

# 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",  
  "exten_channel": "SIP/204-0000013c"  
}
```

### b) On Answer Event (For Extension Incoming):

```
{  
  "trunk_channel": "SIP/1001-000000dd",  
  "exten": "204",  
  "caller_id": "9717740500",  
  "did": "4310705",  
  "call_type": "Incoming",  
  "exten_status": "Answer",  
  "ID": "1571914782.627",  
  "ts": "2019-10-24 16:29:47",  
  "exten_channel": "SIP/204-0000013c"  
}
```

### c) On Hangup Event:

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

## 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-pause 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"  
}
```

#### 5. Emit Event **hangupcall**

##### a) To end the call

```
{  
  "channel": "SIP/204-0000013c"  
}
```

**\*Here channel is extension channel which you get in agentapp event**

#### 6. Emit Event **transfercall**

##### a) To transfer the call

```
{  
  "channel": "SIP/204-0000013c",  
  "context": "from-internal",  
  "exten": "205",  
}
```

**\*Here channel is exten channel which you get in agentapp event**

**\*In exten you have to pass the no/exten on which you want transfer the call**

## 7. Emit Event **mutecall**

### a) To mute the call

```
{  
  "channel": "SIP/204-0000013c",  
  "state": "on",  
}
```

### b) To un-mute the call

```
{  
  "channel": "SIP/204-0000013c",  
  "state": "off",  
}
```

**\*Here channel is exten channel which you get in agentapp event**