

Getting started with Net Doctrine!

APIs for Voice Calls

POST API LINK:

`https://netdoctrineg.azurewebsites.net/api/sendaction`

Required headers:

example in figure 1

- **CustomerCode** (ex: Demo)
- **ApiKey** (ex: C586AB112F120EFF693AD30176EF6B9FC4A1248A042D0182274B93B3AC56A233)
- **Content-Type** (must be application/json)

▼ Headers (3)

KEY	VALUE	DESCRIPTION	***	Bulk Edit	Presets ▼
<input checked="" type="checkbox"/> CustomerCode	Demo				
<input checked="" type="checkbox"/> ApiKey	C586AB112F120EFF693AD30176EF6B9FC4A1248A042D...				
<input checked="" type="checkbox"/> Content-Type	application/json				
Key	Value	Description			

Figure 1 – Example of headers

VOICE CALLS - Making an Outbound Call

This guide helps you implement your first outgoing call with Net Doctrine.

The payload must contain a stringified object that has the following properties:

Sender = this is the phone number you specified as the caller ID;

ChannelBehavior: the default behavior of the call;

*DefaultChannelBehavior is list of key-value pairs where the key is the unique name of the node (e.g. 0 or 1 or 2) and the value is the action to execute. There are 5 types of actions available: **Play**, **Say**, **Silence**, **Dial (redirect)** and **Menu (IVR)**.

TelephoneNumber: phone number to call;

POST Request

All POST requests return the unique identifier of the newly created action in case of success, otherwise an error message.

Example:

```
{  
  "guid": "78d8d15a-9c5f-4c9d-97c8-d279341acefb"  
}
```

Play External Audio File

Net Doctrine supports WAV file format (mono, 16 bit, 8000 Hz).

Example of body:

```
{
  "SendActionType": "Voice",
  "MessagePayload": {
    "Sender": "0040773.....",
    "ChannelBehavior": {
      "ChannelBehaviorNodes": {
        "0": {
          "ActionType": "Play",
          "ChannelBehaviorAction": {
            "Url": "http://www.yoursite.com/audio.wav"
          }
        }
      }
    }
  },
  "TelephoneNumber": "004074....."
}
```

Play a Text-To-Speech Message

VoiceId and LanguageCode values can be found here:

<https://docs.aws.amazon.com/polly/latest/dg/voicelist.html>

Example of body:

```
{
  "SendActionType": "Voice",
  "MessagePayload": {
    "Sender": "9876",
    "ChannelBehavior": {
      "ChannelBehaviorNodes": {
        "0": {
          "ActionType": "Say",
          "ChannelBehaviorAction": {
            "Text": "Hello! This message is a sample. Good bye.",
            "LanguageCode": "en-US",
            "VoiceId": "Joanna"
          }
        }
      }
    }
  },
  "TelephoneNumber": "0040740....."
}
```

Play IVR (Interactive Voice Response) with Audio File, Text-To-Speech and Redirect

Example of body:

```
{
  "SendActionType": "Voice",
  "MessagePayload": {
    "Sender": "0773772066",
    "ChannelBehavior": {
      "ChannelBehaviorNodes": {
        "0": {
          "ActionType": "Say",
          "ChannelBehaviorAction": {
            "Text": "Vrei să-ți iei o mașină nouă, dar înainte de a lua o
decizie dorești să o testezi? Înscrie-te acum la una dintre reprezentantele noastre
pentru un test drive!",
            "LanguageCode": "ro-RO",
            "VoiceId": "Carmen"
          },
          "NextNode": 1
        },
        "1": {
          "ActionType": "Say",
          "ChannelBehaviorAction": {
            "Text": "Apasă tasta 1 pentru a intra în legătură cu un agent.",
            "LanguageCode": "ro-RO",
            "VoiceId": "Carmen"
          },
          "NextNode": 2
        },
        "2": {
          "ActionType": "Menu",
          "ChannelBehaviorAction": {
            "Digits": {
              "1": {
                "NextNode": 3
              },
              "WrongDigit": {
                "NextNode": 1
              },
              "NoDigit": {
                "NextNode": 1
              }
            }
          },
          "Timeout": 10000
        }
      }
    }
  }
},
```

```
    "3": {
      "ActionType": "Say",
      "ChannelBehaviorAction": {
        "Text": "În cel mai scurt timp veți fi contactat de
către un coleg de-al nostru. Vă rugăm așteptați!",
        "LanguageCode": "ro-R0",
        "VoiceId": "Carmen"
      }
    }
  },
  "TelephoneNumber": "0040740....."
}
```