

Searching for a Webhook

1. *The "Popup" input box can be used to find webhooks quickly:*

Popup

2. *The "Queue" input box can be used to find webhooks quickly:*

Queue

Setting Webhook

If a pop-up does not open:

● If you have defined pop-up in a queue and the pop-up screen does not open when a call arrives, perform the following:

● If a pop-up is defined in "Queue" settings, please inform the Project Manager using the following address support@callcenterstudio.com.

System Logs

● The place where logs in the system are displayed. There are records of missed calls, the logs in which customer representative status was changed by the supervisor, logs of changes in welcome menus, queues, etc.