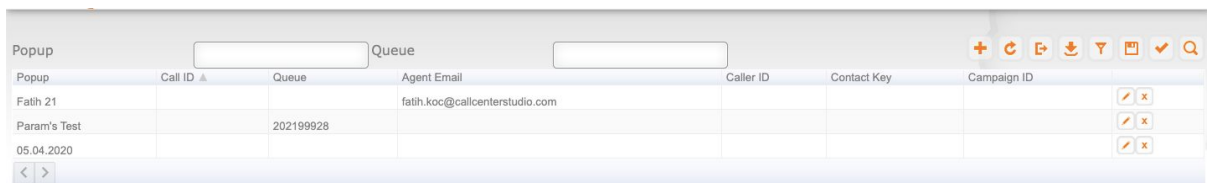


Web URLs



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


A screenshot of a software interface showing a table with columns for 'Popup', 'Call ID', 'Queue', 'Agent Email', 'Caller ID', 'Contact Key', and 'Campaign ID'. The 'Agent Email' column contains the value 'fatih.koc@callcenterstudio.com'. The 'Queue' column contains '202199928'. The 'Popup' column contains 'Param's Test'. The date '05.04.2020' is visible in the bottom left corner of the table area. The interface includes search and filter icons at the top right and navigation arrows at the bottom left.

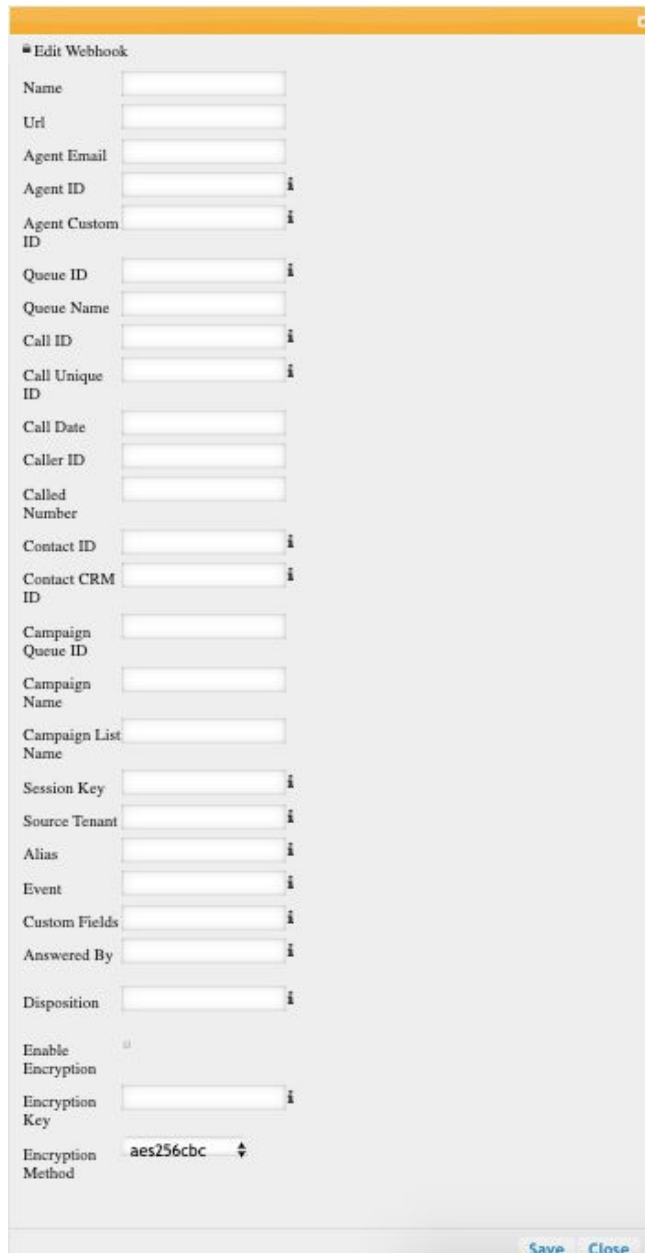
Popup	Call ID	Queue	Agent Email	Caller ID	Contact Key	Campaign ID
Fatih 21			fatih.koc@callcenterstudio.com			
Param's Test		202199928				

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:



The screenshot shows a web browser window titled "Edit Webhook". The form contains the following fields:

- Name
- Url
- Agent Email
- Agent ID *i*
- Agent Custom ID *i*
- Queue ID *i*
- Queue Name
- Call ID *i*
- Call Unique ID *i*
- Call Date
- Caller ID
- Called Number
- Contact ID *i*
- Contact CRM ID *i*
- Campaign Queue ID
- Campaign Name
- Campaign List Name
- Session Key *i*
- Source Tenant *i*
- Alias *i*
- Event *i*
- Custom Fields *i*
- Answered By *i*
- Disposition *i*
- Enable Encryption
- Encryption Key *i*
- Encryption Method: aes256cbc 

At the bottom right of the form are "Save" and "Close" buttons.

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	<input type="text" value="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	<input type="text" value="https://my.teknofix.com.tr/lib/callcenter"/>
-----	--

4. Click the “Agent Email” input box, type the agent’s email in the layout shown below:

Agent Email	<input type="text" value="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	<input type="text" value="83"/>	
----------	---------------------------------	---

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	<input type="text" value="83"/>	
-----------------	---------------------------------	---

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




A screenshot of a web form showing an input field labeled "Queue ID" with the value "5" entered. To the right of the input field is an information icon (a lowercase 'i' in a square).

8. Click the “Agent ID” input box, type the Queue’s Name in the layout shown below:



A screenshot of a web form showing an input field labeled "Queue Name" with the value "Sales" entered.

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



A screenshot of a web form showing an input field labeled "Call ID" with the value "callkey" entered. To the right of the input field is an information icon (a lowercase 'i' in a square).

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:



A screenshot of a web form showing an input field labeled "Call Date" with the value "14.02.2020" entered.

12. Click the “Caller ID” input box, type the caller’s ID in the layout shown below:



A screenshot of a web form showing an input field labeled "Caller ID" with the value "15" entered.

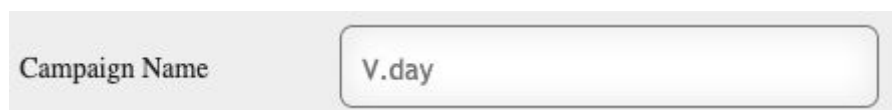
13. Click the “Called Number” input box, type the called number.

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:



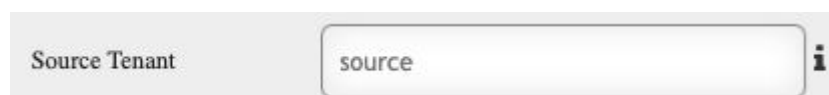
A screenshot of a form field labeled "Campaign Queue ID". The input box contains the text "campaignqueueid".

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



A screenshot of a form field labeled "Campaign Name". The input box contains the text "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)



A screenshot of a form field labeled "Source Tenant". The input box contains the text "source". There is an information icon (i) to the right of the input box.

21. Click the “Alias” input box, type the agent’s internal number in the layout shown below:



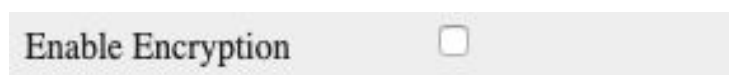
A screenshot of a web form element. On the left, the text "Alias" is displayed in a light gray box. To its right is a white input field with a thin gray border containing the text "alias". Further to the right is a small, dark gray square icon with a white lowercase letter "i" inside, representing an information tooltip.

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:



A screenshot of a web form element. On the left, the text "Custom Fields" is displayed in a light gray box. To its right is a white input field with a thin gray border containing the text "customfield". Further to the right is a small, dark gray square icon with a white lowercase letter "i" inside, representing an information tooltip.

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.



A screenshot of a web form element. It consists of a light gray rectangular button with the text "Enable Encryption" on the left and a small, empty white square checkbox on the right.

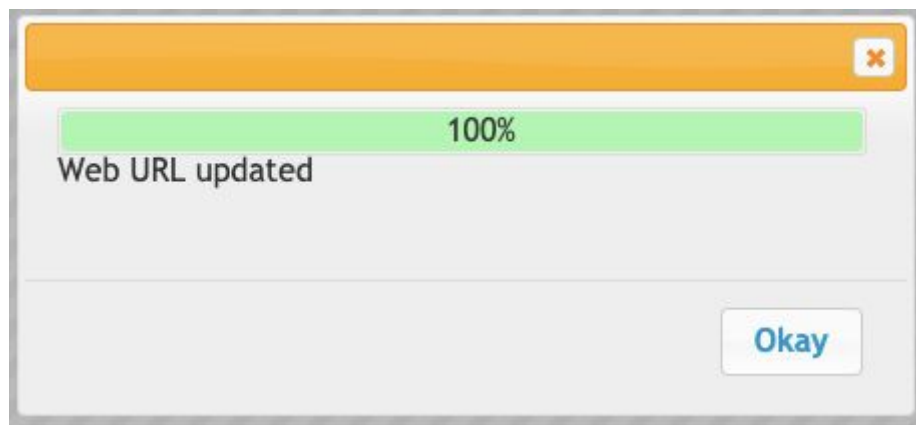
27. Click the “Encryption Key” input box, type the encryption key. (The enciphering information in the browser address bar URL of the agent screen’s pop-up).


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

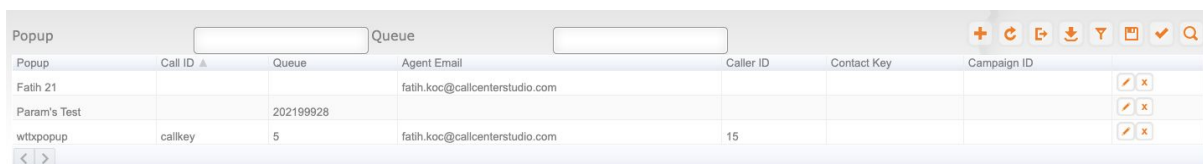
29. After all the desired additions have been made, click the save button,



the following pop-up window will appear:



30. Click the Okay button,  , to acknowledge the addition. The new contact will be located in the contact list as seen below:



Popup	Call ID	Queue	Agent Email	Caller ID	Contact Key	Campaign ID
Fatih 21			fatih.koc@callcenterstudio.com			
Param's Test		202199928				
wtxpopup	callkey	5	fatih.koc@callcenterstudio.com	15		

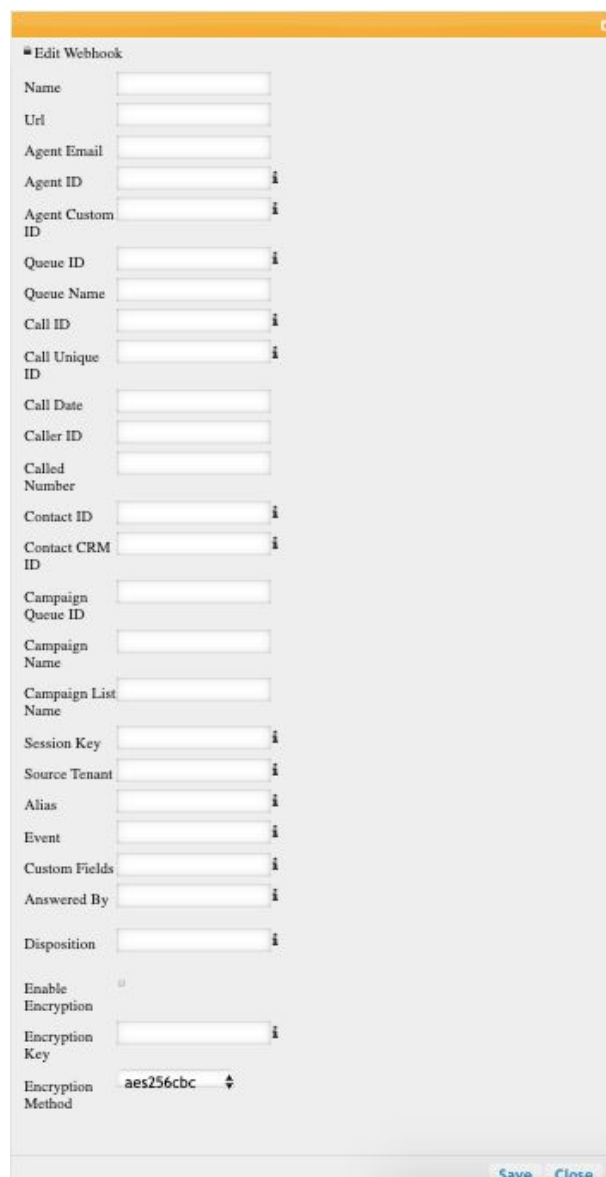
Editing a Webhook

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:



A screenshot of a dialog box titled "Edit Webhook". The dialog contains a list of fields, each with a text input box and an information icon (i) to its right. The fields are: Name, Url, Agent Email, Agent ID, Agent Custom ID, Queue ID, Queue Name, Call ID, Call Unique ID, Call Date, Caller ID, Called Number, Contact ID, Contact CRM ID, Campaign Queue ID, Campaign Name, Campaign List Name, Session Key, Source Tenant, Alias, Event, Custom Fields, Answered By, Disposition, Enable Encryption, Encryption Key, and Encryption Method. The Encryption Method is currently set to "aes256cbc". At the bottom right of the dialog are "Save" and "Close" buttons.



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

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



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



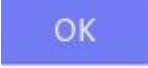
Deleting a Webhook

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?



- Select the “Cancel” button, , to cancel the deletion.
 - Select the “OK” button, , to confirm the deletion.
2. Confirm the deletion by clicking the OK button, .

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:



A screenshot of a search interface. On the left, the word "Popup" is displayed in a light gray font. To its right is a white rectangular input box with a thin gray border.

2. The “Queue” input box can be used to find webhooks quickly:



A screenshot of a search interface. On the left, the word "Queue" is displayed in a light gray font. To its right is a white rectangular input box with a thin gray border.

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.