



Callbutton Data XML Services

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Contact: terry@callbutton.com

Callbutton Client → Callbutton Server

```
<?xml version="1.0"?>
<Callbutton version="B">
  <CallbuttonService>
    <GetCallDetailsRequest>
      <ClientCode>custcode_1</ClientCode>
      ...
      <ClientCode>custcode_n</ClientCode>
      <StartDate>start</StartDate>
      <EndDate>end</EndDate>
    </GetCallDetailsRequest >
  </CallbuttonService>
</Callbutton>
```

NOTES:

- Post above xml as an HTTP POST to the Callbutton server at <http://xxx.xxx.xxx.xxx/cb/main/jsp/xml/xml.jsp> (Where the i.p. is your reseller domain or inquire with Callbutton to get the i.p. address).
- The variables (in italics) are defined as follows:

custcode_1...custcode_n: Custcode is the customer codes for which information is requested. Callbutton can use the same customer codes as partners. Information may be requested for one or more client codes. If the first custcode is *, all information for all clients that the user has permission to access will be returned. NOTE: Toll-free numbers are unique to clients and thus serve well as unique identifiers. Requesting information by toll free number (tfn) is the most popular method among Callbutton partners. Toll free numbers, in 10 digits format with no hyphens, spacer, etc, are passed for custcode.

status_flag_1...status_flag_n: Whether additional status data (call recording reviewed, sales status, journal content) will be returned for the call details for that client. Values are "true" and "false". May be omitted, in which case it defaults to "false".

start: Start date for calls to be returned in format MM/DD/YYYY HH:MM:SS. Time zone is read as Central Time (CT).

end: End date in format MM/DD/YYYY HH:MM:SS. Time zone is read as Central Time (CT). If null, returns all calls between the start date and now. if both start and end are null, all calls for the given clients are returned.



Callbutton Server → Callbutton Client

If the request is successful, the Callbutton server will return the following XML to the client:

```
<?xml version="1.0"?>
<Callbutton version="B">
  <Username>username</Username>
  <Authentication>ip address</Authentication>
  <CallbuttonService>
    <GetCallDetailsResponse status="OK">
      <Client>
        <ClientCode>custcode_1</ClientCode>
        <CallDetails>
          <Call ID="callID">
            <StartTime>start</StartTime>
            <Campaign>campaignID</Campaign>
            <DID>did</DID>
            <ANI>ani</ANI>
            <OtherData>otherdata</OtherData>
            <InfoDigits>infoDigits</InfoDigits>
            <Target>target</Target>
            <Result>result</Result>
            <Duration>duration</Duration>
            <TalkTime>talkTime</TalkTime>
            <IndexNumber>indexNumber</IndexNumber>
            <VoiceDirectory>voiceDir</VoiceDirectory>
            <Address>
              <FirstName>firstName</FirstName>
              <MiddleInitial>mi</MiddleInitial>
              <LastName>lastName</LastName>
              <StreetAddress>address</StreetAddress>
              <SecondaryAddress>second</SecondaryAddress>
              <City>city</City>
              <State>st</State>
              <ZIP>zip</ZIP>
              <ZIP4>zip4</ZIP4>
            </Address>
            <ReviewedStatus>reviewed_status</ReviewedStatus>
            <DTMF>touchTonesEntered</DTMF>
            <SalesStatus>sales_status</SalesStatus>
            <Journal>journal</Journal>
          </Call>
          ...
        </CallDetails>
      </Client>
      ...
    </Client>
    <ClientCode>custcode_n</ClientCode>
    ...
  </Client>
</GetCallDetailsResponse>
</CallbuttonService>
</Callbutton>
```

NOTES:

- The variables (in italics) are defined as follows:

custcode_1...custcode_n: The client codes for which information was requested. If * was requested, client codes for all clients for which the requesting user has access permission.

callID: The unique ID assigned to the call. This ID can be used to append records.

start: The call's start time, in central time zone, in the format "MM/DD/YYYY HH:MI:SS", with the hours specified in 24-hour form.

CampaignId:

DID: DID (tracking number) of the call. 10 digit format without hyphens, brackets, or other. Typically the most important field passed

ANI: Number of calling party, if available. It is available in 99.6% of events. This is passed in 10 digit format without hyphens, brackets, etc..

otherdata: the value in the otherdata field

infoDigits: Type of phone. Can be blank for normal, "p" for payphone, "c" for cell phone.

target: Target number of the call. 10 digit format without hyphens, brackets, or other.

result: Result of call; values are "Connected", "Busy", "No Answer", "Abandoned".

duration: Total duration of the call, in seconds, from the moment the caller dials the number

talkTime: Total talk time of the call, in seconds, from the moment the answering party picks up

indexNumber: Index number as spoken at the end of the call to the target.

voiceDir: Directory containing the recording for the call on the Callbutton server. Omitted if the call was not recorded. This is Event_CallRecordingURL, e.g.

<http://xxx.xxx.xxx.xxx/cb/main/jsp/mates/cBEventCallRecordingURL.jsp?id=callID>

NOTE: "ipaddress" can be replaced by partner's Callbutton domain, e.g. yachtworldtfn.com

Address: This tag is not included if the address is not available. The sub-tags are self-explanatory for the most part. A few comments follow each tag.

firstName: First name, may include prefixes, varchar field

mi: Middle name, varchar field

lastName: Last name, may include suffixes

address: varchar field

second: varchar field

city: varchar field

st: State or Canadian Province, 2-character postal code abbreviation.

zip: Five or six characters including a leading 0 for east coast US Zip codes. Canadian postal codes are passed with six characters, e.g. V1M2H8

zip4: The four digits following the code. No hyphen. This field may be empty.



reviewed_status: Whether or not the call recording of the call has been reviewed. Possible values are "Unreviewed" (this is also the status for calls without recordings" and "Reviewed". Only included if the status flag for the call's client is set to true.

touchTonesEntered: The digits entered by the caller, typically during a survey or auto attendant navigation.

sales_status: Sales status of the call as specified manually in the options page of the call detail report. Possible values are empty, "Called back", and "Made sale". Only included if the status flag for the call's client is set to true.

journal: Journal information for the call, also known as "notes", as entered manually in the options page of the call detail report. Note that this may be long and will almost definitely include carriage returns. Only included if the status flag for the call's client is set to true. This field not recommended.

If the request fails, the server will return the following XML:

```
<?xml version="1.0"?>
<Callbutton version="B">
  <Username>username</Username>
  <Authentication>ip address</Authentication>
  <CallbuttonService>
    <GetCallDetailResponse status="status">
      error message
    </GetCallDetailResponse>
  </CallbuttonService>
</Callbutton>
```

The variables are defined as follows:

status: "UNAUTHORIZED" if the authentication validation failed, "ERROR" otherwise

error message: a descriptive error message, e.g. Date range not valid, Connection time out, etc.

Partner Technical Support

Callbutton partners and prospective partner technical teams may email questions to Callbutton at terry@callbutton.com seven days a week. Thank you.

END.