API Documentation

The Euphoria API is a basic request and response type environment. The data that is returned can be cached for up to 30 seconds, to eliminate load under frequent use.

Usage Requirements

- Requests must be HTTPS:
- Must contain Tenant information, and an Authentication Key (see: Obtaining an API Key)
- Must contain Action Name (see: API Action Name Reference)
- XML must be wrapped in <XML></XML> Document Element

The API will require authentication on each request. No requests will be possible without the tenant name and authentication key. (see: Obtaining an API Key)

Obtaining an API Key

- Log in to the TMS
- Select the PBX the API needs to be on.
- Navigate to the API Manager. (If this option is not available, please contact the support company, and ask for the API Manager to be enabled.).
- Depending on which TMS is being used, the user will select either "API Auth Codes" or "API Manager".
- Once loaded, the user can click on "Add API Key" and type in a relevant name for the API key.
- The TMS will then provide the user with a new API Authorization code.

Obtaining a Tenant Name

A Tenant name is a unique reference that is used to identify a specific PBX. Follow the below steps to obtain the tenant name:

- Log in to the TMS but do not select the account. (Under an account there will either be a field called "Name" or "Account". In this field there will be a unique one-word name which will be the Tenant Name).
- Log in to the TMS, select the PBX the API should be used on.
- Navigate to Extension Manager
- >Extensions
- >Click on any extension
- >Click on the "Send Password" button. (This will open pop-up window information.)
- One of the fields will provide SIP username. The SIP username is made up of two parts that is separated with a dash (-): Extension Number - Tenant Name

API ActionName Reference

DialerTrickleFeed

An API call that allows a user to push contacts directly into a specific contact list of a campaign in order to be dialled by one of their agents.

Input	Description	Example
ListName	The list name in a campaign that is going to be used	ListNumber5
CampaignName	The campaign that will be used for these contacts	SalesCampaign
DataSource	This is the users own reference that they add to keep track of any uploads. This will not be used anywhere, it just acts as a reference. This input is not optional, however, it can be left as an empty string.	"UploadMarch"
priority(optional)	The priority of which this contact will be handled with from 1 to 10, 1 being the highest priority. The default is 5	2
ContactsList	This acts as 'n wrap for all contacts. Please see example below the table	N/A
Contacts	This acts as a wrap for a contact. Please see example below the	N/A

	table	
Title	Title of contact	Mr
FirstName	First name of a contact	TestName
Surname	Last name of the contact	TestSurname
Address	Address of contact	Johannesburg
Email	The email address of a contact	test@gmail.com
PhoneNumber	The phone number that will be dialled for contact	0105934500
Notes	Notes for that contact	NotesTesting
Language	Language for contact	English
Custom1	Custom additional information for contact	Custom1
Custom2	Custom additional information for contact	Custom2
Custom3	Custom additional information for contact	Custom3
Custom4	Custom additional information for contact	Custom4
Custom5	Custom additional information for contact	Custom5
CrmTag	CRM Tag that will be used for the contact	CrmTag1
AssignedTo	Extension number that will dial this contact	105

Please note. The user will have one ContactsList, but can have multiple contacts in one API call.
All of the above information should be in the API call. If some of the information is not needed, a tag can be added but the field can be left empty.

Example:
```
<XML>
      <Tenant>
              <Name>Your Tenant Name<Name>
              <Auth>Your-Auth-Key-goes-here</Auth>
      </Tenant>
      <ActionName>DialerTrickleFeed</ActionName>
      <ListName></ListName>
      <CampaignName></CampaignName>
      <DataSource></DataSource>
      <priority></priority>
      <ContactsList>
              <Contact>
                      <Title></Title>
                      <FirstName></FirstName>
                      <Surname></Surname>
                      <Address></Address>
                      <email></email>
                      <PhoneNumber></PhoneNumber>
                      <Notes></Notes>
                      <Language></Language>
                      <Custom1></Custom1>
                      <Custom2></Custom2>
                      <Custom3></Custom3>
                      <Custom4></Custom4>
                      <Custom5></Custom5>
                      <CrmTag></CrmTag>
                      <AssignedTo></AssignedTo>
              </Contact>
      </ContactsList>
</XML>
```

Error Handling
If the request returns with an error, it will be structured as follows:

```
<?xml version="1.0" encoding="UTF-8"?>
<XML>
 <Error>Description of error</Error>
</XML>
```

Error checking level of code should be inserted to handle the error response. The system should never send back a 500 Error or typical HTTP error code unless the API server is unavailable the system will return with a 200 OK each time.

Error Reference

Input XML not loaded: The XML structure provided is incorrect, check that the XML contains the header and the appropriate XML open enclosing nodes.

No Document Element: No document element could be found. Ensure that the case is correct.

Authorization Failed: Either the name or authorisation fields did not contain the correct information.

No Action Defined: No action name was provided.

Incorrect Input Parameters. Please check the documentation: The required fields have not been provided, check the action name reference page.

I'm sorry, connection to one or more of the databases failed: An internal error where the API failed to establish a connection to one or more of Euphoria's databases.

That username is not part of this Tenant: The required field passed does not contain information relating to this tenant name.

Permission Denied: The request does not have permission to access the ActionName.

Sip Server not found: Sip Server for the tenant is unavailable.

Concurrent API Calls Exceeded: The amount of concurrent calls exceeds 3 for this specific request.

Action Name Not Found: The ActionName in the request does not exist.