Installation Guide for LeadSquared Integration

(A separate doc/ help article for users)

App Listing

1. Overview -

Leadsquared CRM is a marketing automation and sales execution platform that helps businesses increase their closures and manage their pipelines easily.

When integrated with Smartflo, it helps in call related activities inside CRM that increases your business's productivity and lead scoring.

2. Prerequisites -

- 1. Tata Smartflo Account
- 2. Leadsquared admin account (UTC enabled)

3. How it works (add screenshots) -

Leadsquared integration provides the below-listed functionalities of Smartflo.

- Click To Call (Outbound Calls)
- Agent Extension
- Call Notes or Call Description
- Call Detail Records

Follow the steps below to start using Leadsquared on Smartflo.

1. Log In to the app.

leadsquared
Welcome
Please enter your login details
mult address
Forgot Password?
Next
Don't have an account yet 7 Take a demo
LeastEquared works best with Chrome and Paelos brunners.
Ø 🔮
wawanance
This application: LeadSquared' is available only for authorized users. If you are not an authorized user, viewas disconnect the section by pooring the proviser interediativy. By accessing this system, you agree that your actions may be menhaned if unauthorized usage is suspected.
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Help * Terms of Service * Privacy Policy * Acceptable lise

2. To use the **Click to Call** functionality, click on the number to which you want to make a call.

leads	quared			DASHBOARD - CON	itent - Marketing - Lead	is - Workflow	 APPS ~ REPO 	orts - Q 1	1 (?)	۵.
ead Det	tails 🛛 🥼									
e Back	land .			🕼 Activity	Note 🔁 Task			⊠ Send Email	Lead	Actions 👻
Lead	eau .			< Activity Hist	ory Lead Details	Tasks	Notes	Documents	> +	* C
21 52				Activity Type A	Selected v T	ime Al Time	×			
 +91 • 				Today						
				B 28 Jul	Outbound Call: Did not answer (Bangalore+Number)	a call by Gagandeep	Bhagra through 8	069427202		
	0 Disengaged	16 Lead Age	657078 Lead Number	0633 PM	Field	Value				
Lead Proper	ties				Display Number	No.	ALC: NO			
Account	ues				Start Time	10000				
Category					Call Duration	i				

You'll see the following pop-up.

Place an o	utbound call to +91-	?		×
Virtual Number	Bangalore Number - +91-	~		
Your Number	+91-			
			Cancel	Call

Click on **Call** to make a call.

You'll see the following message once the call has been made successfully.

.ead Details @∦ €™x		
A call has been placed between you and +91-		×
☆ New lead :	Activity Note Task Control T	H Actions V
¢	Activity Type Al Second V Time Al Time V Today Collbound Call: Did not answer a call by	
0 0 16 657078 Lead Score Disengaged Lead Age Lead Number	essa (Bangalore+Number). Field Value	
Lead Properties	Display Number Bangalore Number	

3. To view the Call Detail Records, click on Activity History.

Ieadsquared	DASHBOARD V CONTENT V MARKETING V LEA	DS - WORKFLOW - APPS - REPORTS - 4 D D	
Lead Details ⊚ & ← ®xxt	🗈 Activity 🕞 Note 🕑 Task	123 Send Email + Least Actions	
☆ New lead: Lcad ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	Activity History Lead Details Activity Type Al Seeded Today	Tasks Notes Documents > + • All Time v	C
0 0 16 65707 Lead Score Disengaged Lead Age Lead Numt	Cost 28 Jul Cost 29 PM (Bangalore+Number). Field	r a call by	
Lead Properties	Display Number	Bangalore Number -	
Account	Start Time	28/07/2023 06:33 PM	
Category	Call Duration	3 seconds	

The CDR gives the following details.

< Activity History	Lead Details Tasks	Notes Documents > +
Activity Type All Sele	ected V Time All Tim	ne v
Today		
28 Jul O 06:34 PM (B	utbound Call: Did not answer a call by langalore+Number).	
F	field	Value
C	Display Number	Bangalore Number -
S	Start Time	28/07/2023 06:34 PM
(Call Duration	30 seconds
(Dwner	Reprinted Topic
S	Status	NotAnswered
C	Call Origin	Web
F	Provider	UTC (Smartflo)
F	Raw Call Status	missed
0	Call Notes	Enquired about product

4. Installation/Configuration Steps (add screenshots) *

Follow the steps below to integrate Smartflo with Leadsquared.

1. Login to your <u>Smartflo</u> account.



2. Click on Integrations under the Services tab.

÷	Business Services						Click to Call Send Stats
2	International Constraints	Live Data			Quick Access		Customize
-	📞 Active Calls	6	~	(@			a
۹	🚜 Users 🛛 🕂	0	0 3	10			
ŧ	III Services -	Active Calls	Total Missed Calls	Total Answered Calls	My Numbers	115	Manage Contact Groups
	 By Mandenia Dirac Goodiana Dirac Goodiana Dirac Goodiana Apromotici Apr			10.0			•
_				TATA Tele I	Jusiness Services		-

3. Move over to the **Leadsquared** integration and click on **Enable**.

All Integrations							Q, Search
HPBX Integration							
ZOHO toho CRM	B ond	freshdesk Freshdesk CRM	Ø	HUDSpot Hubspot CRM	لا)	zendesk Zendesk CRM	X
onvert your prospect data in Zoho C	8M into actionable intelligence.	Intuitive, ease, feature-rich, affordable	customer support software.	Sales and service software that helps b compromise	business grow without	Be the company your customers wa	t you to be
fore Details	X Disable	More Details	X Disable	More Details	× Disable	More Details	X Disable
Salesforce Salesforce CRM		Dynamics 365 Dynamics 365 CRM		leadsquared Leadsquared CRM		BITTRX 24 CRM	Bitrix 24 [©]
et up and manage our cloud-based i	CRM applications for sales.	Unify your business to processes—wit applications	h modern, intelligent business	Increase sales velocity, productivity & o focus on just the next task	closures. Help your salespeople	The Bitrix24 telephony provides a his completely integrated with busines.	h-quality connection that is
lore Details	X Disable	More Details	X Disable	More Details	🔮 Enable	More Details	X Disable
Kapture Kapture CRM	0	Microsoft Teams MS Teams	ų	freshsales Freshsales CRM	0	Google Sheets Google Sheets	
apture's all-in-one Customer Service sams need to deliver better a	platform has all the tools your	MS Team's all-in-one Customer Servici teams need to deliver better a	e platform has all the tools your	Freshsales Suite CRM is an all-in-one C all the tools your teams need to	Customer Service platform has	Compute, arrange, and present your Gather intelligent insights today.	communication data instantly.
lore Details	× Disable	More Details	X Disable	More Details	X Disable	More Details	X Disable

4. Log into your **LeadSquared** account.

leadsquared
Welcome Pesse enter your login details
And going parties and
Forget Research
Next
Don't have an account yet ? Take a demo
Lastinguisd webs best with Chemine and Hashie bransmer.
MARPENG.
ppliation LeadSquired is ealible only for suttarted users. If you are not an authorized user, please obsorved the session sy doulng the browser Immediately, By accessing this system, you agree that your actions may be monifored if unauthorised usage is uspected.
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Hittp * Terms of Service * Privacy Policy * Acceptable Use

5. Click Apps > Apps Marketplace

Settings @				Search here	Q
Profile	Personal Settings	My Profile		Apps Marketplace	
Users and Permissions	My Profile	admin			
Security	My Password		ileolos co		
Accounts	My Email Signature				
Leads	My Report Subscriptions	Personal Details			
Mobile App	My Leaves				Edit
Lead Tracking	Organization Settings	First Name	admin		
Lead Prioritization	Company Profile	Last Name Date Of Birth	-		
Email Settings	Custom Logo	Email Address	and the second difference of the second		
API and Webhooks	Request History	Role	A 100 100 100		
Data Protection & Privacy	Advanced Configuration	Designation Manager	-		
Analytics	Billing and Usage	Old Team			
/ mayou		Department			
Telephony	Billing and Usage	Sales Regions			
		Skills			
		Agent Phone Numbers (2)			
		Phone (Main)			
		Phone (Mobile)			

6. Verify it contains the LeadSquared Universal Telephony Connector; if not, then install it.

leadsquared		DASHBOAR	D - CONTENT -	MANKETING V LEADS V WORKPLON	v v Anns v REP	uers of the 🚯 🚯
Marketplace 💿						
All Connectors	Show all upps Show in	Islated apps Search Q				
Most Popular			_			
Recently Added	death	Custom Dashlets Builder Analytics Connector	100	Custom Lead and List Actio UI Customization Connector	your -	Viniversal Telephony Conne Telephony Connector
Analytics		Helps you create custom analytics and report clashlats which your users	LOI	Add custom actions in Manage Leads, Lead Datails, Manage Lists pages, Mere	the	Add multiple contact centres to
Ihat		More.		and even menge Los payes muc.		An and a special second second
Contact Centre	Instituted VIII		LeadStronged 1/5.0	.4. 2806 INSTALL	Inefficient VIA	.4. 2704 🙆 Local of
Converse		L 3000 113042		La 2000 Manuel		
Customer Support		Custom Tab Connector		Facebook/Instagram Lead		Super Receptionist V2
Customization		Costomization Connector		Online Ads Connector	🕗 Super Receptionist	Telephony Connector
mail		page. More.		manner and yield a higher rate More.		LeadSquared More.
eneric Integration						
ealthcare	LeadSquared V1.0	초 2483 INSTALL	LoodSquared V1.0	▲ 2402 INSTALL	LeadSquared V2.0	초 2097 INSTALL
ad Capture						
and Distribution		WhatsApp Business		Custom Menu For Web App	2	LeadSquared Generic Telep
bile	\mathbf{S}	Reach out to 1.5 billion users to provide		Add custom menu for LeadSquared	0-0-0	Generic Telephony Connector for
nline Ads	_	proactive support, deliver ti More.		Web App. More.		LeadSquared More.

7. Configure the settings by clicking the configure icon.



8. The below configuration page appears. Now, add **Virtual Number** in the format +91-XXXXXXXXX and give a name to it.

Configure Universal Te	elephony Connector			Ŷ
√ Smartflo			+ 0	
Virtual Numbers	Add all your virtual phone m	umbers. Optionally, you can tag them.		Liniversal Telephony Conne 🕸
Call Route API	- 01			Add multiple contact centres to
Agent Popup API	+91			armangan en more.
Call Log API	-91			A THE OWNER
Click 2 Call	+91		8 *	27.54
Call Disposition				Super Receptionist V2
Single Sign-on API				Telephany Convector New Super Receptionist Connector for
Team Assignment				LeadSquared More.
Lises-Agent Manning	Add		Total Rows : 3	
User-Agent Mepping				≜ 2097 INSTALL

9. Next, enable the Agent popup API and click **Save** button.



10. Under Click 2 Call, ensure the fields have the following details:



Field	Value
URL	https://api-cloudphone.tatateleservices.com/v1/click_to_call/{Auth_Token}
HTTP Metho d	POST
Respo nse Keywo rd	OK, Success
Reque st Type	JSON
Data Templ ate	{"destination_number":"@customerNumber","agent_number":"@agentNumber","c aller_id":"@virtualNumber"}
Respo nse Type	JSON

Use the following details for Custom Header:

Universal Telephony Conne Eulphony Connet Add multiple contact centres to LeartSquared Nore.
Universal Telephony Conne Pripring Connector Add multiple contact centres to LeadSquared More.
Add multiple contact centres to LeadSquared More.
Conceptored Hores
3. 2794 🔘 🗤 🖓
Super Receptionist V2
Felephory Connector New Super Receptionist Connector for
LeadSquared More.
A 2097 INSTALL

Field	Value
Name	Authorization
Value	Bearer:Auth_Token

Follow the steps below to generate Auth_Token

a. Login to your <u>Smartflo</u> account.



b. Click on Account API under the Services tab.

÷	Business Services	Citato Call 🖸 Send SAS
	₩ Services -	Leadsquared
م ₹	백 My Numbers 영 Time Groups 영 Time Conditions 노 IVR	info Steps
	€ Auto-Altendant ▲ Agents B Departments	Leadsquared CRM is a marketing automation and sales execution platform that helps businesses increase their obsures and manage their pipelines easily. When integrated with Smartflo, it helps in call related activities inside CRM that increases your business's productivity and lead according.
	⊈ System Recordings a.o Voicemail 兴 Outbound Services +	Ouickly connect with customer: Use Smartflo click to call feature to start a call by clicking call button next to the lead's number. No need to dial numbers on the dial-pad which further saves your time.
	 Manage Contacts Template Management Dynamic Dialplan 	 Incoming Call Pop-ups: Agents can meetrie incoming call aierts directly on CRM which will also show you if the caller is an existing lead or a new prospect. Manage leads efficiently: Holps you to keep a check on your lead conversion and gives you the option to check the call records directly from the CRM.
	Webhook API Dialplan Account API	 Streamline sales process: You can track your lead's yourney down the furnet from the point of entry to the conversion and even after. Stave time by automating tasks: After the call, you can conveniently save all the details and set important reminders, thus saving teclous tasks of recalling the follow up details. However, it saves your time and importe your effectory.
		TATA Tels Business Services

c. Click on Generate Token.

w 10 🗸	entries				Search:
io 🕸	Name	1 Token	Created at	IT Blacklisted	IT Action
	termine .	Copy Token	2023-07-13 17:01:14	False	Select an Action 💌
	100 B.C.	Copy Token	2023-07-10 11:15:45	False	Select an Action 👻
	Text (194	Copy Token	2023-06-29 19:22:15	False	Select an Action *
	1999	Copy Token	2023-05-24 16:30:27	False	Select an Action 💌
	Text (MI)	Copy Token	2023-05-24 16:28:10	False	Select an Action 💌
	0.050	Copy Token	2023-05-16 13:43:38	False	Select an Action *
	100000 (MIC)	Copy Token	2023-05-09 15:16:51	False	Select an Action -
	100	Copy Token	2023-05-05 13:19:48	False	Select an Action 💌
	The second s	Copy Token	2023-03-23 12:21:48	False	Select an Action 💌
		Copy Token	2023-03-21 11:30:47	False	Select an Action 👻

d. Give a token name and click on Save.

	okens				Generate Tox
w 10 🗸	entries	Generate Token			Search:
		Token Name			
io 1	1 Name	LSQ		Red	11 Action
	terminel.				Select an Action 🝷
	-	_		SAVE CLOSE	Select an Action *
	Teaching Street		2023-06-29 19:22:15	False	Select an Action -
			2023-05-24 16:30:27	False	Select an Action *
	factors.		2023-05-24 16:28:10	Faise	Select an Action *
	10.000		2023-05-16 13:43:38	False	Select an Action *
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	-		2023-05-05 13:19:48	False	Select an Action *
	the second second		2023-03-23 12:21:48	False	Select an Action *
			2023-03-21 11:30:47	Fatse	Select an Action +

e. Click on **Copy Token** to copy the value.

ow 10	- entries				Search:
No	11 Name	11 Tokon	11 Created at	11 Blacklisted	11 Action
	LSQ	Copy Token	2023-07-25 16:44:30	False	Select an Action *
	******	Copy Token	2023-07-13 17:01:14	False	Select an Action 👻
	THETHER	Copy Token	2023-07-10 11:15:45	False	Select an Action *
	Test (2001)	Copy Token	2023-06-29 19:22:15	False	Select an Action *
	Table 1	Copy Token	2023-05-24 16:30:27	False	Select an Action 💌
	Text (MI)	Copy Token	2023-05-24 16:28:10	False	Select an Action *
	8100 M	Copy Token	2023-05-16 13:43:38	False	Select an Action 👻
	And a second life	Copy Token	2023-05-09 15:16:51	False	Select an Action *
	14	Copy Token	2023-05-05 13:19:48	False	Select an Action 💌
0	Other Software Control of Control	Copy Token	2023-03-23 12:21:48	False	Select an Action 👻

11. Now, click on Manage Users.

Marketplace 💿						Constitution of Constitution o
All Connectors	Show all apps Show is	estalled apps Search Q	2			
Most Popular	-		_			Settings
Recently Added	dealer.	Analytics Connector	1000	Custom Lead and List Actio UI Customization Connector	Your Y	Velephony Co
Analytics		Helps you create custom analytics and	LOI	Add custom actions in Manage Leads, Lead Details, Manage Lists pages, More	Let	Add multipl 🙀 Sign Out
Chat		More.	_	beau becalis, manage usis pages, more.		ceanadrane
Contact Centre	1-10-10-10-10-10-10-10-10-10-10-10-10-10	A SOCO INSTALL	Inclusion Inter-	A DONC INICTALL	1-	1. 2205 Ottotalist
Converse		LI 3000 HOMLE		E 2000 BODIE		
Customer Support		Custom Tab Connector 07		Facebook/Instagram Lead		Super Receptionist V2
Customization		Customization Connector		Online Ads Connector	Super Receptionist	Telephony Connector
Email		page. More.		manner and yield a higher rate More.		LeadSquared More.
Generic Integration						
Healthcare	LoodSquared V1.0	L 2483 INSTALL	LeadSquared VLD	L 2403 INSTALL	LoadSquared V2.0	± 2097 INSTALL
Lead Capture						
Lead Distribution		Converse Connector		Customization Connector	2	Telephony Connector
Mobile		Reach out to 15 billion users to provide		Add custom menu for LeadSquared	0-0-0	Generic Telephony Connector for

12. Edit the user by clicking on the cog icon present next to it.

Users 💿 Create and Update LeadSquared users				
Search Users Q Advanced Sea	rch			≡ Actions
Type Regular Users V Role All V	Status Active V Team All V			Creato
Name +	Email Address	Role	Permission Templates	Actions
		Administrator		0
C o Manufacture	and the second second	Administrator		
1 - 2 of 2				Deactivate
2 active users are allowed.				Set Billing User
				Disable 2FA
				Configure Home Rep

13. Ensure the **Show Phone Call Popup** under **Other Details** is stated as Yes. If not, then you can change the settings by clicking **Edit**.



14. Go to User Settings.



15. Click on API and Webhooks.

ottings a				Search Settings	0
ettings @				oouron oounga	4
Profile	Personal Settings	My Profile			
Users and Permissions	My Profile				
Security	My Password		all sea all		
Accounts	My Email Signature	Administrato	ir -		
Leads	My Report Subscriptions	Personal Details			
Mobile App	My Leaves				Edit
Lead Tracking	Organization Settings	First Name			
Lead Prioritization	Company Profile	Last Name			
	Contractions	Email Address			
Email Settings	Custom Logo	Role	Administrator		
API and Webbooks	Request History	Designation	-		
Data Protection & Privacy	Advanced Configuration	Manager			
Anabetice	Billing and Usage	Old Team	-		
anayora	y y ways	Department	-		
felephony	Billing and Usage	Sales Regions			
		Skills			
		Agent Phone Numbers (2)			
		Phone (Main)			
		Phone (Mobile)	-		
		Phone (Others)			

16. The API and Webhooks page display the "Access Key" and "Secret Key".

ettings 💿			Scar	ch Settings	٩.
Profile	API and Webhooks	API Access Keys			
Jsers and Permissions	API Access Keys				
Security	Async API		Count Key	Cutur	A reference
Accounts	Webhooks	Created On Access Key	Secret Key	Status	Actions
Leads	Telephony Logs	05/31/2023 1039117 PM	Show Secret Key	thabled	9
Mobile App	APILogs	Generate Key			
Lead Tracking	Payment Logs				
Lead Prioritization	Telephony Logs (New)				
Email Settings					
API and Webhooks					
Data Protection & Privacy					
Analytics					
Telephony					

The above highlighted API host URL, access key and secret key will be used while configuring the webhooks. The secret key is supposed to be confidential and should not be shared with anyone.

17. Login to your <u>Smartflo</u> account.



18. Click on Webhook under Services

← TATA Tele Business Service	87g				0	Click to Call Send SMS
۹	Live Data			Quick Access		Customize
E Dashboard	L.	×	(©			A
🔍 📞 Active Calls	0	30	30	h ha bhamhann	TTO	Manage Constant Comme
🛨 🎎 Users	+ Active Calls	Total Missed Calls	Total Answered Calls	wy Numbers	115	Nahage Collact Gloupa
III Services	-					Fe
Hy Manbers O Time Groups O Time Gr	ns t derga seas agement agement					ŧ
📮 API Dialplan			TATA Tele Bi	usiness Services		•

19. Create four webhooks by clicking **Add Webhook**.

- Agent Pop up to get screen prompt when a prospect/lead call you.
- Call Log API LS(Incoming-Answered) to manage logs for incoming answered calls.
- Call Log API LS(Incoming-Missed) to manage logs for incoming missed calls.
- Call Log API LS (Outgoing) to manage logs of outgoing calls.

Busin	ess Services						Click to Ca	all Send SMS
Webhoo	k						Pause al	webhooks Add Webhook
Note: In order Custom	to implement the securit ers are advised to use the	ly measures, we will soon e HTTPS URL in the Webh	be restricting the request made to HTTP URLs. ooks.					
Show 10	\checkmark entries						Sea	rch:
	Name	Description	URL.	Trigger	Destination	Request Method	Status	Actions
	The second second	e competencies parte	Harrison C. Santanani and C. Antoneo of a Consumer of the Physics and Article (physics) in the International Consumer System (1997).	-		POST	Disabled	Select an Action 👻
	10.00	and the second second	Harrison Contract and Contract of Contr			POST	Disabled	Select an Action 👻
				and some different states of the second states of t		POST	Enabled	Select an Action *
	1000	1000	The first starting starting and the second	The same		POST	Enabled	Select an Action 👻
	-	1000				POST	Enabled	Select an Action 👻
	10000	1004	The Article State of the	and set of		POST	Enabled	Select an Action 💌
				and the second second		POST	Enabled	Select an Action +
		1000	The fact the particular strength of	a descent	1000	POST	Enabled	Select an Action
	Market 1	100	has been also been also have also	the surgery state		POST	Enabled	Select an Action *

20. Create the **First** Webhook by entering the below mentioned details.

lit Webhook		All Webhooks
ame*	Description*	
igent Pop up LS	Agent Pop up LS	C
rigger*	URL*	
Dialed on Agent	* ②	Q
equest*	Call Type*	
POST O GET	U Inbound O Outbound	C.
ontent-Type*		
application/x-www-form-urlencoded application/json	Ø	
estination*	Date Time Format	
	Default	~ 🧿
	eg. 2023-07-25 17.42.07	
ineZone		
ат	~ ()	
<pre>> > ></pre>		powerd by az
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Total Section 2 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	ha	general by an
SourceInstant of the set of	brs	general by an
Content of the second sec	hes	powerd by an

Field	Value
Name	Agent Pop up LS

Descripti on	Agent Pop up LS
Trigger	Dialed on Agent
URL	http://{host}/v2/Telephony.svc/ShowAgentPopup?accessKey={AccessKey}&secret Key={SecretKey}
	Note: Host refers to the API host URL, AccessKey is your unique access key and SecretKey is your unique secret key
Request	POST
Call Type	Inbound
Content Type	application/json
My Numbers	Choose the virtual number from the list
Time zone	Choose the time zone

{
 "SourceNumber": "\$caller_id_number",
 "DestinationNumber": "\$agent_number",
 "DisplayNumber": "\$caller_id_number",
 "Direction": "inbound"
}

Click **Save** button once all the details have been added.

21. Create the Second Webhook by entering the below mentioned details Call Log API:

Webhook			All Webhooks	
ne*	-	Description*	_	
I Log API LS Incoming Answered	0	Call Log API LS Incoming Answered	0	
iger ^a		URL*		
all answered by Agent (Hangup)	- 0		0	
	0	Call Type*	0	
		•		
application/x www-form-urlencoded application/json	0	Enable retries	0	
Numbers*	~	Date Time Format		Ц
	0	Default	~ 0	ack
		og 2023-07-26 11:00:26		and
ezone	~ 🤊			
sponse Body				
έ <i>≡</i> β			powered by ace	
1* 1			^	×.
⁴ "SourceNumber": "\$caller_id_number", 4				
<pre>5 "CallerSource": "\$caller_id_number", 6</pre>				
<pre>7 "DestinationNumber": "\$call_to_number", 8</pre>				
9 "DisplayNumber": "\$caller_id_number", 10 1 [fearbline]. "Searbline].				
12 Startime : pstart_stamp , 12 13 "EndTime": "Send stamp",				
14 15 "CallDuration": "\$duration",				
.6 7 "ResourceURL": "\$recording_un1",				
us 19 "Direction": "≸direction", 20			*	
25 Col:2				
ssert Example				
dvanced Settings				
ader NOTE: Header MAX length 1024 characters and plea	se refer to this link for header	values	Add Header	
rey value				
U Delete				
Save Cancel				
	TATA Tele Bus	iness Services		

Field	Value
Name	Call Log API LS Incoming Answered
Descripti on	Call Log API LS Incoming Answered
Trigger	Call answered by Agent (Hangup)
URL	http://{host}/v2/Telephony.svc/ShowAgentPopup?accessKey={AccessKey}&secret Key={SecretKey} Note: Host refers to the API host URL, AccessKey is your unique access key and SecretKey is your unique secret key
Request	POST
Call Type	Inbound
Content Type	application/json

My Numbers	Choose the virtual number from the list
Time zone	Choose the time zone

```
{
  "SourceNumber": "$caller_id_number",
  "DestinationNumber": "$answered_agent_number",
  "DisplayNumber": "$call_to_number",
  "StartTime": "$start_stamp",
  "EndTime": "$end_stamp",
  "CallDuration": "$duration",
  "Status": "$call_status",
  "CallNotes": "Enquired about product",
  "ResourceURL": "$recording_url",
  "Direction": "Inbound",
  "CallSessionId": "$call_id"
}
```

Click **Save** button once all the details have been added.

22.	Create the	Third	Webhook by	/ entering	the below	mentioned	details Cal	Log API:
	or care the				,	11101101104		

Name Description Call Log APLLS Incoming Missed Or all Log APLLS incoming Missed Trigger* Call Log APLLS incoming Missed Call missel by Agent (Hange) Image:	Add Webhook		
Call Log API LS Incoming Missed Tingari Tingari Coll Cog API LS Incoming Missed UR Coll Type For T Coll Type Coll Type Coll Type Coll Type Coll	Name*	Description*	
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Call rease by Agent (Reingup) POST OFF POST OFF POST OFF POST OFF Post of the second of the sec	Trigger*	URL*	
<pre>cdl type*</pre>	Call missed by Agent (Hangup)	* (2)	
All Type" O GT O GT Content Type" O GT O GT Content Type" O GT Content Type" O GT Content Type" O GT Content Type" O GT Content Type" O GT Content Type" O GT Content Content Type" O GT Content Conten			
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Field	Value
Name	Call Log API LS Incoming Missed
Descripti on	Call Log API LS Incoming Missed
Trigger	Call answered by Agent (Hangup)
URL	http://{host}/v2/Telephony.svc/ShowAgentPopup?accessKey={AccessKey}&secret Key={SecretKey} Note: Host refers to the API host URL, AccessKey is your unique access key and SecretKey is your unique secret key
Request	POST
Call Type	Inbound
Content Type	application/json

My Numbers	Choose the virtual number from the list
Time zone	Choose the time zone

{
 "SourceNumber": "\$caller_id_number",
 "DestinationNumber": "\$first_missed_agent_follow_me_number",
 "DisplayNumber": "\$call_to_number",
 "StartTime": "\$call_to_number",
 "StartTime": "\$start_stamp",
 "CallDuration": "\$duration",
 "Status": "\$call_status",
 "CallNotes": "Enquired about product",
 "ResourceURL": "\$recording_url",
 "Direction": "Inbound",
 "CallSessionId": "\$call_id"
}

Click Save button once all the details have been added.

23. Create the Fourth webhook by entering the below mentioned details Call Log API:

1 WEDHOOK			All Webbooks
ime*		Description*	
ill Log API LS Outgoing	0	Call Log API LS Outgoing	0
igga*		URL*	
all hangup (Missed or Answered)	- (2)		0
quest*		Call Type*	
POST O GET	0	Inbound Outbound	0
unteni-Type*			
) application/x-www-form-urlencoded	0	Enable retries	0
/Numbers*		Date Time Format	
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etem Durnole dvanced Settings sader NOTE: Header MAX length 1024 characters and please r	efer to this link for header	values	Add Header
key value			
O Delete			
Cancel			

Field	Value
Name	Call Log API LS Outgoing
Descripti on	Call Log API LS Outgoing
Trigger	Call hangup (Missed or Answered)
URL	http://{host}/v2/Telephony.svc/ShowAgentPopup?accessKey={AccessKey}&secret Key={SecretKey} Note: Host refers to the API host URL, AccessKey is your unique access key and SecretKey is your unique secret key
Request	POST
Call Type	Inbound
Content Type	application/json

My Numbers	Choose the virtual number from the list
Time zone	Choose the time zone

{

}

"SourceNumber": "\$answered_agent_number",
"DestinationNumber": "\$call_to_number",
"DisplayNumber": "\$caller_id_number",
"StartTime": "\$start_stamp",
"CallDuration": "\$duration",
"Status": "\$call_status",
"CallNotes": "Enquired about product",
"ResourceURL": "\$recording_url",
"Direction": "\$direction",
"CallSessionId": "\$call_id",
"AgentName": "\$answered_agent_name"

Click **Save** button once all the details have been added.