

## KCTI4 API client (v4.5.x o superiore)

Il client mette a disposizione all'utente delle API per poter effettuare delle azioni in maniera programmatica senza l'utilizzo dell'interfaccia grafica.

Le azioni disponibili sono:

- chiamare un numero
- chiudere la chiamata corrente
- trasferire con e senza offerta una chiamata in corso
- mettersi/togliersi dalla pausa su tutte le code
- abilitare/disabilitare il DND
- recuperare dati di una chiamata attiva

Per eseguire una delle azioni disponibili tramite le API del client bisogna inviare una richiesta **HTTPS POST** all'URL **https://127.0.0.1:5039** con Content-Type **application/xml**.

Tutte le richieste devono contenere il root tag `<kpbx_request>` e i tag di autenticazione `<username>` e `<pwd_md5>`. In particolare il tag `<username>` deve contenere l'username dell'utente che è loggato sul CTI, mentre il tag `<pwd_md5>` deve contenere l'hash MD5 della password del medesimo utente.

Le risposte alle API hanno come root tag `<kpbx_response>` e, se l'API restituisce dei dati, questi sono contenuti all'interno del tag `<data>`.

Seguono le risposte generiche con i relativi codici di errore:

### === Success (errcode 0) ===

```
<?xml version="1.0"?>
<kpbx_response>
  <...>
    <error_code>
      <code>0</code>
      <message>Success</message>
    </error_code>
    <data>...</data>
  </...>
</kpbx_response>
```

### === Invalid username or password (errcode 10) ===

```
<?xml version="1.0"?>
<kpbx_response>
  <...>
    <error_code>
      <code>10</code>
      <message>Error – Authentication failed</message>
    </error_code>
  </...>
</kpbx_response>
```

### === Invalid request (errcode 11) ===

```
<?xml version="1.0"?>
<kpbx_response>
```

```

    <...>
      <error_code>
        <code>11</code>
        <message>Invalid request</message>
      </error_code>
    </...>
  </kpbx_response>

=== Unknown command (errcode 12) ===
  <?xml version="1.0"?>
  <kpbx_response>
    <...>
      <error_code>
        <code>12</code>
        <message>Unknown command</message>
      </error_code>
    </...>
  </kpbx_response>

```

A seguire i possibili comandi da inviare:

**=== Pause on queues ===**

Request:

```

  <?xml version="1.0"?>
  <kpbx_request>
    <pauseQueues>
      <username>pippo</username>
      <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
      <paused>1</paused>
    </pauseQueues>
  </kpbx_request>

```

**=== Unpause on queues ===**

Request:

```

  <?xml version="1.0"?>
  <kpbx_request>
    <pauseQueues>
      <username>pippo</username>
      <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
      <paused>0</paused>
    </pauseQueues>
  </kpbx_request>

```

**=== Set DND ===**

Request:

```

  <?xml version="1.0"?>
  <kpbx_request>
    <setDND>
      <username>pippo</username>
      <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
      <DND>1</DND>
    </setDND>

```

```
</kpbx_request>
```

=== Unset DND ===

Request:

```
<?xml version="1.0"?>
```

```
<kpbx_request>
```

```
  <setDND>
```

```
    <username>pippo</username>
```

```
    <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
```

```
    <DND>0</DND>
```

```
  </setDND>
```

```
</kpbx_request>
```

=== Call to 625 ===

Request:

```
<?xml version="1.0"?>
```

```
<kpbx_request>
```

```
  <click2call>
```

```
    <username>pippo</username>
```

```
    <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
```

```
    <number_to_call>625</number_to_call>
```

```
  </click2call>
```

```
</kpbx_request>
```

=== Hangup current call ===

Request:

```
<?xml version="1.0"?>
```

```
<kpbx_request>
```

```
  <hangupcall>
```

```
    <username>pippo</username>
```

```
    <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
```

```
  </hangupcall>
```

```
</kpbx_request>
```

=== uTransfer to 234 ===

Request:

```
<?xml version="1.0"?>
```

```
<kpbx_request>
```

```
  <transfercall>
```

```
    <username>pippo</username>
```

```
    <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
```

```
    <xferTo>234</xferTo>
```

```
  </transfercall>
```

```
</kpbx_request>
```

=== aTransfer to 234 ===

Request:

```
<?xml version="1.0"?>
```

```
<kpbx_request>
```

```
  <attendedTransferCall>
```

```
    <username>pippo</username>
```

```
    <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
```

```
    <xferTo>234</xferTo>
```

```
  </attendedTransferCall >
```

```
</kpbx_request>
```

=== Get active call info ===

Request:

```
<?xml version="1.0"?>
<kpbx_request>
  <activeCallInfo>
    <username>pippo</username>
    <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
  </activeCallInfo>
</kpbx_request>
```

Success response:

```
<?xml version="1.0"?>
<kpbx_response>
  <...>
    <error_code>
      <code>0</code>
      <message>Success</message>
    </error_code>
    <data>
      <uid>1518436447.72</uid>
      <remote_num>625</remote_num>
      <remote_name>Giuseppe Test</remote_name>
      <called_num>625</called_num>
      <is_answered>0</is_answered>
    </data>
  </...>
</kpbx_response>
```

No active calls response:

```
<?xml version="1.0"?>
<kpbx_response>
  <activeCallInfo>
    <error_code>
      <code>1</code>
      <message>No active calls</message>
    </error_code>
  </activeCallInfo>
</kpbx_response>
```

=== Get queued calls info ===

Request:

```
<?xml version="1.0"?>
<kpbx_request>
  <queuedCallsInfo>
    <username>lamonica</username>
    <pwd_md5>353f9bfab2d01dbb1db343fdaf9ab02e</pwd_md5>
    <queue_name>QueueNameToBeQueried</queue_name>
  </queuedCallsInfo>
</kpbx_request>
```

Success response (there are queued calls):

```
<?xml version="1.0"?>
```

```

<kpbx_response>
  <...>
    <error_code>
      <code>0</code>
      <message>Success</message>
    </error_code>
    <data>
      <queued_calls>1</queued_calls>
      <oldest_arrival>2018-07-04 16:25:08</oldest_arrival>
    </data>
  </...>
</kpbx_response>

```

Success response (there are NO queued calls):

```

<?xml version="1.0"?>
<kpbx_response>
  <...>
    <error_code>
      <code>0</code>
      <message>Success</message>
    </error_code>
    <data>
      <queued_calls>0</queued_calls>
      <oldest_arrival></oldest_arrival>
    </data>
  </...>
</kpbx_response>

```

No such queue response:

```

<?xml version="1.0"?>
<kpbx_response>
  <activeCallInfo>
    <error_code>
      <code>1</code>
      <message>No such queue</message>
    </error_code>
  </activeCallInfo>
</kpbx_response>

```