



API Manual

woopla.AlertCall

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1 Introduction

woopla offers a SOAP/XML based API to let remote parties schedule and launch outgoing calls via the woopla voice platform infrastructure.

The API home is located at:

<https://woop.la/mywoopla/systemInterfaces/webservices/AlertCall/alertCall.asmx>

The API's WSDL is located at:

<https://woop.la/mywoopla/systemInterfaces/webservices/AlertCall/alertCall.asmx?WSDL>

Please note that all requests posted to the API must be made using the secure socket protocol HTTPS.

2 Objects

The following objects do exist in the API communication procedure.

2.1 Request objects

2.1.1 userDetails

Mandatory container expected with every request made to the API. Both login and password are provided by woopla.

```
<userDetails>
  <login>string</login>
  <password>string</password>
</userDetails>
```

2.1.2 callDetails

Mandatory container expected with every request made to the API.

Field values are as follows:

numberToCall	STRING value defining the number which should be called. The expected format is in E.164 notation. Example: 49211987654321 No leading plus signs, dashes or spaces, just digits.
numberToDisplay	STRING value defining the CLI which should be displayed on the called parties end. This value can be customized depending on the client's business case. To avoid legal issues this value can be overwritten by woopla at any time. To suppress the number to be displayed, please fill in the word CLIR into this container.
launchTimeMinutes	To avoid conflicts with different timezones, woopla clients are responsible to fill in the correct value, which defines the launch time of the call starting from the time the request is made to the API. Example: To launch a call in two hours the expected value is 120. To launch a call immediatly the expected value is 0.
serviceID	A numeric value defining the service to be launched when the called party picks up the phone. This value is handed out to the client by woopla after call design has been finalized.
externalID	A string value for your own reference. This can be a client identifier, an invoice number reference, or anything else. Can be left empty as well.

```
<callDetails>
  <numberToCall>string</numberToCall>
  <numberToDisplay>string</numberToDisplay>
  <launchTimeMinutes>int</launchTimeMinutes>
  <serviceID>int</serviceID>
  <externalID>string</externalID>
</callDetails>
```

2.1.3 callParameters

An **optional** list of name value pairs which are passed into the API depending on the specific service. These parameters are always defined by woopla prior to service development.

Example: Your to be launched service reads a transaction number to the called party. A useful callParameter could be

```
<Parameter>
  <name>tan</name>
  <value>123456789</value>
</Parameter>
```

The optional object callParameters expects one or more objects of the above type Parameter.

```
<callParameters>
  <Parameter>
    <name>string</name>
    <value>string</value>
  </Parameter>
  <Parameter>
    <name>string</name>
    <value>string</value>
  </Parameter>
</callParameters>
```

2.2 Response objects

2.2.1 scheduleDialogResult

This value will be returned when a request to method scheduleResult has been made.

The returned container includes the following:

- requestID: A unique string value identifying your request.
- resultCode: A numeric value describing the state of your request. See chapter „Result codes“ for a detailed list.
- resultString: A text describing the state of your request.

```
<scheduleDialogResult>
  <requestID>string</requestID>
  <resultCode>int</resultCode>
  <resultString>string</resultString>
</scheduleDialogResult>
```

3 Methods

The following methods are currently supported by the API. Each method requests must be made synchronously. A response object is returned with every request made.

3.1 scheduleDialog

This method lets you launch an outgoing call using the described objects above. An example signature looks like this:

This request launches an outgoing call in 10 minutes from now. The number 49211987654321 is called. The number 49800123123123 is displayed on the phone while alerting. Service 7821 is started using the parameters TAN (=12121212) and CLIENT (=MYTESTCLIENT).

```
<scheduleDialog
xmlns="https://woop.la/mywoopla/systemInterfaces/webservices/AlertCall/">
  <userDetails>
    <login>USERNAME</login>
    <password>PASSWORD</password>
  </userDetails>
  <callDetails>
    <numberToCall>49211987654321</numberToCall>
    <numberToDisplay>49800123123123</numberToDisplay>
    <launchTimeMinutes>10</launchTimeMinutes>
    <serviceID>7821</serviceID>
    <externalID>REF1287</externalID>
  </callDetails>
  <callParameters>
    <Parameter>
      <name>TAN</name>
      <value>12121212</value>
    </Parameter>
    <Parameter>
      <name>CLIENT</name>
      <value>MYTESTCLIENT</value>
    </Parameter>
  </callParameters>
</scheduleDialog>
```



4 Result codes

The following result codes can be returned to the requesting system in a response object:

200	Request was successfully scheduled
-2	Insecure request. SSL is supported only
-10	Login failed
-20	Call to method scheduleDialog is not allowed for your account
-30	An unknown service ID or this service ID does not belong to your account
-50	launchTimeMinutes is empty or non-numeric
-100	IVR endpoint could not be reached to inject your request to the IVR system
-101	Timeout occurred while contacting the IVR system
-102	An send action error occurred while communicating with the IVR system
-270	An illegal character was found in a parameter name. Illegal characters in a parameter name are _ - =
-271	An illegal character was found in a parameter value. Illegal characters in a parameter value are - =
-300	Generic database error
-1000	Unknown error