RECALL
CRM & ERP INTEGRATION

Recall may be integrated with most of the existing CRM and ERP applications to automatically and constantly update the database of the customer with all the recording entries. This option allows to search, filter and retrieve the recordings from the CRM interface and to link automatically the recordings to customers or projects to make later searches easier.

Together with the path of the recording file and its name, the information forwarded to the CRM includes systematically, date and time of the call, dialed number, calling number, extension, call type and duration.

Any of these parameters can be combined to make searches and find the proper recordings.

The integration of the Jusan Call recording solutions with CRM and ERP applications may be achieved in different ways in order to adapt to each customer's needs and specifications.

In case of trunk-based recording, some of the solutions described hereafter may not be available or may require extra software development.

Integration by Jusan Web service

The solution is based on a specific Web Service supplied by Jusan and which will be invoked by the CRM after the call, in order to receive the path and name of the recorded file.

The parameters used by the CRM to select the recording are the extension number, date and time and optionally the phone number.

Parameters:

```
sExtension:      Agent extension number
dtCallDateTime:  Date and time of call,
                 format 'yyyy-MM-dd HH:mm:ss'
sPhoneNumber:    Party phone number (optional)
```

Returns:

```
Recording file with full path or an empty string if no file was found
```

Jusan Web Service is available on SOAP – XML and JSONP protocols. Example in JSONP format;

http://192.168.0.165/RecallIPInterfaceWS/JSONP/Recording.asmx/RetrieveRecFile?sExtension=34&sPhoneNumber=1004&dtCallDateTime=%222011-10-10%2018:52:00%22&bDeletionProtected=false&format=json
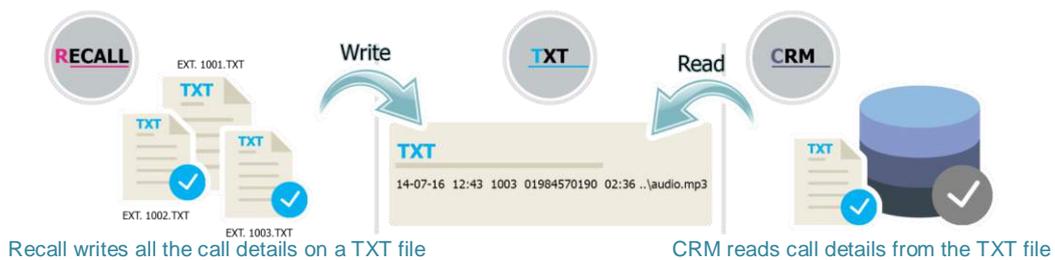
Integration by URL

The solution is based on a specific URL supplied by the CRM provider and which will be invoked by Recall after each call, in order to inform the CRM about all the call details and the full name of the recorded file. The URL may include extension number, date and time, phone number and full name of the audio file. The forwarded information must be stored by the CRM on his own DB in order to be retrieved and presented when required.

Example of possible URL; http://customer-crm/?number=*[phone number]*&agent=*[extension]* &date&time=*[date & time]*&]&duration=*[call duration]*&audiofile=*[audio file]*

Integration by Text Files

When the recording starts, Recall writes all the call details and the full name of the recorded file on a text file (the different fields are separated by comas or Tabs). At the end of the call, Recall overwrites the same information plus the duration of the conversation.

During or after the call, the CRM can retrieve and store the relevant call information by just reading the corresponding text file. A different text file is generated for each extension and each file is reset for each new call (each extension text file contains only the details of the last recorded call).

Recall writes all the call details on a TXT file

CRM reads call details from the TXT file

The forwarded information must be stored by the CRM on his own DB in order to be retrieved and presented to the agents when required

Integration by CRM Web service

The solution is based on a specific Web Service supplied by the CRM provider and which will be invoked by Recall after each call, in order to inform the CRM about all the call details and the full name of the recorded file. The forwarded information must be stored by the CRM on his own DB in order to be retrieved and presented to the agents when required. **Supported protocols; SOAP, JSON and JSONP. (other protocols may be supported on project mode).**

Web Service with all call details and file name

CRM form with recording details

Call details stored in CRM DB

Possible alternative to software integration

When needed, the CRM application looks directly on the Recall SQL database for the "requested recording" using as many searching parameters as possible among: called or caller number, date & time, extension and type of call.

On this case there is not a real integration process, but just a "**Stored Query**" implemented in the Recall Server. Customer CRM will use this query with the appropriate parameters to filter the recording entries, and get a **Record File** with the all the call details and the path of the recording file. **Once the CRM has the path of the recording file and its name, it can be retrieved and played directly from the CRM interface.**