

SangamCRM - Telephony API Developer Guide

Domain: `*****.sangamcrm.com`

Authorization Token:

Replace `*****` with the actual token for API authorization.

Note: All APIs mentioned in this document are **POST** APIs.

1. CRM Call Log API

API Endpoint

URL:

`https://{domain}/api/v1/ivr-call-log?ivr-name={ivr-name}`

Header Parameters

- **Content-Type:** `application/json`
- **Accept:** `application/json`
- **Authorization:** `*****`

Body Request Format

The parameters can be customized as needed. Sample structure:

JSON

```
[
  {
    "duration": "00:01:00",
    "enjay_lat_source_number": "987***987*",
    "date_start": "2020-11-10 10:55:47",
    "date_end": "2020-11-10 10:56:47",
    "mobile_call_detect_c": "0",
    "name": "987***987*",
    "enjay_lat_destination_number": "789***789*",
    "assigned_user_id": "1",
```

```

        "decision_variable": "",
        "direction": "Outbound",
        "call_status": "Held",
        "logged_via": "Calllog",
        "logged_by": "IVR",
        "synapse_recording_link": ""
    },
    {
        "duration": "00:01:00",
        "enjoy_lat_source_number": "789***789*",
        "date_start": "2020-11-10 10:58:47",
        "date_end": "2020-11-10 10:59:47",
        "mobile_call_detect_c": "0",
        "name": "789***789*",
        "enjoy_lat_destination_number": "987***987*",
        "assigned_user_id": "1",
        "decision_variable": "",
        "direction": "Inbound",
        "call_status": "Held",
        "logged_via": "Calllog",
        "logged_by": "IVR",
        "synapse_recording_link": ""
    }
]

```

Response Format

JSON

```

{
    "status": 200,
    "result": [
        {
            "id": "b80a3578-84a4-4139-90b1-7a68d8fc06de",
            "call_match": 0,
            "decision_variable": "always",
            "num": "8200414448",
            "deleted": "0"
        }
    ]
}

```

}

Parameter Details

Parameter	Description
duration	Call duration (e.g., "00:01:00")
enjay_lat_source_number	Source number
date_start	Start date and time (e.g., "2020-11-09 13:18:47")
date_end	End date and time (e.g., "2020-11-09 13:19:47")
mobile_call_detect_c	0 = always 0 (indicates call is not deleted)
name	Subject; Inbound calls: Source number, Outbound calls: Destination number
enjay_lat_destination_number	Destination number
assigned_user_id	CRM Owner ID
decision_variable	Call log permission; options: always , never , "" (empty)
direction	Direction of the call; options: Inbound , Outbound
call_status	Call status; options: Held , Not Held
logged_via	Call logging method; set as Calllog
logged_by	Source of the log; options: CRM App , Synapse , IVR

2. Call Pop-up API

API Endpoint

URL:

<https://{domain}/api/v1/ivr-call-notify?ivr-name={ivr-name}>

Header Parameters

- **Content-Type**: application/json
- **Accept**: application/json

- **Authorization:** *****

Body Request Format

Sample structure:

JSON

```
{
  "cli": "987***987*",
  "event": "TC",
  "uniqueid": "12398778.1234",
  "time": "2020-11-10 10:55:47",
  "nm": "abc@gmail.com",
  "to": "789***789*"
}
```

Response Format

JSON

```
{
  "message": "success"
}
```

3. Exotel Click-to-Call API Configuration

This section covers the integration of the Exotel Click-to-Call solution. The configuration details are as follows: The masking information will be provided by the Exotel Portal or the Exotel team.

API Endpoint

URL:

@api.exotel.com

API Parameters and Event Mapping

1. **Call Outbound API**
 - **Parameter:** phone
 - **Event Mapping:** User Primary Phone
2. **Call Outbound Body API**
 - **API Body Parameters:**
 - **Access Key:** *****
 - **Authorization:** *****

- `callerId: *****`
- `customerId: *****`

This document details the configuration and usage of SangamCRM's **Telephony Call Log**, **Call Pop-up**, and **Exotel Click-to-Call** APIs, allowing smooth integration with telephony systems. Adjust parameter names and authorization tokens as required for your application.