

ViviPhone *Click-to-Call*



API reference Guide v1.2



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1. Overview

The ViviPhone Click-to-Call API consists of a set of callable methods, and some API endpoints.

To perform an action using the API, you need to send a request to its endpoint specifying a method and some arguments, and will receive a XML formatted response.

The required parameter **method** is used to specify the calling method.

The required parameter **key** is used to specify your API key.

1.1 Request Format

The API is based on the simple **REST** web service approach. All interactions are done with standard HTTP GET and POST action. The REST endpoint URL is:

<https://www.viviphone.com/api/>

The mandatory parameters are:

Parameter name	Parameter Description
method	Action to perform. Please refer to appendix A for more details.
key	Unique key associated to your account. Used for authentication purpose.

1.2 Response format

The API response is returned in XML format. The **stat** field indicates success ("ok") or failure ("fail").

When the request has failed, the **error code** field will contain the error number. Please refer to **appendix B** for the error number explanation.

Success: `<?xml version="1.0" ?><resp stat="ok"> ... </resp>`

Failure: `<?xml version="1.0" ?><resp stat="fail"> <err code=101/> </resp>`

1.3 Authentication and security

Before using the API you need to obtain your unique API key which is a mandatory parameter for every requests. Also, you may access the API only through secure HTTPS connections. As an optional but recommended security measure, we can accept incoming requests by your specific IP address only.

1.4 Typical example

This example will show how to create a new Click-to-Call button and how to change one of its attribute.

Step	Description	API request	API response
1	Create a new Click-to-Call button. -All incoming calls are forwarded to the phone number 212-555-1234. -Default values apply to all unspecified parameters. -Key 'hg73jkd8fks82sgl' is unique and must be obtained from ViviPhone administrators.	HTTP POST: method=c2c.new key=hg73jkd8fks82sgl dest1_num=2125551234 pin=5432	<?xml version="1.0" encoding="utf-8" ?> <resp stat="ok"> <id>743345568</id> </resp>
2	Get current call forwarding destination type.	HTTP GET: https://www.viviphone.com/api/? method=c2c.typedest.get&key=hg73jkd 8fks82sgl&id='743345568'	<?xml version="1.0" encoding="utf-8" ?> <resp stat="ok"> <type_dest>ph</type_dest> </resp>
3	Change current call destination to voice mail.	HTTP POST: method=c2c.typedest.set key=hg73jkd8fks82sgl&id=74334556'& type_dest=vm	<?xml version="1.0" encoding="utf-8" ?> <resp stat="ok"> </resp>

2 Click-to-Call API Methods

2.1 c2c.new

Description

This method instantiates a new Click-to-Call button.

Input Parameters

Name	Description	Default	Range	Optional?	Example
dest1_cty	Country code of first destination number (as per E.164 standard).	1 (North-America)	1-999	Yes	33
dest1_num	First destination phone number.	N/A	N/A	No	2125557322
dest1_post	Post-call instructions, leave empty if none required. Typically used to dial extension number after the main <dest1_num>. Use the letter 'w' to add half-second pause.	"	10 char.	Yes	'w201'
dest1_issms	Indicate if number supports SMS (typically a cell phone).	0	0=no 1=yes	Yes	0
dest2_cty	Country code of second destination number (as per E.164 standard).	1 (North-America)	1-999	Yes	33
dest2_num	Second (optional) destination phone number.	-1	N/A	Yes	2125557389
dest2_post	Post-call instructions, leave empty if none required. Typically used to dial extension number after the main <dest1_num>. Use the letter 'w' to add half-second pause.	"	10 char.	Yes	'w201'
dest2_issms	Indicate if number supports SMS (typically a cell phone).	0	0=no 1=yes	Yes	0
dest3_cty	Country code of third destination number (as per E.164 standard).	1 (North-America)	1-999	Yes	33
dest3_num	Third (optional) destination phone number.	-1	N/A	Yes	2125557400
dest3_post	Post-call instructions, leave empty if none required. Typically used to dial extension number after the main <dest1_num>. Use the letter 'w' to add half-second pause.	"	10 char.	Yes	'1ww209'
dest3_issms	Indicate if number supports SMS (typically a cell phone).	0	0=no 1=yes	Yes	0
pin	A pin number typically used by the owner for accessing his/her voice mail box.	N/A	1000-9999	No	2635

tzo	Local timezone offset from UTC. Typical North-America values are: 5: Eastern time 6: Central time 7: Mountain time 8: Pacific time	From global account setting.	-12-+12	Yes	5
lang	Language code for voice mail box prompts.	From global account setting.	'en', 'fr', 'sp'	Yes	en
vm_delay	Duration in seconds before the voice mail box picks an unanswered call. If set to 255, the mail box will never answer.	255	0-255	Yes	15
sched_en	Indicates if call availability schedule is active.	0	0=no 1=yes	Yes	1
sched_start	Start of availability period in minutes from midnight.	540 (9am)	0-1440	Yes	500
sched_stop	End of availability period in minutes from midnight.	1020 (5pm)	0-1440	Yes	1000
sched_days	Bit field to indicate available days of the week. Bit0 represents Sunday, bit7 represents Saturday.	62 (monday-friday)	0-127	Yes	127
max_tier	Maximum acceptable call rate tier. Used to limit incoming calls from a cost perspective. Typically, tiers 0 and 1 cover most of landlines in major world cities. US/Canada are covered under tier-0.	0	0-4	Yes	2
refer_url	Substring which needs to be matched against the posted "REFER_URL" string from compatible browsers. Used to limit incoming calls from which site it has been accessed. Please note that older browsers may not support this feature. Set to empty to disable this check.	"	30 char.	Yes	'myportal'
cty	Accept only incoming call from the specified country. Set to 0 to accept calls from all countries. Set to 1 to accept calls from US and Canada only. Country codes are per E.164 standard.	1	1-999	Yes	44
panel_txt_en	Indicates if scrolling text should be displayed on the Click-to-Call panel.	0	0=no 1=yes	Yes	1
panel_txt	Scrolling text content to be displayed.	"	80 char.	Yes	'Call me now...'
img_url	Source URL of the center image on the Click-to-Call panel. Set to empty to display the default image. The size should be 150x150 pixels to avoid distortions.	"	80 char.	Yes	http://www.my.com/image.jpg

Output Parameters

Name	Description
id	Unique identifier of the Click-to-Call button created.

2.2 c2c.typedest

Description

Inquire or set current type for incoming call destination. Please note that this method sets the default destination. It is possible to set a destination for specific callers which will take precedence over the default one.

2.2.1 c2c.typedest.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
type_dest	'ph': destination is a telephone 'vm': destination is the voice mail box 'bl': Calls are not accepted.

2.2.2 c2c.typedest.set

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
type_dest	'ph': destination is a telephone 'vm': destination is the voice mail box 'bl': Calls are not accepted.	'ph'	N/A	Yes	'bl'

Output Parameters

None.

2.3 c2c.phdest

Inquire or set current phone number destinations. Up to three phone numbers can be specified. Upon an incoming call, all defined numbers will ring simultaneously until one is answered.

2.3.1 c2c.phdest.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters (for each 3 phones)

Name	Description
cty	Country codes per E.164 standard.
num	Phone number. A value of -1 indicates that this destination is inactive.
post	Post-call instructions, empty if none. Typically used to dial extension numbers. The letter 'w' adds half-second pause. An empty value indicates no post call processing.
issms	0: not a SMS capable phone 1: SMS capable phone

2.3.2 c2c.phdest.set

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
dest1_cty dest2_cty dest3_cty	Country code per E.164 standard.	1		Yes Yes Yes	
dest1_num dest2_num dest3_num	First destination phone number.	N/A	N/A	No Yes Yes	2125557322
dest1_post dest2_post dest3_post	Post-call instructions, leave empty if none required. Typically used to dial extension number after the main <dest1_num>. Use the letter 'w' to add half-second pause.	"	10 char.	Yes Yes Yes	'w201'
dest1_issms dest2_issms dest3_issms	Indicate if number supports SMS reception (typically a cell phone).	0	0=no 1=yes	Yes Yes Yes	0

Output Parameters

None.

2.4 c2c.vm

Inquire or set current voice mail wait period before call goes to the Click-to-Call voice mail box.

2.4.1 c2c.vm.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
vm_delay	See section 2.1

2.4.2 c2c.vm.set

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
vm_delay	See section 2.1				

Output Parameters

None.

2.5 c2c.schd

Inquire or set current settings for call availability schedule.

2.5.1 c2c.schd.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
schd_en	See section 2.1
schd_start	See section 2.1
schd_stop	See section 2.1
schd_days	See section 2.1

2.5.2 c2c.schd.set

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
schd_en	See section 2.1				
schd_start	See section 2.1				
schd_stop	See section 2.1				
schd_days	See section 2.1				

Output Parameters

None.

2.6 c2c.actrl

Inquire or set current settings for call access control.

2.6.1 c2c.actrl.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
max_tier	See section 2.1
refer_url	See section 2.1
cty	See section 2.1

2.6.2 c2c.actrl.set

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
max_tier	See section 2.1				
refer_url	See section 2.1				
cty	See section 2.1				

Output Parameters

None.

2.7 c2c.ui

Inquire or set current settings for Click-to-Call panel user interface.

2.7.1 c2c.ui.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
panel_txt_en	See section 2.1
panel_txt	See section 2.1
img_url	See section 2.1

2.7.2 c2c.ui.set

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
panel_txt_en	See section 2.1				
panel_txt	See section 2.1				
img_url	See section 2.1				

Output Parameters

None.

2.8 c2c.geninfo

Inquire or set current settings for general information about the Click-to-Call button.

2.8.1 c2c.geninfo.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
tzo	See section 2.1
lang	See section 2.1

2.8.2 c2c.geninfo.set

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
tzo	See section 2.1				
lang	See section 2.1				

Output Parameters

None.

3 General API Methods

3.1 gen.scrng.bl

Inquire or set current phone number exclusion list (call screening).

3.1.1 gen.scrng.bl.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
numlist	Colon separated list of numbers currently rejected.

3.1.2 gen.scrng.bl.set

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
numlist	Colon separated list of numbers to be rejected.	"	250 char.	Yes	8884532223:212555 1212:5145558954:

3.2 gen.scrng.vm

Inquire or set current phone numbers forwarded to voicemail (call screening).

3.1.1 gen.scrng.vm.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
numlist	Colon separated list of numbers currently forwarded to voicemail.

3.1.2 gen.scrng.vm.set

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
numlist	Colon separated list of numbers to be forwarded to voicemail.	"	250 char.	Yes	8884532223:212555 1212:5145558954:

3.3 gen.scrng.ph

Inquire or set current phone number forwarded to a regular phone (reverse call screening). This is useful when only a limited list of callers are allowed. Typically in this case, the default destination (type_dest) will be set to 'bl'.

3.3.1 gen.scrng.ph.get

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834

Output Parameters

Name	Description
numlist	Colon separated list of numbers currently accepted.

3.3.2 gen.scrng.ph.set

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
numlist	Colon separated list of numbers to be accepted.	"	250 char.	Yes	8884532223:212555 1212:5145558954:

3.4 gen.hist.get

Inquire for detailed call history information.

Input Parameters

Name	Description	Default	Range	Optional?	Example
id	Unique Click-to-Call button identifier.	N/A	N/A	No	744433834
offset_day	Return all calls made between today and <offset_day> ago.	N/A	N/A	No	10

Output Parameters

Name	Description
is_num_intl	0: US/Canada call 1: International call
telnum	Inbound or outbound phone number.
cname	If call is inbound, Caller Name identification.
dursec	Duration of call in seconds.
date	Date of call (ISO format: 2010-01-30 17:07:11)
calltype	Type of call (inbound, outbound)
cost_ct	Total cost of this call (cents).

4 Click-to-Call button deployment and invocation

ViviPhone Click-to-Call are simple to install on a web site, do not require any plugins and are compatible with most regular and mobile browsers. Furthermore, some user interface elements of the Click-to-Call button can be dynamically adjusted.

The following HTML code summarizes the way to invoke the Click-to-Call interface:

<http://clicktocall.viviphone.com/?id=1866629502&lang='en' &cty=1>

Parameters	Description
id	Unique Click-to-Call identifier.
lang	Default language to be displayed ('en', 'fr', 'sp')
cty	Default country selected (code as per E.164 standard).

Appendix A. Method summary table

The following table lists all available methods with their corresponding input and output parameters.

The general syntax for parameters is:

Parameter name (range/example) [default value] <if Optional>

#	Method	Request type	Input Parameters	Output Parameters
2.1	c2c.new	POST	method ('c2c.new') key dest1_cty (1-999) [1] Optional dest1_num (2121235050) dest1_post (maxlen=10) [""] Optional dest1_issms (0-1) [0] Optional dest2_cty (1-9999) [1] Optional dest2_num (2121235050) Optional dest2_post (maxlen=10) [""] Optional dest2_issms (0-1) [0] Optional dest3_cty (1-9999) [1] Optional dest3_num (2121235050) Optional dest3_post (maxlen=10) [""] Optional dest3_issms (0-1) [0] Optional pin (1000-9999) tzo (-12-+12) [from account def] Optional lang ('en','fr','sp') [from account def] Optional vm_delay (0-255) [255] Optional schd_en (0-1) [0] Optional schd_start (0-1440) [540] Optional schd_stop (0-1440) [1020] Optional schd_days (0-127) [62] Optional max_tier (0-4) [0] Optional refer_url (maxlen=30) [""] Optional cty (1-999) [1] Optional panel_txt_en (0-1) [0] Optional panel_txt (maxlen=80) [""] Optional img_url (maxlen=80) [""] Optional	id
2.2.1	c2c.typedest.get	GET	method ('c2c.typedest.get') key id	type_dest ('ph','vm','bl')
2.2.2	c2c.typedest.set	POST	method ('c2c.typedest.set') key id type_dest ('ph','vm','bl')	None

#	Method	Request	Input Parameters	Output Parameters
2.3.1	c2c.phdest.get	GET	method ('c2c.phdest.get') key id	cty (1-999) num (2121235050) post ('w130') issms (0-1)
2.3.2	c2c.phdest.set	POST	method ('c2c.typedest.set') key dest1_cty (1-999) [1] Optional dest1_num (2121235050) Optional dest1_post (maxlen=10) [""] Optional dest1_issms (0-1) [0] Optional dest2_cty (1-9999) [1] Optional dest2_num (2121235050) Optional dest2_post (maxlen=10) [""] Optional dest2_issms (0-1) [0] Optional dest3_cty (1-9999) [1] Optional dest3_num (2121235050) Optional dest3_post (maxlen=10) [""] Optional dest3_issms (0-1) [0] Optional	None
2.4.1	c2c.vm.get	GET	method ('c2c.vm.get') key id	vm_delay (0-255)
2.4.2	c2c.vm.set	POST	method ('c2c.vm.set') key id vm_delay (0-255) [255] Optional	None
2.5.1	c2c.schd.get	GET	method ('c2c.schd.get') key id	schd_en (0-1) schd_start (0-1440) schd_stop (0-1440) schd_days (0-127)
2.5.2	c2c.schd.set	POST	method ('c2c.schd.set') key id schd_en (0-1) [0] Optional schd_start (0-1440) [540] Optional schd_stop (0-1440) [1020] Optional schd_days (0-127) [62] Optional	None
2.6.1	c2c.actrl.get	GET	method ('c2c.actrl.get') key id	max_tier (0-5) refer_url (maxlen=30) cty (1-999)
2.6.2	c2c.actrl.set	POST	method ('c2c.actrl.set') key id max_tier (0-5) [0] Optional refer_url (maxlen=30) [""] Optional cty (1-999) [1] Optional	None

#	Method	Request type	Input Parameters	Output Parameters
3.1.1	gen.scrng.bl.get	GET	method ('gen.scrng.bl.get') key id	numlist (maxlen=250)
3.1.2	gen.scrng.bl.set	POST	method ('gen.scrng.bl.get') key id numlist (maxlen=250)	None
3.2.1	gen.scrng.vm.get	GET	method ('gen.scrng.vm.get') key id	numlist (maxlen=250)
3.2.2	gen.scrng.vm.set	POST	method ('gen.scrng.vm.get') key id numlist (maxlen=250)	None
3.3.1	gen.scrng.ph.get	GET	method ('gen.scrng.ph.get') key id	numlist (maxlen=250)
3.3.2	gen.scrng.ph.set	POST	method ('gen.scrng.ph.get') key id numlist (maxlen=250)	None
2.7.1	c2c.ui.get	GET	method ('c2c.ui.get') key id	panel_txt_en (0-1) panel_txt (maxlen=80) img_url (maxlen=80)
2.7.2	c2c.ui.set	POST	method ('c2c.ui.set') key id panel_txt_en (0-1) [0] Optional panel_txt (maxlen=80) ["] Optional img_url (maxlen=80) ["] Optional	None
2.8.1	c2c.geninfo.get	GET	method ('c2c.geninfo.get') key id	tzo (-12-+12) lang ('en','fr','sp')
2.8.2	c2c.geninfo.set	POST	method ('c2c.geninfo.set') key id tzo (-12-+12) [from account def] Optional lang ('en','fr','sp') [from account def] Optional	None

Appendix B. Error response codes

The following table lists the error code returned when a API request has failed.

Code Number	Description
1 to 200	Irrecoverable system error. Please try again.
201	A mandatory parameter is missing.
202	The requested method is unknown (method).
203	Unknown Click-to-Call identifier (id).
204	The destination type is incorrect (type_dest).
205	The timezone is out of range (tzo).
206	The mandatory pin number is missing (pin).
207	The pin number is out of range (pin).
208	This language identifier is unknown (lang).
209	Value missing or out of range for the voice mail delay (vm_delay).
210	Value missing or out of range for the schedule activation flag (schd_en).
211	Value missing or out of range for the schedule start time (schd_start).
212	Value missing or out of range for the schedule end time (schd_stop).
213	Value missing or out of range for the schedule days (schd_days).
214	Value missing or out of range for the rate tier control (max_tier).
215	Value missing or out of range for the country control (cty).
216	Value missing or out of range for the text activation flag (panel_txt_en).
217	Value missing or out of range for the scrolling text (panel_txt).
218	Value missing or out of range for the refer URL (refer_url).
219	Value missing or out of range for the SMS flag (issms).
220	Value missing or out of range for the post call processing (dest1_post, dest2_post, dest3_post).
221	Value missing, incorrect or not authorized for the destination phone number (dest1_num, dest2_num, dest3_num).
222	Value missing or out of range for the call screening list (numlist).
223	Allowed quantity of Click-to-Call buttons for your account exceeded.