Asterisk App Event Document for Call Center Agent App

HOST: 192.168.1.29:85

1. Read Event agentapp

a) On Call Event


```
{
    "trunk_channel": "SIP/1001-000000dd",
    "exten": "204",
    "caller_id": "9717740500",
    "did": "4310705",
    "call_type": "Incoming",
    "exten_status": "Ringing",
    "exten_ring_time": "2019-10-24 16:29:45",
    "start_time": "2019-10-24 16:29:43",
    "acd": "801",
    "acd_time": "2019-10-24 16:29:45",
    "ID": "1571914782.627",
    "ts": "2019-10-24 16:29:45"
}
```


b) On Hangup Event:


```
{
    "exten": "204",
    "call_type": "Incoming",
    "exten_status": "Hangup",
    "ID": "1571914782.627",
    "caller_id": "4310735",
    "ts": "2019-10-24 16:29:51"
}
```


Signature Not Verified
Digitally signed by Test Company
Date: 2021.08.02 13:25:13 +05:30
Reason:
Location:

2. Emit Event queuepause

a) To pause member in queue


```
{
    "exten": 205,
    "queue": 801,
    "st": true,
    "reason": "Call Received"
}
```


b) To un-pause member in queue


```
{
    "exten": 205,
    "queue": 801,
    "st": false,
    "reason": "Call Ended"
}
```


***Leave queue blank if you want pause/un-puase in every queue**

3. Emit Event queuemember

a) To add member in queue


```
{
    "st": true,
    "queue": 801,
    "exten": 205,
    "penalty": 0,
    "membername": "Surender"
}
```


b) To remove member in queue


```
{
    "st": false,
    "queue": 801,
    "exten": 205
}
```

4. Emit Event dialcall

a) To dial manual and progressive call


```
{
    "type": "PG",
    "context": "from-internal",
    "no": "9717740500",
    "exten": "204",
    "agentName": "Surender",
    "processName": "Vodafone",
    "campaignName": "Hindi",
    "uniqueId": "12455",
    "recfile_name": "Vodafone-Hindi-Surender-12455"
}
```