Wildix Web API

Quick Guide

Version: 11.12.2013

Wildix

Wildix Web API integrates with CRM, ERP software, Fias/Fidelio solutions and Web applications. Javascript Telephony API allows you to control the devices connected to the corporate Wildix PBX.

General information

Web Api is a Javascript Telephony API that allows you to control supported devices connected to your Wildix PBX from a web page. **Web Api turns any web page into an Attendant Console** allowing you to make and receive calls via your Wildix phone or Zero Distance client with one click. You can have a separate page for communication or embed the application into any existing web page that the employees can use to monitor, make, receive and manage all the internal and external calls. Web Api supports also **Chat** and **Presence** service. Users can see the presence status of each other and exchange chat messages with the colleagues.

Introducing Web Api can bring a considerable positive change to the daily routine of the employees. Web Api is an ideal solution for reception, secretary, operators since you can embed the API anywhere into your web page or your web application. The employees can manage all the calls without having to open another web page, a separate application, or even looking at their phone screen. An employer can monitor the calls directly from the web application used by the company. For example, a reservations manager or a travel agent who is talking on the phone to the customer trying at the same time to find the best possible solution to offer him. Telephony API is visualized in the corner of the web page allowing the employee to monitor and manage the calls from the same web page. He can start and stop a call recording with just one click of a button, put a call on hold and make another internal or external call, see notifications about other incoming calls and respond or decline them without having to distract from the work he is doing at the moment. Leverage Wildix solutions to improve your customer service, to speed up and facilitate your work and to boost your efficiency!

Implementation of Wildix Web API does not require a web developer to be an expert in JavaScript. The API's architecture is scalable and flexible and allows adding additional features on the go. At the moment all the basic telephony features are supported, such as make a call, answer the call, put a call on hold, resume a call, hangup, start and stop call recording, monitor the active calls. The javascript library offers callback functions that can be used to generate pop-ups and that allows easy integration with other environments.

Download the Javascript library

The Javascript library and its eventual updates can be downloaded from the PBX, using this address: http://%PBX_IP%/public/wtapi.js

Example: http://192.168.1.124/public/wtapi.js

The library version available on the PBX is always compatible with the PBX firmware version installed.

Requirements

- A web server

- Wildix licenses:
  - CTIconnect PRO
  - CTIconnect Attendant Console
  - W-TAPI

- The application was tested on the following browsers:
  - Firefox 21
  - Opera 12
  - Google Chrome 27
  - Safari 6
  - IE 10

Features

Telephony Plugin

Telephony plugin (Console) allows you to control the supported devices connected to the Wildix PBX and registered to your extension.

Telephony features supported presently:

- make a call
- answer or decline a call
- put a call on hold and resume
- blind transfer
- bridge two calls (attendant transfer)
- start and stop call recording
- hangup
- monitor your active calls and receive new calls notifications

Devices supported:

- Wildix WP phones (except WP400)
- Zero Distance client*
  * Wildix Zero Distance application is required

A user connected via Web Api appears as online for all other users of the system connected to CTIconnect PRO.

Chat Plugin

Chat plugin allows exchanging (sending and receiving) chat messages with all the users of the system.
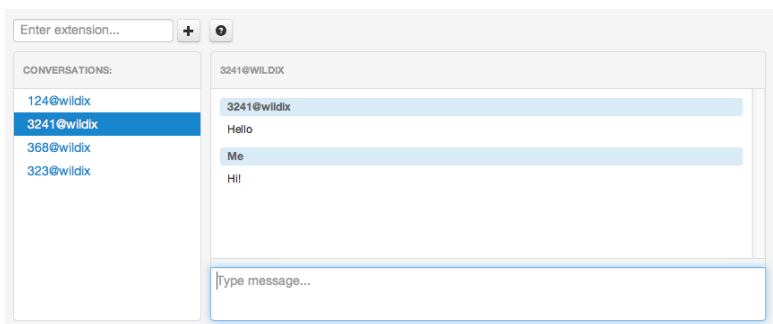
Presence Plugin

Presence plugin (Subscription) allows you to monitor the presence status of the colleagues and their location (if indicated) and to show your own presence status and location.
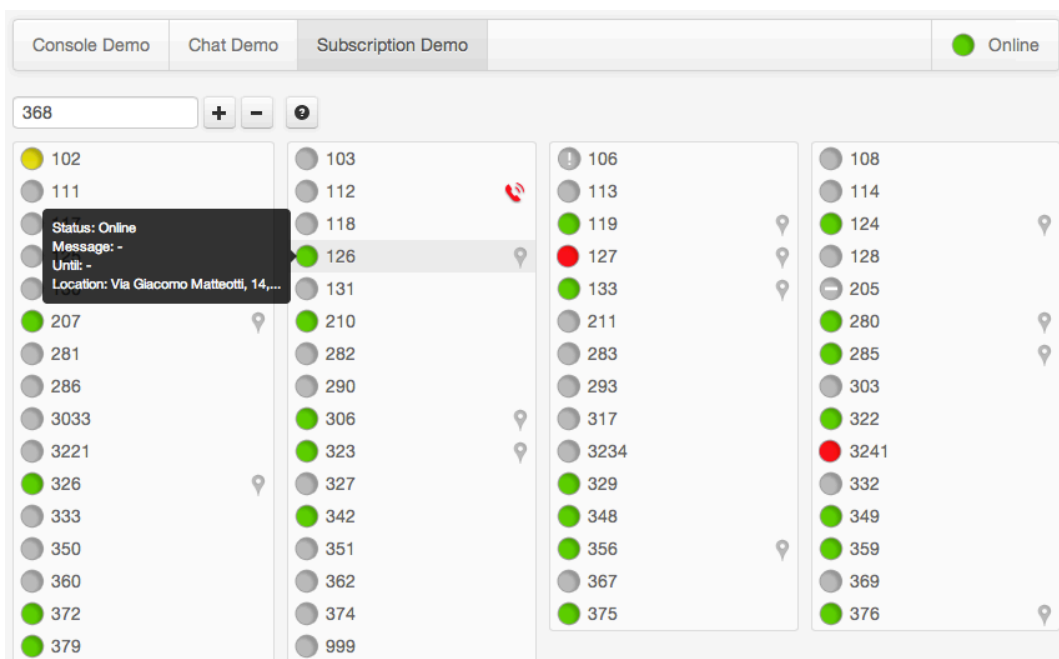
Call Groups Plugin

Call Groups module allows you to monitor the call center activity and to manage the call groups.

Features:

- Receive the list of all the call groups with a list of group members
- Monitor the active calls
- See the talk time / idle time for each group member
- Dynamically add members to call groups
- Put a user on pause in a call group
- See the list of callers, the channel and the waiting time to be connected to a call agent

Usage notes:

- It is not possible to add a user to a group over the WMS Network
- For a user who has been dynamically added to a call group, the user preferences do not work (DND, mobility, call forwarding...), "Call waiting" feature is off. For group members added via WMS, user preferences work and "Call waiting" feature is on
- The ACL ability "can/cannot manage a callcenter" allows a user to perform actions on call groups' members: put a user on hold, add users to call groups. In case the ability is disabled ("cannot mange a callcenter"), a user can perform the actions only on himself (add himself to a call group, put himself on pause in a call group)

Web Api demo

The package contains a Javascript library and a sample html code.
A direct access to the developer's documentation is provided on the Demo login page (http://www.wildix.com/webapi/doc/)

Web Api demo is a working example, just upload it to your web server to give it a try!

Web Api demo version can be found on the Wildix website http://pbx.wildix.com/webapi/
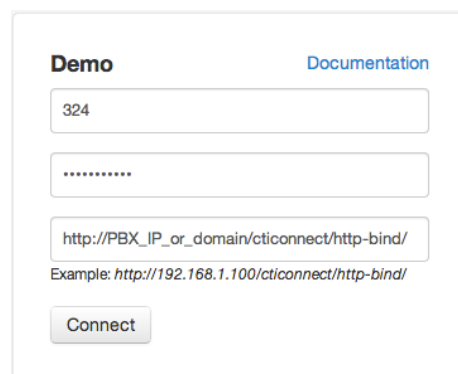
Installation:
- Download the package
- Unpack the archive to a folder on your web server
- Open the browser and type the path to the Web Api folder into the URL: the server's IP address and the folder where Web Api resides. Example: http://192.168.1.198/webapi/

Connection:
You need to have one or several supported devices connected to the PBX and registered to your Wildix extension

- Open the browser and type the server IP address into the URL (Example: http://192.168.1.198/webapi/)
- Enter your credentials and your PBX address or domain name and add the string /cticonnect/http-bind/ at the end
- Click on "Connect"

Console Demo
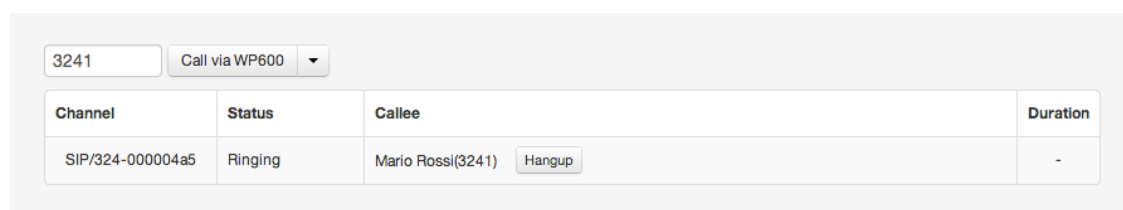
Make a call
- Type the extension number into the field (e.g. "3241")
- Select the device to make a call

e.g. Click on "Call via WP600" to make a call via WP600 phone or press the arrow icon to select another device
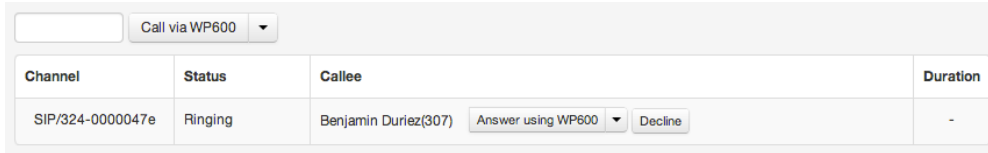
Channel	Status	Callee		Duration
SIP/324-000004a5	Ringing	Mario Rossi(3241)	Hangup	-

Receive a call

- Every time you have an incoming call, a notification on the Demo page is shown
- Press the button "Answer using…", or if you have several devices registered to your extension, click on the arrow to change the device
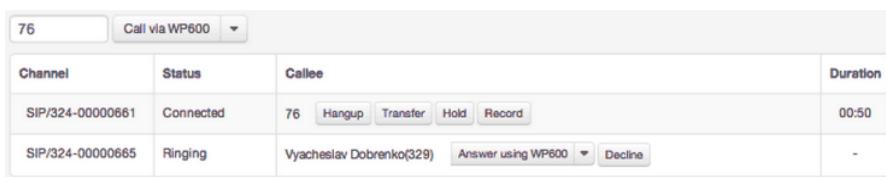- Press "Decline" to decline an incoming call

Manage a call

The application allows you to monitor and manage all the active calls
- Press "Hangup" to end the call
- Press "Hold" to put a call on hold. Press "Resume" to resume a call.
- Press "Record" to start a call recording. Press "Stop record" to stop the call recording.
- Press "Transfer" to make a blind transfer. In case you have several active calls, you can press the button "Transfer" and select another active call to bridge two calls and perform an attended transfer.

Chat Demo

To write a new chat message, enter an extension number into the field and click "+" -> type your chat message -> press "Enter"

Subscription Demo

🟢 - online

🟡 - the user has set up the status "Away"

🔴 - the user has set up the status "Do not disturb"

⚪ - offline

⚠ - the user has set up the status "Away" before going offline

⊖ - the user has set up the status "DND" before going offline

📞 - incoming call

📞 - talking on the phone

The icon 📍 indicates that the user has set up his location

Focus the cursor on the extension number to see the complete Presence information:
- user's Presence status
- status message (if indicated)
- until (expiry date of a status message, if indicated by the user)
- location (if indicated)
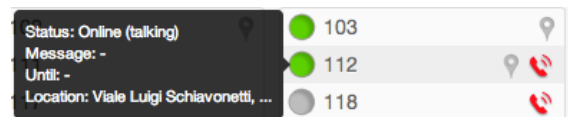
Subscribe to monitor the Presence status of users who are not in your roster:
Enter the extension number into the field and click "+" to manually add him to the list. Click "-" to remove a contact from the list. In case a user is present in your roster, you cannot manually remove him from the list.
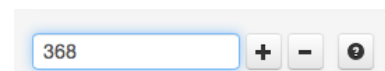

Change your personal Presence status
Click on your Presence status icon and select a new status. Additionally you can add a status message. In case you have set up a status "DND" or "Away" you can enter the expiry date for this status as an additional information for the colleagues. Click "Apply" after you have selected a new status.
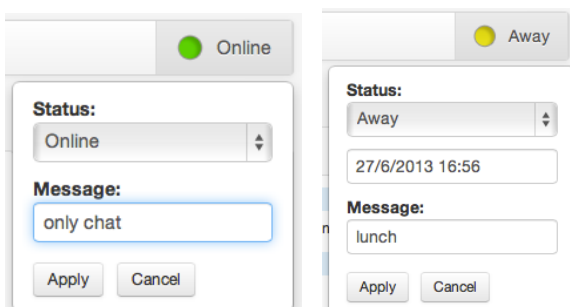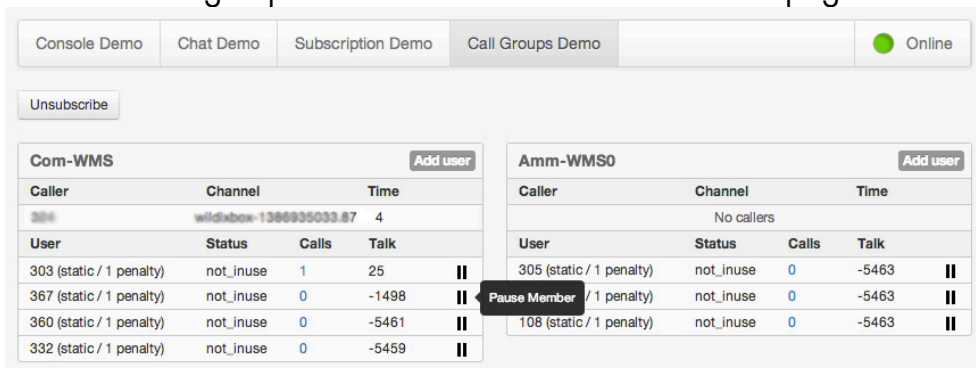
Call Groups Demo

Press "*Subscribe*" to start monitoring the call groups:
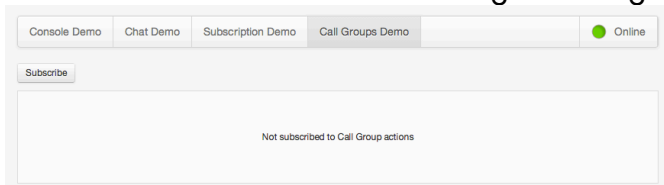
The list of call groups with members is visualized on the page:

The information about the queue of callers, the channel, the ringing time (the "Time" column) for each caller is shown for each call group. Each group member appears on the list with relative information about device status, number of calls, talk/idle time.

Status
For dynamically added group members, device status is shown correctly: "not_inuse", "inuse", "ringing". For the members added via WMS, device status is "inuse" when receiving a call, "not_inuse" in other cases.

Talk time
Talk/idle time is indicated in the "Talk" column with positive value (for talk time) and negative value (for idle time). As soon as the member answers a call, the counter of the talk time starts. As soon as the user hangs up, the counter of the idle time starts.

Actions
- To put a member on pause in a call group, click on the icon ❚❚ in front of the user
- To dynamically add a user to a call group, click "*Add user*" icon inside the call group box -> enter the extension -> click "*Add*":

Note: In case your ACL group limitation does not allow you to manage the callcenter ("cannot manage a callcenter" is set up in the WMS > Users > Groups for your group), you can perform actions only on yourself (put yourself on pause in a call group, add yourself to a call group).
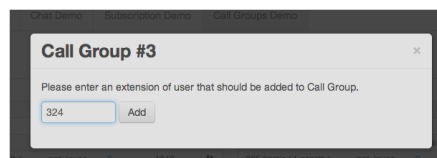
- To remove a dynamically added member, click on the icon "x" in front of the user
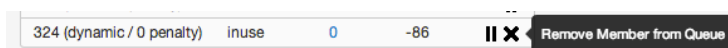
Contacts

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