

X-on API

Version 1.16

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1. INTRODUCTION

1.1. Purpose

This document is aimed at software developers and systems integrators who wish to integrate their products with X-on's call handling and messaging systems. It is concerned with real time events, either from X-on to client software or vice versa.

1.2. Protocols

Version 1.0 supports exchange of data through HTTP requests (GET or POST) to fixed URL's on X-on or Client servers.

A basic WINSOCK message exchange is supported for clients providing a connection at a fixed address.

In future versions, support will be added for a SOAP XML based protocol with encapsulation within Windows Services. A client based communications component will be released which will handle dynamic client addressing for use behind firewalls. Regardless of which protocols are employed, a consistent event type and parameter list will be maintained.

1.3. Client to X-on Events (CTOX Events)

Generally speaking, these events are instructions to X-on's servers to provide some form of communication, such as to make a phone call or send an SMS message. The communication may involve a single target individual, sending a recorded message or text, or it maybe to connect two or more people into conversations. Applications are discussed under each event type. The shorthand "CTOX" is used for these events in the rest of this document.

1.4. X-on to Client Events (XTOC Events)

X-on to client events inform the client of a particular activity that has occurred on X-on's platform. Examples maybe an inbound SMS message, or data regarding a phone call arriving on an X-on number.

There are two types of X-on to Client events. Real time events coincide with the activity, whereas Status events may be "ordered" at regular intervals to show the current value of data held at X-on. Status events allow client software to refresh the status of displayed data, such as "Messages Waiting" on startup without having to wait for the next real time event to occur.

1.5. Changes from previous version

- 1) Section 13 added
- 2) Contents section reformatted

2. ACCOUNT DETAILS AND REGISTRATION

2.1. CTOX Events

In order to send events to X-on, a trial or full account will have been arranged. This will be provided with a 5 character ServiceID, a four digit UserID and a password, normally numeric. For simple applications, the UserID maybe omitted and takes the default value of 1 or 0001.

The account details will be associated with the agreed costs for call and SMS dispatch and support and maintenance agreements. Please contact your Account Manager for an account.

In summary:

2.1.1 ACCOUNT DETAILS SUPPLIED BY X-on TO CLIENT	
EventName	50 Characters The name of the event eg. "InCall"
EventDateTime	The date and time when the event occurred. 14 characters [yyyymmddhhmmss]
ServiceID	5 Characters (examples Q0001)
UserID	4 Numerical characters – may be optional Default 0001
Password	Numerical (since it maybe shared with DTMF access). 3 – 10 characters

2.2. XTOC Events

To receive events from X-on, a client must supply the following information:

2.1.2 ACCOUNT DETAILS SUPPLIED BY CLIENT TO X-on	
Protocol	<input type="checkbox"/> HTTP GET <input type="checkbox"/> HTTP POST <input type="checkbox"/> Winsock
Client Address	URL or IP Address of client's server (examples www.myserver.com , 195.38.85.213)
Port	Default will be port 80 for HTTP events.
Delimiter	Delimiter between Name=Value pairs for parameters in Winsock message (default is &)
Command Delimiter	Delimiter between event commands in Winsock messages (default is <cr> Carriage Return)
Application	For <u>HTTP</u> , this will be the document name that the request is sent to. This may be the same for all events, in which case the <u>EventType</u> parameter will be used to identify the particular event being handled, or else you may elect to have different events to be sent to different pages using the Event Target (see next table). (example inbound/xonevents.aspx will mean X-on makes requests to http://wwwmyserver.com/inbound/xonevents.aspx assuming the address above)

For each Event Type, the following may also be specified:

2.1.3 ACCOUNT DETAILS SUPPLIED BY X-on TO CLIENT PER EVENT	
Event Target	<p>For <u>HTTP</u>, this will be the document name that the request for this event type is sent to. This will override the default Application parameter above.</p> <p>(example inbound/xoncallevents.aspx specified for Event Type=Incoming Call)</p> <p>For <u>socket connections</u>, the Application will be prefixed to the message that is sent and can be used to route events without having to parse the EventType parameter.</p> <p>(example XIBC: can represent a client mapping for EventType=InboundCall)</p>
Status Refresh	<p>For events which represent a status, such as messages waiting, number of calls in queue, this event will be repeated at this interval.</p> <p>Units = Seconds.</p> <p>Minimum = 10 seconds</p> <p>Default = 0 seconds (don't send status events)</p>
Active	<p>Flag for whether this event is to be sent.</p> <p>0 = Off</p> <p>1 = On (Default)</p>

3. EVENT OUTSMS (CTOX)

3.1. Description

This instructs X-on to send an SMS Message to one or more mobile devices – i.e. X-on will be acting as an SMS Gateway. Two-way SMS is designed into X-on's SMS systems so a reply path may always be designated by the sender or automatically assigned. This makes the SMS Gateway a powerful tool for group collaborative messaging or chat applications. The Gateway will work equally well for sending simple text messages.

3.2. Applications

- Marketing messages – marketing messages must comply with current regulations on SMS marketing from the Wireless Marketing Association, ICSTIS and other regulatory bodies.
- Emergency alerts regarding incidents and system failures. Alerts can be to ad-hoc mobiles and preloaded groups of users, using the administration form.
- System status notifications – current status of systems, account balances etc.
- Appointment reminders – including the option for the recipient to confirm the appointment by replying to the text.
- Sales Enquiry Distribution
- Chat systems.
- Integration with Email and Instant Messaging.
- Share and commodity price updates.
- Estate agents and sales auction alerts.
- “Send SMS” Free Utility for customer web sites.
- End User SMS Resale from Web Sites or Client Applications.
- Billing for mobile content or web content (Premium SMS)

3.3. Event Name

OutSMS

3.4. HTTP Address

Shared Page: <http://www.x-ondata.com/CTOX/EventIn.aspx>

Dedicated Page: <http://www.x-ondata.com/CTOX/OutSMS.aspx>

EventName parameter must be specified when using shared page.

3.5. Parameters

PARAMETERS FOR EVENT OutSMS				
Parameter	Required	Formats	Description	Examples
ServiceID	✓	5 Characters	See section 2.1	CUS01
UserID	× Default is 0001	4 Characters Numeric	See section 2.1	0002
Password	✓	3 – 10 Characters Numeric	See section 2.1	12387686
ToMobile	✓	The format of the ToMobile field will determine whether an existing X-on PhonePresence User or Group account is used to determine where to send the SMS.		
		<u>International</u> Numeric only. No spaces. 10 characters or more, starting [1-9]	Target mobile starting with country code (44 for UK, omitting first 0).	447968955888 35387103233
		<u>UK (Optional).</u> No spaces. 11 numeric characters starting "0".	Mobiles starting "0" will be assumed to be UK	07968955888
		<u>User</u> "U" followed by 4 numeric characters	SMS will be sent to the Mobile number of the specified User as entered on the on-line admin form.	U0010
		<u>Group</u> "G" followed by 4 numeric characters	SMS will be sent to the Mobile number of each member of the specified Group as entered on the on-line admin form.	G0002
Text	✓	Up to 160 characters per SMS. Text sent with HTTP GET must be URL Encoded	Text of message. Messages longer will be sent as multipart (concatenated) SMS.	"System event warning – power loss at 23.15 hours"

PARAMETERS FOR EVENT OutSMS - continued				
Parameter	Required	Formats	Description	Examples
ReplyTo	× Default is "reply ignored"	The format of the "ReplyTo" address will determine where X-on forwards SMS reply messages – i.e. where the user selects "Reply" to the originating number in the SMS. NOTE: For a billed SMS (Premium SMS abbreviated to PSMS) the ReplyTo address is ignored since the Originator number will always be the premium shortcode.		
		<u>Phone Number</u> Numeric only, no spaces. Numbers starting "0" will be assumed UK.	Originator number will be the ReplyTo field and recipient will be able to reply directly if valid	07772123234
		<u>Email Address</u> Formatted [name]@[domain]. "@ " must be URL encoded as %20 in HTTP GET requests.	SMS Reply will be received at X-on and forwarded to given email address	info@x-on.co.uk info%20x-on.co.uk (HTTP GET)
		<u>User</u> "U" followed by 4 numeric characters	SMS reply will be sent to the Mobile number of the specified User as entered on the on-line admin form.	U0010
		<u>Group</u> "G" followed by 4 numeric characters	SMS reply will be sent to the Mobile number of each member of the specified Group as entered on the on-line admin form.	G0002
		<u>HTTP GET</u>	SMS Reply will be formatted as Get Parameters and appended to the http URL specified	www.myserver.com
		<u>Unique Identifier</u> Any other format up to 20 characters	SMS Reply will be returned as an XTOC InSMS Event (see x.x)	123ABX
Expiry	× Default is 86400s	Integer - seconds	Maximum time before delivery is aborted if not successful.	3600

PARAMETERS FOR EVENT OutSMS - continued				
Parameter	Required	Formats	Description	Examples
Route	× Default is 501	Numeric valid X-on delivery route	Only to be set by arrangement with X-on support staff. A route will dictate a billing amount for PSMS.	N/A
EventName	Required if using shared page.	EventName=OutSMS	Describes event type when event is posted to generic EventIn.aspx page.	N/A
Receipt	× Default is 0 = No receipt	0 = Off 1 = On	A delivery receipt will be returned as an XTOC SMSReceipt Event (see x.x) for each SMS delivered to handset, or upon failure from the network or timeout.	0,1
Verbose	× Default is Off	0 = Off 1 = On	Return code will be accompanied by a description from the table below.	
Type	× Default is "T" for text	T = Text B = Binary	Used for when you want to send a binary msg. Put the full binary encoded msg in the text parameter and set the Type =B.	

3.6. Return Codes

RETURN CODES FOR EVENT OutSMS	
Code	Description
Integer > 0	OK – SMS Queued for sending. Return Code is the unique ID for the SMS which will be used in delivery receipts if requested
Multiple Comma Separated Integer Values	Where an SMS is longer than 160 Characters, a multipart concatenated SMS will be sent and each part will be given a separate ID. The SMS is recomposed by most modern mobile devices into a single “long” message.
-101	Invalid or missing ServiceID
-102	Invalid or missing Password
-103	Invalid UserID
-104	Credit Exceeded (This is the client credit for sending SMS, rather than a response from the mobile indicating that a PSMS has failed)
-199	EventName missing when using shared connection or EventIn.aspx
-201	ToMobile parameter missing
-202	Text parameter missing
-211	ToMobile cannot be resolved into a mobile number, user or group
-901	X-on Internal Error

3.7. SMS Reply forwarded via HTTP

- When you use the OutSMS Web service, X-on can forward any replies to a URL of your choice.
- When the ReplyTo is specified as a URL, X-on will forward the SMS reply, via HTTP GET, to that URL.
- ReplyTo = <http://www.myserver.com/myservice.p>
- When we receive a reply we will send it to this URL with the following GET parameters:

HTTP GET PARAMETERS				
Parameter	Required	Formats	Description	Examples
Text	✓	String	The text body of the SMS reply	Hi, i'm at home
FromMobile	✓	String	The mobile number of the sender	4478141234567
SequenceNumber	✓	String	The unique original reference	204545054

- Example Reply:
- <http://www.myserver.com/myservice.p?text=Hi, I'm at home&FromNumber=4478141234567&SequenceNumber=23234324>

3.8. See Also

XTOC Event SMSReply

XTOC Event SMSReceipt

3.9. Web Service

- With the X-on Web Service you can instruct X-on to send a SMS message using the **OutSMS** Web Method.
- The Web Method returns a **SMSResult** object which contains a verbose error message and the error code from the event codes given in 3.6, above.

PROPERTIES OF SMSResult Object				
Parameter	Required	Formats	Description	Examples
ErrorCode	✓	Integer	Error code from 3.6	-103
ErrorMessage	✓	String	Verbose Error Message	Invalid UserID
SentMessages	✓	Integer	Number of messages sent	1
SequenceNumber	✓	Integer	Queue transaction number	15000005

- You should first create a new **SMSItem** object and load the properties of the SMS before passing it to the **OutSMS** web method as a parameter.
- For more information about the X-on Web Methods refer to:

<http://www.x-ondata.com/xonwebservice/>

3.10. HTTP Examples

- Simple Send to one mobile using HTTP GET (Url)

<http://www.x-ondata.com/CTOX/EventIn.aspx?serviceid=CUS01&password=123&eventname=OutSMS&tomobile=07968955889&text=hi%20this%20is%20a%20test>

(Note URL encoding of spaces as %20 in text parameter)

- Parameter list to send text to a user's mobile (as entered on the X-on Phonepresence online form) with reply to email using POST to OutSMS.aspx (parameter eventname can be omitted)

serviceid=CUS01

password=123

tomobile=U0003

text=Please could you reply with your arrival time

replyto=james@x-on.co.uk

- Parameter list to send text to a group (as entered on the X-on Phonepresence online form) with reply by text to each member of the same group, time out after 10 minutes with delivery receipts

serviceid=CUS01

password=123

tomobile=G0002

text=Please could anyone who could attend an emergency call out in Acton respond to this text with ETA

replyto=G0002

expiry=600

receipt=1

Note – in this instance, the receiver of the SMS will reply to a number allocated by X-on. This reply text will be forwarded to each group member, hence there is the potential for a large number of chargeable SMS to be generated.

If the replyto address is a fixed mobile number or a single User, replies will be sent straight from the recipient to the reply number.

4. EVENT OUTCALL (CTOX)

4.1. Description

This instructs X-on to make a phone call to one or more numbers. A group of people can be called simultaneously and, when they answer, they will hear a recorded announcement or they can be connected together in a conference. A single number can be called and connected to an “open” line on a VoIP or landline device for a click-to-call system or as part of a predictive dialer solution.

4.2. Applications

- Click-to-call – call numbers from a database with a single action for outbound call centres.
- Predictive dialing applications.
- Automated telephone marketing, subject to regulatory requirements of the TPS and Data Protection.
- Emergency voice alerts for system failures or major incidents.
- Appointment reminders.
- Wakeup calls.
- Telephone Testing
- Multiparty conferencing.

4.3. Event Name

OutCall

4.4. HTTP Address

Shared Page: <http://www.x-ondata.com/CTOX/EventIn.aspx>

Dedicated Page: <http://www.x-ondata.com/CTOX/OutCall.aspx>

EventName parameter must be specified when using shared page.

4.5. Parameters

PARAMETERS FOR EVENT OutCall				
Parameter	Required	Formats	Description	Examples
ServiceID	✓	5 Characters	See section 2.1	CUS01
Password	✓	3 – 10 Characters Numeric	See section 2.1	12387686
ToNumber	✓	The format of the ToNumber field will determine whether an existing X-on PhonePresence User or Group account is used to get the number or numbers to call.		
		<u>International</u> Numeric only. No spaces. 10 characters or more, starting [1-9]	Target number starting with country code (44 for UK, omitting first 0).	442076841234 35387103233
		<u>UK (Optional).</u> No spaces. 11 numeric characters starting "0".	Numbers starting "0" will be assumed to be UK	07968955888 01728747111
		<u>User</u> "U" followed by 4 numeric characters	A call will be placed to the currently logged in number of the User in the X-on PhonePresence system.	U0010
		<u>Group</u> "G" followed by 4 numeric characters	Calls will be made to the currently logged in numbers of each User in the given group on the X-on PhonePresence system.	G0002

PARAMETERS FOR EVENT OutCall - Continued				
Parameter	Required	Formats	Description	Examples
FromNumber	× This is not required where called parties are to hear a message or join a conference.	The format of the FromNumber field will determine whether an existing X-on PhonePresence User or Group account is used. The "FromNumber" is the person "making the call" and it this number may be called to establish a connection to both parties.		
		<u>International</u> Numeric only. No spaces. 10 characters or more, starting [1-9]	Number starting with country code (44 for UK, omitting first 0).	442076841234 35387103233
		<u>UK (Optional).</u> No spaces. 11 numeric characters starting "0".	Numbers starting "0" will be assumed to be UK	07968955888 01728747111
		<u>User</u> "U" followed by 4 numeric characters	The currently logged in number of the User in the X-on PhonePresence system will be used.	U0010
		<u>Group</u> "G" followed by 4 numeric characters	Calls will be connected to the next available logged in group member based on the chosen distribution (predictive dialing application)	G0002
KeepConnection	× Default is 0 (call drops at end)	Integer (seconds)	Number of seconds that connection is maintained at "FromNumber" after "ToNumber" clears. Allows follow-on calls.	600 (10 minutes)
CallTimeout	× Default is 20 seconds	Integer (seconds) 0 = No timeout	0	600
ConnectOn	× Default is	D = On Dial	When the From Number should be	

	D	A = OnAnswer B = Before Dial	connected	
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PARAMETERS FOR EVENT OutCall - Continued				
Parameter	Required	Formats	Description	Examples
CLI	×	Numeric characters	CLI to be displayed to called party subject to permission to use.	01728726300
IntroMessage	×	Four Character Numeric Identifier	Refers to a valid recorded message on the X-on PhonePresence system. Will be played to called party/parties in the ToNumber upon answer	0001
IntroMessageC	×	Four Character Numeric Identifier	Refers to a valid recorded message on the X-on PhonePresence system. Will be played to calling party/parties in the FromNumber upon answer (two way, or “Click to Call” applications)	0002
InfoMessage	Required for Message Broadcast Applications Only	Four Character Numeric Identifier	Refers to a valid recorded message on the X-on PhonePresence system. Will be played to called party/parties after the IntroMessage.	2001
RequirePIN	×	0 = Not Needed 1 = Required	For Message Broadcast and Conference Applications called parties will be required to enter PIN after hearing IntroMessage in order to continue.	0, 1

PARAMETERS FOR EVENT OutCall - continued				
Parameter	Required	Formats	Description	Examples
BusyAttempts	× Default is 0	Integer	Number of retries to each called number upon busy being returned.	2
NoAnsAttempts	× Default is 0	Integer	Number of retries to each called number upon No Answer being returned.	1
MaxNoAns	× Default is 20	Integer - seconds	Maximum time before no answer is assumed in a connection attempt.	30
Receipt	× Default is 0 = No receipt	0 = Off 1 = On	A delivery receipt will be returned as an XTOC CallResult Event (see x.x) for each call made or upon failure due to exceeding maximum attempts (BusyAttempts, NoAnsAttempt) or timeout (CallTimeout).	0,1
Conference	×	"C" followed by 4 character client allocated conference number	When calling a group, the group members will be connected into a conference after the IntroMessage and/or PIN if requested.	C0004
EventName	Required if using shared page.	EventName=OutCall	Describes event type when event is posted to generic EventIn.aspx page.	N/A

4.6. Return Codes

RETURN CODES FOR EVENT OutCall	
Code	Description
Integer >= 0	OK – Call Request Accepted. Return Code is the unique ID for the call or batch of calls which will be used in delivery receipts if requested
-101	Invalid or missing ServiceID
-102	Invalid or missing Password
-103	Invalid User ID
-104	Credit Exceeded
-111	Supplied service ID could not be validated
-112	Supplied password too short
-113	Supplied username too short
-114	Customer record does not exist
-115	Customer record is not active
-116	User ID supplied marked as deleted
-199	EventName missing when using shared connection or EventIn.aspx
-301	ToNumber parameter missing
-302	FromNumber parameter missing and no Messages or Conference selected
-304	ToNumber user logged out
-305	FromNumber user logged out
-901	X-on Internal Error

4.7. See Also

XTOC Event CallResult

4.8. Examples

- Make a call to 0870 345 5577 and connect to user 0004 on answer using HTTP GET (Url)

```
http://www.x-  
ondata.com/CTOX/EventIn.aspx?serviceid=CUS01&password=123&eventname=OutCall&tonumber=08703455577&fromnumber=U0004&connecton=A
```

- Parameter list to make a call to members of group G2001 and play intro message 1000, request PIN before playing Info Message 2000 with call receipting

```
serviceid=CUS01  
password=123  
tonumber=G2001  
intromessage=1000  
infomessage=2000  
requirepin=1  
calltimeout=1800  
busyattempts=2  
noansattempts=1  
receipt=1
```

Note that a sensible value for CallTimeout (here 30 minutes) must be set in order to make call attempts to all group members, including retries.

- Parameter list to invite members of group G3000 into a conference with intro message 4000

```
serviceid=CUS01  
password=123  
tonumber=G3000  
intromessage=1000  
conference=C3000  
calltimeout=180  
busyattempts=2  
noansattempts=0
```

Note – in this case a maximum of 3 minutes is set before callers are successfully reached and entered into the conference.

- Parameter list to make calls to a group of target numbers (G3000) and connect them to a group of call agents (G1000)

```
serviceid=CUS01  
password=123  
fromnumber=G1000  
tonumber=G3000  
connecton=A  
keepconnection=1200  
calltimeout=0  
busyattempts=2  
noansattempts=0
```

Notes:

1. This provides a simple predictive dialer service for a call centre to work through a database of contacts.
2. Contacts can be uploaded to the User database through the on-line upload page.
3. Keep connection is set to 20 minutes which is suitable if the agents are using VoIP phones and there are no call costs associated with the “calling party” leg of the call.
4. Call timeout must be set to unlimited or a large number to work through the list.
5. The scheme makes no allowance for dialing more calls than there are agents available, though successful calls only are connected.

5. EVENT CALLCONTROL (CTOX)

5.1. Description

This instructs the X-on PhonePresence system to do something with an existing call that has been received and hence notified to the client application by the event InCall. This includes calls that have been made by the OutCall event (“Click to Call”). Typically, the request will be to transfer the call to another user, or possibly an IVR application or Voicemail box,

5.2. Applications

- Virtual PABX and Call Centre Applications
- Transfer to remote and mobile staff.
- Integration between live Call Centre systems and hosted IVR applications including “Card By Phone” credit card processing.
- Creating on the fly or hosted audio conference systems.

5.3. Event Name

CallControl

5.4. HTTP Address

Shared Page: <http://www.x-ondata.com/CTOX/EventIn.aspx>

Dedicated Page: <http://www.x-ondata.com/CTOX/CallControl.aspx>

EventName parameter must be specified when using shared page.

5.5. Parameters

PARAMETERS FOR EVENT CallControl				
Parameter	Required	Formats	Description	Examples
ServiceID	✓	5 Characters	See section 2.1	CUS01
Password	✓	3 – 10 Characters Numeric	See section 2.1	12387686
CallID	✓	Integer	The ID of the call presented to the agent from the InCall XTOC event. (Note – even when a call has been instigated by the user as in “Click to Call” the InCall event will still be available to the client).	55465465
Action	✓	Single Character T = Consultative Transfer B = Blind Transfer H = Hold U = Unhold, Retrieve C = Clear, Complete J = Join Conference	What to do with the call. A “Consultative” or “Supervised” transfer means that a discussion can take place prior to complete prior to completing the transfer [C] or retrieving the call [U].	T, B, H, U, C, J
ToNumber	✓ for action “T” or “B”	The format of the ToNumber field will determine whether an existing X-on PhonePresence User or Group account is used to get the number or numbers to call.		
		<u>International</u> Numeric only. No spaces. 10 characters or more, starting [1-9]	Target number starting with country code (44 for UK, omitting first 0).	442076841234 35387103233
		<u>UK (Optional).</u> No spaces. 11 numeric characters starting “0”.	Numbers starting “0” will be assumed to be UK	07968955888 01728747111

PARAMETERS FOR EVENT CallControl - continued				
Parameter	Required	Formats	Description	Examples
ToNumber (continued)		<u>Group</u> “G” followed by 4 numeric characters	Calls will be transferred to the given Group. If a group member is not immediately available to take the call, the call will join a queue for that group	G0004
		<u>Conference</u> “C” followed by 4 numeric characters.	The caller and called party will both enter a conference. If the Action [J] is chosen after a consultative transfer [T], all three parties will be conferenced.	C0001
		<u>User or Group Voicemail</u> “V” or “W” followed by 4 numeric characters	The caller will be transferred to the mailbox of the given user or group. This will typically be a Blind transfer [B]	W0003
		<u>Menu</u> “M” followed by 4 numeric characters	The caller will be transferred to a menu which represents the entry point in an IVR script. This will typically be a Blind transfer [B]	M0340
EventName	Required if using shared page.	EventName=CallControl	Describes event type when event is posted to generic EventIn.aspx page.	N/A

		<u>User</u> “U” followed by 4 numeric characters	A call will be placed to the currently logged in number of the User in X-on PhonePresence.	U0010
--	--	---	--	-------

5.6. Return Codes

RETURN CODES FOR EVENT CallControl	
<i>Code</i>	<i>Description</i>
0	OK – Call Request Accepted.
-101	Invalid or missing ServiceID
-102	Invalid or missing Password
-104	Credit Exceeded
-199	EventName missing when using shared connection or EventIn.aspx
-351	ToNumber parameter missing
-352	FromNumber parameter missing and no Messages or Conference selected
-353	ToNumber cannot be resolved to a phone number or other object in the PhonePresence set-up for this service.
-354	Invalid CallID
-355	Attempt to retrieve a call where the caller has hung up.
-901	X-on Internal Error

5.7. See Also

XTOC Event CallResult

5.8. Examples

- Consultative Transfer of Call ID 123456 to User U0003:

<http://www.x-ondata.com/CTOX/EventIn.aspx?serviceid=CUS01&password=123&eventname=OutCall&action=T&callid=123456&tonumber=U0003>

...the caller is on hold and the client is talking to User U0003.

To complete the transfer, they can hang up on their handset/VOIP device, or call:

<http://www.x-ondata.com/CTOX/EventIn.aspx?serviceid=CUS01&password=123&eventname=OutCall&callid=123456&action=C>

...or to return to the caller

<http://www.x-ondata.com/CTOX/EventIn.aspx?serviceid=CUS01&password=123&eventname=OutCall&callid=123456&action=U>

- Parameter list to transfer call 123456 to Menu M0022 (part of an IVR script)

```
serviceid=CUS01
password=123
action=B
callid=123456
tonumber=M0022
```

- Parameter list to hold call 123456

```
serviceid=CUS01
password=123
action=H
callid=123456
```

and to retrieve it:

```
serviceid=CUS01
password=123
action=U
callid=123456
```

6. EVENT CHANGEUSERSTATUS (CTOX)

6.1. Description

X-on's PhonePresence and other products register details of users for each connected account. Typically, the information stored will show where the user can be contacted by telephone, SMS or email and their current status for taking phone calls.

The ChangeUserStatus deals with the "current status" only, since it is considered that the contact details of users, and their group membership, are attributes that should be managed on an administrative basis through the X-on PhonePresence administration Web Site.

6.2. Applications

- Integration with software to make users unavailable while they are involved with other activities (stock taking, bill processing).
- Implementation of "wrap up" features after calls to be controlled from a single source (Automatic Call Distribution systems).
- Providing a single source of log-in for users to make themselves available on IT systems simultaneously with call availability.
- Integration with Time Management systems.
- Integration with Instant Messaging and other Presence based systems.

6.3. Event Name

ChangeUserStatus

6.4. HTTP Address

Shared Page: <http://www.x-ondata.com/CTOX/EventIn.aspx>

Dedicated Page: <http://www.x-ondata.com/CTOX/ChangeUserStatus.aspx>

EventName parameter must be specified when using shared page.

6.5. Parameters

PARAMETERS FOR EVENT ChangeUserStatus				
Parameter	Required	Formats	Description	Examples
ServiceID	✓	5 Characters	See section 2.1	CUS01
UserID	× Default is 0001	4 Characters Numeric	See section 2.1	0002
Password	✓	3 – 10 Characters Numeric	See section 2.1	12387686
Status	✓	Single Character A = Available D = Do Not Disturb O = Logged Out	When Available, a User will receive inbound calls. Do Not Disturb Status's may be terminated automatically after a preset time	A, D, O
DNDCode	× Default 0	Integer 1 – 999	Customer specific code, each of which corresponds to a textual description for the reason for unavailability	333 (Means Stock Taking)
Timeout	× Default stored against DND Code	Integer – timeout in seconds. 0 = No Timeout	After this number of seconds, the User's status will revert to the previous status unless the NextStatus is specified or another ChangeUserStatus Event is received	20
NextStatus	× Default is to revert to previous	Single Character A = Available D = Do Not Disturb O = Logged Out	After a timeout, status will change to this if specified.	A, D, O
EventName	Required if using shared page.	EventName=ChangeUserStatus	Describes event type when event is posted to generic EventIn.aspx page.	N/A

6.6. Return Codes

RETURN CODES FOR EVENT ChangeUserStatus	
<i>Code</i>	<i>Description</i>
Integer > 0	OK – Call Request Accepted. Return Code is the unique ID for the call or batch of calls which will be used in delivery receipts if requested
-101	Invalid or missing ServiceID
-102	Invalid or missing Password
-103	Invalid or missing UserID
-199	EventName parameter missing when using shared connection or page
-401	Invalid or missing Status Parameter
-901	X-on Internal Error

6.7. Examples

- Log out User 0003 using HTTP GET (Url)

```
http://www.x-  
ondata.com/CTOX/EventIn.aspx?serviceid=CUS01&password=123&eventname=Ch  
angeUserStatus&userid=0003&status=0
```

- Parameter list to put user 0003 into DND Code 100 for up to two minutes

```
serviceid=CUS01  
password=123  
userid=U0003  
status=D  
statuscode=100  
timeout=120
```

7. EVENT INCALL (XTOC)

7.1. Description

As X-on's PhonePresence system rings a device (phone, VoIP handset or softphone) an event can simultaneously present data to a client's systems to include all the information that has been gathered about the caller.

This may include data looked up from the caller's CLI (number they are calling from) and data that they have entered on an IVR system prior to queuing for the user or call centre.

Note that this event may be presented both for inbound calls and calls requested by the CTOX OutCall event which is useful where outbound calls are requested and may be delivered to a number of users (agents).

7.2. Applications

- Screen Popping – displaying a screen showing customer records and details of previous calls.
- Greeting customers appropriately for the service or company they have called.
- Providing supervisor displays of call activity.
- Linking call arrival with visual and audible alarm systems

7.3. Event Name

InCall

7.4. Delivery Options

OnRing – Event is sent as soon as possible after the start of ringing.

OnRingEnd – Event is sent when the ringing is terminated but call is still on line.

OnCallLost – Event is sent when caller hangs up without an answer

OnAnswer – Event is sent when the call is answered.

These events are identified by the CallStatus parameter. Events can be requested independently, however an "OnRingEnd" (CallStatus = E) event will not be sent when an "OnCallLost" (CallStatus = L) or "OnAnswer" (CallStatus = A) event is sent.

PARAMETERS FOR EVENT InCall				
Parameter	Always Available	Format	Description	Examples
ServiceID	✓	5 Characters	See section 2.1	Q0001
UserID	✓	4 Characters Numeric	The ID of the user to which the call is targeted.	0002
UserName	✓	50 Characters	The full name of the user to which the call is targeted.	John Smith
GroupID	×	4 Characters Numeric	This is the ID of the group of users which the call is targeted to. Not available for direct to user calls.	0003
GroupName	×	50 Characters	The name of the group of users which the call is targeted to. Not available for direct to user calls.	Sales
SkillGroupID	×	4 Characters Numeric	In certain configurations, another grouping can show additional information from the callers' dialed number or selections in IVR Menus.	1003
SkillGroupName	×	50 Characters	If the SkillGroupID is used, the name is included here.	Sales
CallID	✓	Integer up to 99,999,999	Unique ID for the call (note that if the call is presented to several users, the call will have the same ID for each presentation)	12314124
CallRequestID	×	Integer up to 99,999,999	ID of call request event that is made using the OutCall CTOX event.	41242
CallStartTime	✓	[yyyymmddhhmmss]	Time the call started at	200612031

			X-on's systems	54203
CalledNumber	×	Up to 20 numeric characters	The number that the caller dialed (not available for outbound calls made through OutCall CTOX event)	084444512324
CallerNumber	×	Up to 20 numeric characters	This will be the caller ID Number (CLI) for inbound calls, if available, or the dialed number for outbound calls (OutCall)	02073452345
CallerName	×	50 Characters	The name of the caller. This is only available when the caller is also a PhonePresence user, whose calling number is stored against their user details.	Fred Flintstone
TimeInQueue	×	Integer (seconds)	How long the caller has waited in the queue prior to being answered.	32
MenuChoices	×	Up to 20 characters [0-9, * #]	A string of key presses made by the caller within IVR menus prior to being transferred. Requires knowledge of the menu structure for interpretation	4123
UserData	×	Up to 50 characters	A single piece of customer specific data gathered from the caller by either DTMF keypresses (numeric data) or speech recognition. This may be an account number or name of a selected branch, for example.	312231 "Ipswich"

CallStatus	✓	1 Character	Identifies at which stage the call is. R – Ringing started E – Ringing ended (call maybe retried at this user or another user) L – Caller hung up. A – Call has been answered	R
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CallInfo			A word describing the status of the call. Can be one of: Call Accept Abort Busy Connect End NoAns Reject	Call
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7.5. Required Response from Client's Server

No particular response is required since the event is only valid for a limited period and will not be retried. As a guidance, an "OK" response may be returned.

8. EVENT QUEUEINFO (XTOC)

8.1. Description

This event provides a client's systems or software with data on how many calls are waiting for a group of users – i.e. the state of a call queue. The event describes the queue as a whole rather than data on individual calls within the queue.

8.2. Applications

- Display of call queue data on agent and supervisor screens within the client application.
- Driving Call Centre Wallboards and Call Display Systems.
- Feeding independent performance analysis tools.
- Linking queue information with visual and audible alarm systems

8.3. Event Name

QueueInfo

8.4. Delivery Options

OnChange – whenever a caller joins or leaves the queue.

Regular – at intervals selected for this event (minimum 10 seconds)

PARAMETERS FOR EVENT QueueInfo				
<i>This event occurs when somebody joins or leaves a call queue.</i>				
Parameter	Always Available	Format	Description	Examples
EventType	✓	Up to 10 Characters	Identifies the type of queue event. JOIN = Caller is joining the queue. LEAVE = Caller is leaving the queue.	JOIN
ReasonCode		Up to 5 Characters	Only available when EventType=LEAVE. Describes the reason for caller leaving the queue. Possible values are: CLEAR = caller hung up without being answered. ANS = call was answered. JUMP = Caller jumped to voicemail. TIME = Timed out (exceeded max queue time)	CLEAR
ServiceID	✓	5 Characters	See section 2.1	Q0001
TargetID	✓	5 Characters	The ID of the Target (group or user) identifying the queue. 'Gxxxx' = Group queue 'Uxxxx' = User queue	G0002
TargetName		50 Characters	The name of the group or user which describes the queue. (Not always available).	Sales Fred

SkillGroupID		4 Characters Numeric	Skill group to which the individual call applies. Only visible if a skill group was associated with the call.	0001
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SkillGroupName		50 Characters	Name of the skill group. Only visible if a skill group was associated with the call.	Sales
Status	✓	1 Character	Status of the call within the queue. T = Transferring	T
Priority	✓	Numeric	Priority of this call in the queue. This also dictates the position in the queue.	99
QueueJoin	✓	Date [yyyymmddhhmmss]	Date and Time that the caller joined the queue.	200070126 1100
MaxQueueTime		Integer	Maximum time in queue. (seconds)	60
UserData		50 Characters	User data associated with the call in the queue.	
NumberDialled	✓	50 Characters Numeric	The number dialed by the caller in the queue.	080007500 75
CallsInQueue	✓	Integer	Number of calls queuing including the current caller.	3
LongestWait	✓	Integer (seconds)	Time that the longest waiting call has been in the queue. (including current caller).	89
AverageWait	✓	Integer (seconds)	Time to the nearest second of the average wait of all calls currently in the queue. (including current caller).	46

8.5. Required Response from Client's Server

No particular response is required since the event is only valid for a limited period and will not be retried. As a guidance, an "OK" response may be returned.

9. EVENT MESSAGEINFO (XTOC)

9.1. Description

This event provides a client's systems or software with data on how many new and saved messages are waiting in a particular User or Group voicemail box.

The event does not give details of particular messages which are normally retrieved by dial-in, download from web site or through email delivery.

9.2. Applications

- Display of message data on agent and supervisor screens within the client application.
- Driving Call Centre Wallboards and Call Display Systems.
- Linking message waiting information with visual and audible alarm systems

9.3. Event Name

MessageInfo

9.4. Delivery Options

OnChange – whenever a message arrives or is saved or deleted.

Regular – at intervals selected for this event (minimum 60 seconds)

PARAMETERS FOR EVENT MessageInfo				
Parameter	Always Available	Format	Description	Examples
ServiceID	✓	5 Characters	See section 2.1	Q0001
MailboxID	✓	5 Characters starting "U" for User or "G" for group mailbox	The ID of the User or Group mailbox where the message was left	U0023 G0002
EventType		Up to 10 characters	The thing which happened to trigger this event. NEW = A new message arrived. DELETED = A message was deleted. SAVED = A message was saved.	NEW
New	✓	Integer	Number of messages that have not been listened to	3
Saved	✓	Integer	Number of messages that have been listened to but kept on the system	23
TimeOfOldest	✓	Integer (seconds)	Time since the oldest New message has been on the system	7651

9.5. Required Response from Client's Server

No particular response is required and the event will not be retried. As a guidance, an "OK" response may be returned.

10. EVENT INSMS (XTOC)

10.1. Description

This event is signaled to a client when an SMS message is received at X-on's gateway.

It may be in response to an outbound message via the reply system, or in response to other marketing response via press or web site.

Inbound SMS may be routed to a client because:

- a) They have arrived on a dedicated number (shortcode or long number, such as an 07 mobile style number) that has been assigned to the client as part of a service.
- b) They have arrived on a shortcode and the message has been assigned to the client because of the keyword that the sender has entered at the beginning of the message.
- c) They are in response to an outbound message sent from an CTOX OutSMS event and have been assigned to the client using X-on's dynamic return address mechanism.

10.2. Applications

- Two way SMS communication in response to OutSMS event.
- Alert incident response.
- Chat
- Marketing response.
- Integration with Instant Messaging systems.
- Mobile Originated billing or subscription request.

10.3. Event Name

InSMS

10.4. Delivery Options

OnArrival – whenever a message arrives

Retry Schedule – according to a client defined retry strategy. Default is 120, 3600, 14400 meaning the SMS will be retried after 2 minutes, 1 hour and 4 hours.

10.5. Parameters

PARAMETERS FOR EVENT InSMS				
Parameter	Always Available	Format	Description	Examples
ServiceID	✓	5 Characters	See section 2.1	CUS01
FromMobile	✓	International Format typically 12 characters	The mobile number the SMS came from	447968955888
MessageID	✓	Integer up to 99,999,999	Unique Message ID	42398762
Text	✓	Up to 160 characters	Text content of the message	"Hi, got the message and will attend – Pete"
ToAddress	✓	The format and data of the ToAddress will depend on whether the inbound message is to a dedicated or shared number, or in response to an outbound OutSMS event.		
		<u>DedicatedNumber</u> 5 char shortcode or 12 char UK Mobile	The dedicated number or shortcode the user sent the text to.	447773882738 88199
		<u>Keyword</u> Up to 20 characters	The shortcode that the user sent the text to concatenated with the keyword that was sent	88199HOU SEINFO
		<u>Unique Identifier</u> Up to 20 characters	The Unique Identifier that was used as the reply address in the OutSMS CTOX Event	123gty
ReplyToID	×	Integer up to 99,999,999	If the message is a reply, this will be the ID of the SMS that was sent in the OutSMS CTOX event.	23423423
Network	✓	Character 1	The network of the mobile that sent the message, if available	V (Vodafone)
Date	✓	[yyyymmddhhnss]	Date and time that the message was received.	20070102234213

10.6. Required Response from Client's Server

The reply must contain the letters OK in order to signal acceptance. Any other response will be judged a failure and the message will be retried according to the strategy above.

11. EVENT INSMSRECEIPT (XTOC)

11.1. Description

This event is only sent in response to an OutSMS CTOX Event. It relays data from the mobile networks on the receipt of the SMS at the target mobile handset. It should be noted that SMS receipts have low priority on the mobile networks and can sometimes be delayed or even lost so system design should allow for this.

11.2. Applications

- Two way SMS communication in response to OutSMS event.
- Alert incident response.

11.3. Event Name

InSMSReceipt

11.4. Delivery Options

OnArrival – whenever a receipt arrives

Retry Schedule – according to a client defined retry strategy. Default is 120, 3600, 14400 meaning the SMS will be retried after 2 minutes, 1 hour and 4 hours.

11.5. Parameters

PARAMETERS FOR EVENT InSMSReceipt				
Parameter	Always Available	Format	Description	Examples
ServiceID	✓	5 Characters	See section 2.1	CUS01
Mobile	✓	International Format typically 12 characters	The mobile number the receipt came from	447968955888
MessageID	✓	Integer up to 99,999,999	Unique Message ID returned by the OutSMS Event that created the message	42398762
Status	✓	Character 4	X-on Status code – see table below	4001
Date	✓	[yyyymmddhhnnss]	Date and time that the receipt was received.	20070102234213

11.6. Required Response from Client's Server

The reply must contain the letters OK in order to signal acceptance. Any other response will be judged a failure and the message will be retried according to the strategy above.

11.7. Status Codes

STATUS CODES FOR EVENT InSMSReceipt	
Code	Description
4001	Successful receipt at handset
4002	Communication Error
4003	Delivery Failed (maybe low credit for Premium SMS delivery attempt)
4008	Timeout
4015	Customer Barred at Network
4016	Unknown Target Mobile Number

12. ALERT WEB SERVICE

12.1. Description

The Alert web service gives developers access to functions and procedures for constructing, sending and monitoring PhonePresence Alerts from the Alert 2 product. This is for outbound alert data only; you cannot use a web service to retrieve incoming responses to alerts.

The alert web service is accessible from the following url:

<http://www.x-ondata.com/wsphones/alerts.asmx>

12.2. Common Parameters

For security reasons, all the methods within the Alert web service accept three common parameters, in accordance with the PhonePresence system. These are: *ServiceId*, *UserId* and *Password*. These are the same credentials as used for logging into the PhonePresence system.

12.3. Applications

- Sending alert messages
- Scheduling alert messages
- Creating alert scenarios as part of a disaster plan
- Executing emergency alerts
- Retrieving lists of alert scenarios
- Alert incident response.

12.4. Web Methods in Alerts.asmx

Method: ExecuteAlertScenario				
Purpose: Start sending alerts as defined in a specific alert scenario (does not return anything)				
Parameter	Always Available	Format	Description	Examples
ScenarioKeyVal	✓	String	X-on Status code – see table below	
UserKeyVal	✓	9 Characters	The PhonePresence KeyVal of the user executing this web method.	Q00010025
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: GetAlertScenarios				
Purpose: Get a list of the alert scenarios on this PhonePresence service (returns a list)				
Parameter	Always Available	Format	Description	Examples
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: SaveAlertScenarioDetails				
Purpose: Create or update an alert scenario (does not return anything)				
Parameter	Always Available	Format	Description	Examples
UserKeyVal	✓	String	PhonePresence user keyval of user who is executing this web method	Q00010025
ScenarioKeyVal	✓	String	Unique ID of the scenario being saved or updated	
Description	✓	String	Description of the scenario	Bomb Threat
Status	✓	String	For now, always use 'A' for this (in future different values may be incorporated).	A
TextContent	✓	String	Textual content that will be sent to alert recipients for this scenario	There has been a bomb threat, please do not come to work today.
MediaContent	✓	String	Filename of audio content (where applicable) – this can only be used via the PhonePresence web interface.	
ChosenContactsDelimited	✓	String	Comma delimited list of contacts to whom the alert message will be sent (U=User, G=Group)	U0001, U0025, U0037, G0071, G0072
DeviceSequence	✓	String	Comma delimited list of devices to be used for contact	E01, M01, P01
AckRequired	✓	Char ("Y"/"N")	Is acknowledgement required from the recipients of the alert?	Y
AckTimeout	✓	String	How many minutes can elapse without acknowledgement before	5

			the contact is considered to have timed out?	
ReportEmail	✓	String	The email address to which a report of the alert is sent once complete.	paul@x-on.co.uk
AuthType	✓	String	In future this will be used to indicate whether authorization is required with recipients' responses to the alert. For now, please just use 'N' for this until the authorization feature has been developed.	N
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: AlertAck				
Purpose: Acknowledge that an alert has been received. (does not return anything)				
Parameter	Always Available	Format	Description	Examples
KeyVal	✓	String	Unique id of the specific alert contact instance	
AckText	✓	String	Text that was sent back as acknowledgement by the alert recipient	OK Yes No
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: GetAlertSessions				
Purpose: Returns a list of alert sessions (past, present and future) for the PhonePresence service.				
Parameter	Always Available	Format	Description	Examples
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: GetAlertScenarioContacts				
Purpose: Returns a list of contacts (intended recipients) for a given alert scenario.				
Parameter	Always Available	Format	Description	Examples
ScenarioKeyVal	✓	String	The unique id of the scenario	
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: GetAlertPossibleContacts

Purpose: Returns a list of PhonePresence Users who may be eligible to receive alerts. This is intended for Search pages and the like – you provide part of the name and it returns a list of matches.

Parameter	Always Available	Format	Description	Examples
NameSearch	✓	String	Part of a name	FRED
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: GetAlertSessionDetails

Purpose: Returns the current details for a given alert session. This will provide information such as how many people were successfully contacts and how many were not.

Parameter	Always Available	Format	Description	Examples
SessionKeyVal	✓	String	The unique id of the alert session	
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: GetAlertScenarioDetails				
Purpose: Returns the details of a given alert scenario, including things like the name and description and who the intended recipients are, and what the content of the text message is.				
Parameter	Always Available	Format	Description	Examples
ScenarioKeyVal	✓	String	The unique id of the alert scenario	
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: SetAlertStatus				
Purpose: Set the status of an alert session. (does not return anything).				
Parameter	Always Available	Format	Description	Examples
SessionKeyVal	✓	String	The unique id of the alert session	
StatusChar	✓	1 Character	A character indicating the status of the alert session. (To be called when the software user stops, starts, pauses etc. the alert session) P = Paused S = Stopped A = Active D = Deleted	A
ServiceID	✓	5 Characters	PhonePresence Service ID	Q0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025

Password	✓	String	PhonePresence Password of the user executing this web method.	123
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Text-To-Speech Auto Alert Web Methods

These web methods are accessible from the alerts.asmx webservice; they are meant for use in Crisis Commander applications or other applications where on-the-fly text to speech telephone calls are required.

Method: StartTTSAutoAlert

Purpose: Automatically generate a text-to-speech alert callout to any given number.

Output: This will return either a **Session ID** (if the callout was made), or an **Error** if there was a problem making the call. The **Session ID** can be used to review the results, and user responses for the callout, using the **ReviewTTSAutoAlert** web method.

<i>Parameter</i>	<i>Always Available</i>	<i>Format</i>	<i>Description</i>	<i>Examples</i>
TextToSay	✓	String	The text to be spoken on the phone to the chosen recipient	Hello this is a test alert message.
MobileNumber	✓	String	The landline or mobile phone number of the person to receive the message	07717123456
SiteNumber	✓	Number	Identifies the X-on site where the service is running. This should always be 0 (zero) unless otherwise instructed.	0
VoiceNumber	✓	Number	The style of voice used to speak the message. 0 is the standard Microsoft voice. 1 is a high quality English voice. (recommended)	1
AuthType	✓	1 Character	The type of authentication required by the recipient before they hear the message. N = None P = Enter PIN on handset	N

			0..9 = Press number on handset # = Press # key on handset * = Press * key on handset	
ServiceID	✓	4 Characters	PhonePresence Service ID	0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Method: ReviewTTSAutoAlert

Purpose: Gives the results of a text to speech callout, broken down into individual contacts made using **StartTTSAutoAlert** and the results of them.

Output: An XML document describing the results of each individual contact attempt. The information returned will include things like the recipient's keypress on their handset, the date/time of their response, the current status of the contact (awaiting response, timed out, etc). The results will be different depending on the time when the method is run. For example, if run during a callout, the results will indicate "in progress", but if called afterwards, results will indicate the final results.

<i>Parameter</i>	<i>Always Available</i>	<i>Format</i>	<i>Description</i>	<i>Examples</i>
SessionID	✓	String	The value returned by StartTTSAutoAlert	Q00010000 002300000 178
ServiceID	✓	4 Characters	PhonePresence Service ID	0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123

Example XML output from ReviewTTSAutoAlert:

The only relevant XML items for TTS Auto Alerts are: **uri**, **replytext**, **datesent**, **dateack** and **status**. These are highlighted in the example below.

<Contacts>

= <Contact>

<keyval>Q00010000000100000150U0033V01U0033</keyval>

<seq>1</seq>

<rank>0</rank>

<groupname />

<contactname>mycontactname</contactname>

<uri>07xxxxxxxxxxxx</uri> (this is the phone number contacted)

`<datecreated>10/08/2009 15:42:58</datecreated>`

`<datesent>10/08/2009 15:42:58</datesent>` (date/time call was made)

`<dateack>10/08/2009 15:43:19</dateack>` (date/time of response)

`<status>C</status>` (C=Completed, anything else = failed)

`<ackrequired>Y</ackrequired>`

`<ackdeadline>10/08/2009 15:43:58</ackdeadline>` (timeout limit for response)

`<acktimeout>1</acktimeout>`

`<actiononfail>D</actiononfail>`

`<actiononsuccess>D</actiononsuccess>`

`<errormessage />` (may contain useful error info if status was not 'C')

`<subject>TTS AUTO ALERT</subject>`

`<textcontent>test</textcontent>`

`<mediacontent>\\XONFILE2\X
Drive\IVR\Alerts\Q0001\Q00010000001.PCM</mediacontent>`

`<replytext>1</replytext>` (this is the key pressed by recipient on their phone)

`<password>xxxx</password>`

`<deleted>0</deleted>`

`<fromusername>webusername</fromusername>`

`<fromuserkeyval>Qxxxxyyyy</fromuserkeyval>`

`<attempts>1</attempts>`

`<maxattempts>1</maxattempts>`

`<autoretry>N</autoretry>`

`<excludereason />`

`<authtype>N</authtype>`

`<authresponse />`

`<txid />`

<attachment />

</Contact>

</Contacts>

Method: ReviewTTSSessions

Purpose: Gives a list of callout sessions made for the service to date, and their summary outcomes. You can then use these results in whatever reporting application you want.

Output: An XML document describing the results of each callout session. The **keyval** gives the **SessionID** which can be used in **ReviewTTSAutoAlert** to obtain details of individual contacts if required.

Parameter	Always Available	Format	Description	Examples
SessionID	✓	String	The value returned by StartTTSAutoAlert	Q00010000 002300000 178
ServiceID	✓	4 Characters	PhonePresence Service ID	0001
UserID	✓	4 characters	PhonePresence User ID of the user executing this web method.	0025
Password	✓	String	PhonePresence Password of the user executing this web method.	123