



Callbutton Routing XML Services

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Callbutton client → Callbutton server

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<numberData>
  <accountNumber>account number</accountNumber>
  <tollFreeNumber>tracking number</tollFreeNumber>
  <tollFreeNumberName>descriptive name</tollFreeNumberName>
  <otherData>other data</otherData>
  <ringsTo>destination number</ringsTo>
  <recording>recoding</recording>
  <whisper>whisper</whisper>
  <whisperText>whisper text</whisperText>
</numberData>
```

NOTES:

- Post above xml to <http://xxx.xxx.xxx.xxx/updateTFN.jsp> (Callbutton to provide IP Address).
- Only one phone number can be processed per post.
- All fields overwrite data entered into the Callbutton database via the Callbutton application, including null values, except <accountNumber>.
- The variables (in italics) are defined as follows:

account number: the Callbutton account number you wish this tracking number to reside in. Often clients use the same account number in their systems as Callbutton does in its system. Valid Callbutton account numbers are 3 to 9 digits, numeric only. If no account number is provided in this tag, the account number will not be changed.

tracking number: the phone number for which routing will be changed. This is a required field. This field must contain a string that is 12 characters long as dashes "-" are required, e.g. 888-452-3438

descriptive name: not required. This is alpha numeric name directly associated with the tracking number and where it is published, e.g. "Google Landing Page". Most Callbutton generated reports are based on and reported by the names assigned to toll free numbers. Therefore Callbutton will have the number default to the name if a value is not provided here, e.g. Number: 888-452-3438, Name: 888-452-3438

other data: not required. This is alpha numeric name directly associated with the tracking number but NOT used in any of Callbutton's reporting. Thus it is an ideal field for hidden tracking codes.

destination number: required. Callbutton is looking for the phone number that will ring when the tracking number is dialed. Callbutton is expecting a string that is 12 characters long as dashes "-" are required, e.g. 425-941-4503

recording: not required. Pass a '1' to record calls, and '0' to not record calls. Defaults to '0'. Your company's default notification to callers will play automatically should you set call recording to ON, e.g. "This call may be recorded for quality control."



whisper: not required. Pass a '1' to turn call announcement ON, and a '0' to turn call announcement OFF. Defaults to '0'. A whisper, or cal announcement, plays a brief audible message to the answering party that the calling party cannot hear and then automatically connects the two parties, e.g. "Call from Google Landing Page."

whisper text: not required. This is a 50 character maximum field, alpha only. No numbers or symbols. This is the text that will be read via text-to-speech when whisper is ON. If whisper is ON and no whisper text is provided, the descriptive name will be insert into this field.

Callbutton server → Callbutton server

After the xml is processed on Callbutton's server, Callbutton will respond with the xml response below:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<update>
  <numberUpdate>result</numberUpdate >
  <error>error</error>
</update>
```

NOTES:

- Please provide all IP addresses of your servers, so that Callbutton may authenticate all incoming requests from a list we maintain. Requests from servers at ip addresses not on Callbutton's approved security list will receive a general "FAILED" message.
- The variables (in italics) are defined as follows:
result: The two types of response to the update are "SUCCESS" or "FAILED". Upon "SUCCESS", all data has been saved on the Callbutton server and the routing information has been successfully loaded on the Callbutton telephony switch.
error: If the update 'FAILED' an error message will be provided in this field, e.g. Field ringsTo has invalid data

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.