

# 1 Call Divert – Divert Calls To Other Number When Unavailable Data Contract

## 1.1 Overview

This section provides information on the flow of data between the Divert Calls to Other Number When Unavailable Template of the Call Divert product and the web service. The purpose of this REST-ful web service is to allow a back-end system to request the diverting of calls to an alternative number for a specific customer account when the customer is unavailable.

## 1.2 Request

Requests are made using HTTP POST requests, which pass the required caller details to the web service. For the Call Divert product, the caller is identified using an Identification Module at the start of the callflow. The following parameters are then passed into the automatic query web service:

*Table 1 Call Divert – Divert Calls to Other Number When Unavailable web service request parameters*

Parameter	Description	Example Values
MSISDN	An arbitrary value retrieved by the Identification Module, to be passed to the web service to retrieve caller's account details and perform the required task.	"07718891234"
UnavailableCallsDivertNumber	The number that the caller requests unavailable calls to be diverted to. This is captured in the Divert Calls to Other Number When Unavailable Template.	"07881751156"

A typical URL might look like this:

```
http://localhost:8080/fish-services/test/CallDivert_DivertCallsToOtherNumberWhenUnavailable.jsp
```

And a typical HTTP POST body might look like this:

```
cli=02890571100&dnis=7896&sessionid=1234%2D3AAF%2D3372&MSISDN=07718891234&UnavailableCallsDivertNumber=07881751156
```

## 1.3 Response

The XML response specifies the overall status of the task, i.e. "success", or some other return code such as "agent", and provides a mechanism to set arbitrary variables in the call session.

When specifying variables in the response, you can cause some or all key-value pairs to be attached to the call via the CTI (where the platform supports it) by including an optional "attach" attribute with a value of "true" or to set them as the CLI data by including an optional "remember" attribute with a value of "true".

A typical XML response looks like this:

```
<callDivertResults>
  <status>success</status>
</callDivertResults>
```

A call divert attempt where the diversion is not possible might look like this:

```
<callDivertResults>
  <status>failure</status>
</callDivertResults>
```

A call divert attempt where an error occurs might look like this:

```
<callDivertResults>
  <status>error</status>
</callDivertResults>
```



HTTP response codes other than "200" will be treated as an error.

### 1.3.1 Statuses

The <status> element is the only mandatory element. The following statuses can be returned:

- “success” – indicates that the query was successful
- ‘failure’ – this status would indicate that requesting the task for the specific account was not possible
- ‘error’ – the application’s error handling path will be followed in the callflow
- any other status – causes the Module to return with that status.