



Delacon Provisioning API

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Introduction

Delacon's Provisioning API enables integrating partners to manage the provisioning of their customers in Delacon system by writing integration programs. This approach is most suitable when there is a need for bulk operation in regards to customer provisioning and customer configuration management.

The API is secured by authentication mechanism compounded with SSL access to the Delacon url for API provisioning.

Setup and configuration

1 Login

Login to your Delacon account using your login details.

The direct link is <https://pla.delaconcorp.com/site/jsp/login.jsp>

2 Click on "API Key"

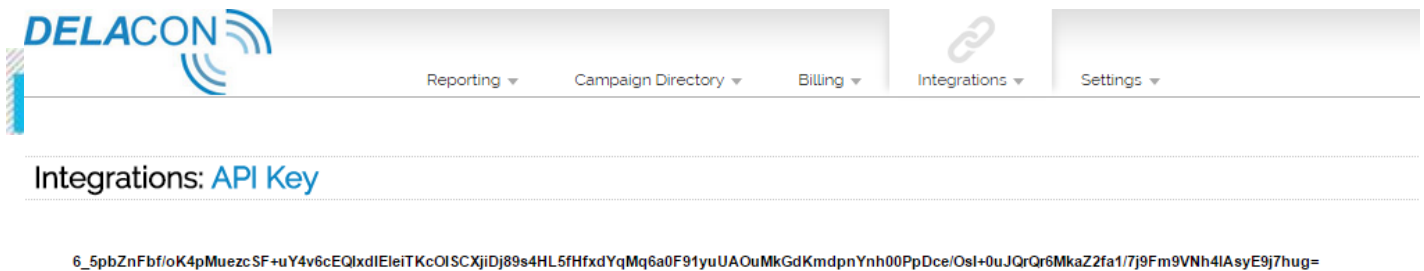


Figure 1

API Key Usage

API Key page will show one value:-

- a) AuthToken

Tip - The AuthToken will need to be persisted on the integration partner side to be used in the integration program later on.

API Specification

1 Create Customer

Request Type – POST

Request url - <https://pla.delaconcorp.com/rest/config/provision>

POST Request Header:-

- a) Auth=<value of AuthToken>

POST parameters:-

- a) BusinessName=<value>
- b) BusCat=<value>
- c) EmailAddress=<value>
- d) TerminationNumber=<value>
- e) BusID=<value>
- f) features=CallFeedbackSurvey or CallRecording or CallFeedbackSurvey,CallRecording
- a) region=Australia en-au, New Zealand en-nz, USA en-us, Japan ja-jp, Hong Kong en-hk, Singapore en-sg, UK en-gb, China zh-ch, Canada en-ca.
- b) numberType=<Depends on the value of the region supplied>.
 - For ex, for 'Japan', following is the full list of allowed numberTypes:-
 - a. 0120 -> (0120 Japan Toll Free Number)
 - b. 03 -> (03 Tokyo)

Please see "Get Region Number Types" section below for additional number types

- c) **companyID=<value> (If this field is provided then all the fields above will be disregarded)**
- d) numbers=<value> (between 1 and 10)
- e) orderSummaryEmail=<value>
- f) termsCheck=on or off

Response Type – JSON

Response example:-

- a) {"RESULT" : "OK" , "OrderId" : "53" , "CID" : "999" , "Numbers" : "1234, 3456, 5678"}

In the JSON example above:-

"999" is the new companyid created (if a new customer created) OR the existing companyid as specified in the request.

"1234, 3456, 5678" is the list of new numbers provisioned.

OR

b) {"RESULT": "FAIL", "OrderId": "53", "MESSAGE": "Your order for new/additional numbers could not be processed. Our support will look to serve your order."}

OR

c) {"RESULT": "WAIT", "OrderId": "53", "MESSAGE": "Your order for new/additional numbers is received. We will send you an email with order summary shortly."}

OR

d) {"RESULT": "INVALID", "MESSAGE": "Data validation failed - <reason>"}

OR

e) {"RESULT": "LOGIN_FAILED", "MESSAGE": "something went wrong"}

2 Update Customer

Request Type – POST

Request url - <https://pla.delaconcorp.com/rest/config/updatecustomer/{companyID}>

POST Request Header:-

- a) Auth=<value of AuthToken>

POST parameters:-

- g) BusinessName=<value>
- h) BusCat=<value>
- i) EmailAddress=<value>
- j) OneThreeHundredNumber=<value>
- k) TerminationNumber=<value>
- l) BusID=<value>
- m) whisper=Y or N
- n) DNIS=Y or N
- o) xfertype=1 or 2 or 3
 - a. 1 -> (Email Only)
 - b. 2 -> (Transfer Only)
 - c. 3 -> (Transfer and Email)
- p) voicemail=Y or N
- q) xfertime=<value> (maximum a 3-digit number)
- r) moh=Y or N
- s) SMSmessage=<value> (maximum 160 characters)
- t) CallTrack=GooglePaid or AllPaidOnly or All or Selected or AllUtmMediumCpc
 - a. GooglePaid -> (Track just Google Paid)
 - b. AllPaidOnly -> (Track Google Paid, Yahoo Paid, Bing Paid)
 - c. All -> (Track All references)
 - d. Selected -> (Track Google / Yahoo / Bing & All Organic)
 - e. AllUtmMediumCpc -> (Track CPC Campaign Medium)

Following parameters have to be sent in an individual request with only one of the parameter specified. If combined with the parameters above, the return response will be {"RESULT": "INVALID", "MESSAGE": "Data validation failed – invalid parameters for update"}

- CallRecording=Y or N

- CallFeedbackSurevy=Y or N
- IVR=Y or N

Response Type – JSON

Response example:-

- a) {"RESULT" : "OK" , "MESSAGE" : "this message is important for parameters which effect billing" }

For the parameters (CallRecording, CallFeedbackSurvey and IVR), if switching from Y to N, for example, if CallRecording is provisioned for the customer, but the request suggests "CallRecording=N", then the response will contain "MESSAGE" : "CallRecording disabled for customer, CallRecording Provisioned:Yes"

OR

- b) {"RESULT" : "FAIL" , "MESSAGE" : "something went wrong"}

For example, if CallRecording is not provisioned for the customer, but the request suggests "CallRecording=Y", then the response will contain "MESSAGE" : "CallRecording Provisioned:No"

OR

- c) {"RESULT" : "INVALID" , "MESSAGE" : "Data validation failed - <reason>"}

OR

- d) {"RESULT" : "LOGIN_FAILED" , "MESSAGE" : "something went wrong"}

3 Post Provisioning Response

Request Type - POST

Request url -

Client must provide Delacon with response URL

POST parameters:-

- a) OrderID=<value>
- b) Result=OK or FAIL
- c) Message=<value>

Response Type - JSON

Response example:-

a) {"RESULT" : "ACCEPTED"}

OR

b) {"RESULT" : "FAIL" , "MESSAGE" : "something went wrong"}

Delacon system will try for 3 times until the "ACCEPTED" result is found.

4 Get Region Number Types

Request Type – POST

Request url - <https://pla.delaconcorp.com/rest/config/getnumbertypes/{location}>

POST Request Header:-

b) Auth=<value of AuthToken>

Response Type – JSON

Response example:-

a) {"Region":"ja-jp","NumberTypes":[{"desc":"0120 Japan Toll Free Number","key":"0120"}, {"desc":"03 Tokyo","key":"03"}]}

OR

b) {"RESULT" : "FAIL" , "MESSAGE" : "something went wrong"}

OR

c) {"RESULT" : "LOGIN_FAILED" , "MESSAGE" : "something went wrong"}

5 Check Status by Termination Number

Request Type – POST

Request url - <https://pla.delaconcorp.com/rest/config/checkstatusbyterminationnumber>

POST Request Header:-

a) Auth=

POST parameters:-

TerminationNumber=

Client must provide to Delacon termination number

Response Examples:

- If the phone number exists, we will provide the Delacon CID and the Delacon toll free number:

```
{"RESULT": "OK", "OrderId":1567, "Numbers":"3334567890", "CID":39999, "BUSCAT":-}
```

Note if there are two numbers for the same termination number, we will use the last order.

- If we have not provisioned the toll free number yet, the response will be:

```
{"RESULT": "WAIT", "OrderId":1567, "Message": "Your order is not yet ready"}
```

- If we don't find an order with this termination number, the response will be

```
{"RESULT": "INVALID", "Message": "Your order is not yet ready"}
```

About Delacon

Delacon has extensive expertise in developing leading edge telecommunication technologies that help businesses stay ahead. Since the company's beginning in 1996, Delacon has been committed to developing products that help businesses improve their day to day operations and marketing ROI. Over the past few years the company's efforts have been focused on delivering a world class call tracking solution to support directory companies, digital media agencies, data driven marketing professionals, direct marketers, SME and enterprise businesses.

