

Brekeke CIM 2.7

Client-Widget API Specification

Rev. 1.10.160817

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Revision History

Revision	Section	Description Summary
1.00		Updated from CIM 2.5 Client API Widget Specification Rev. 1.00
1.10		Added secondary application information as call information to lower APIs.
	4.7.10	APIs which relate to secondary applications are added.
	4.7.11	
	4.9.21	
	4.9.22	

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1. Summary Description

Brekeke CIM Client Widget API is a generic Javascript API which is required to utilize the Widget-type CIM Client on web applications. The Widget-type CIM Client is included in Brekeke CIM as standard feature.

The Client Widget API includes the Client AP internally, the all features provided by the Client API can be utilized in the Client Widget API.

2. Environment

- Browsers that supports XMLHttpRequest level2

3. API Usage

Load the following 4 files within the web page where the CIMClient Widget API is being used;

- `http://<cim-application-url>/client/lib/cim-common.js`
- `http://<cim-application-url>/client/lib/cti-client-core.js`
- `http://<cim-application-url>/client/lib/cti-client-widget.js`
- `http://<cim-application-url>/client/lib/cim-chat.js` (※Only the case that chat feature is used.)

[Example]

```
<script type="text/javascript" src="http://192.168.0.1:8080/cim/client/lib/cim-common.js"></script>
<script type="text/javascript" src="http://192.168.0.1:8080/cim/client/lib/cti-client-core.js"></script>
<script type="text/javascript" src="http://192.168.0.1:8080/cim/client/lib/cti-client-widget.js"></script>
<script type="text/javascript" src="http://192.168.0.1:8080/cim/client/lib/cim-chat.js"></script>
```

4. API Specification

4.1. Class (Object) List

Class Name	Summary
Brekeke.CTI	Root class for providing CIM Client API. Object has already been generated.
Brekeke.CTI.Constants	CIM Client API Costant Definition class. Object has already been generated.
Brekeke.CTI.Server	Abstract Class for CIM Server. This is a private inner class and the object can be retrieved by factory method.
Brekeke.CTI.AgentWidget	CIM Client widget class. It inherits the functions of Brekeke.CTI.Agent It is a private inner class and the object can be retrieved by factory method. After the object is created, by retrieving rendering method from div element, UI shows on a web page.

4.2. List of Methods

※ The methods written with **bold** show that the specifications are different from CIM Client API or they are unique methods in CIM Client Widget API.

Brekeke.CTI	
getServer(url)	Generate and obtain Brekeke.CTI.Server object.

Brekeke.CTI.Server	
getAgentWidget(listeners)	Generate and obtain Brekeke.CTI.AgentWidget object.

Brekeke.CTI.AgentWidget	
getObjectState()	Get the state of object.
render(parentNode, config)	Render the AgentWidget's UI and start it.
destroy()	Stop AgentWidget and delete UI.
setFieldValue(fieldId, value)	Set values on the fields in UI.
getFieldValue(fieldId)	Get values from the fields in UI.
setControlEnabled(controlId, enabled)	Change UI control to enable or disable.
getControlEnabled(controlId)	Get the information if UI's control is enabled or not.
setAppUriJumpTarget(documentNode)	Set the document node that will be displayed as the Group home page (groupUrl) and application URL (appURL) in screen transition.
getAppUriJumpTarget()	Get the document node that will be displayed as the Group home page (groupUrl) and application URL (appURL) in screen transition.
setSecondaryAppShowTarget(documentNode)	Set the document node that will be displayed as the secondary application (secondaryAppInfo).
getSecondaryAppShowTarget()	Get the document node that will be displayed as the secondary application (secondaryAppInfo).
getAgentInfo()	Get the agent information.
getAgentConfig()	Get the configuration information of the agent.
getAgentState()	Get the state of agent.
getCallsInfo()	Get the call information.
getCallState()	Get the state of call.
getWrapUpCallInfo()	Get the call information of the calls that is in the WrapUp state.
getRelatedCallsInfo()	Get the call information of related calls.
getAcdsInfo()	Returns the ACD information being assigned.
getHelpRequests()	Get help request information.
getOnlineAgents()	Get the Agent information of Online Agent.
setEventListener(listeners)	Configure the event listener.
operate(operationName, parameters, id)	Execute the operation.
continueEvent()	Continue executing the event which has a return value.

4.3. List of Operations

Brekeke.CTI.Agent	
signin	Sign in to CIM Server.
signout	Sign out from CIM Server.
changeAgentState	Change Agent state.
makeCall	Make a call.
consultationCall	Forward the call.
conferenceCall	Change the forwarded call to a conference mode.
holdCall	Hold the call.
unholdCall	Cancel the hold on the call.
clearCall	Turn off the call.
answerCall	Answer the calls.
changeCallInfo	Change the optional information of the specified call.
setExtCallInfo	Add information to the specified call.
getExtCallInfo	Get information of the specified call.
reserveRelatedCall	Reserve the related calls.
unreserveRelatedCall	Cancel the reservation of the related called.
unrelateRelatedCall	Unrelate the related calls that are attached to the specified call.
updateAgentInfo	Update the agent information to the latest information.
updateCallsInfo	Update the call information to the latest information
updateWrapUpCallInfo	Update the call information of the call in the Wrap Up state to the latest information.
updateRelatedCallsInfo()	Update the information of related calls to the latest information.
updateAcdsInfo	Update the assigned ACD information to the latest.
updateHelpRequests	Update the help request information to the latest information.
updateOnlineAgents	Update the Online Agent information to the latest information.
requestHelp	Request Help.
dismissHelpRequest	Dismiss the request help.
supervise	Join other calls as supervisor mode.
manageAgentState	Update the state of other agent.
sendMessage	Send message.
sendInnerMessage	Send internal message.
loadUserConfig	Get user configuration information.
saveUserConfig	Save user configuration information.

4.4. List of Events

※ The events written with **bold** show that the specifications are different from CIM Client API or they are unique events in CIM Client Widget API.

Brekeke.CTI.Agent	
objectStateChanged(ev)	Occurs when the state of object changed.
signedIn(ev)	Occurs when the agent signs in.
signedOut(ev)	Occurs when the agent signs out.
agentStateChanged(ev)	Occurs when the agent state changes.
callOffered(ev)	Occurs when the call is offered.
callInfoChanged(ev)	Occurs when the call information changes.
callStateChanged(ev)	Occurs when the call state changes.
relatedCallInfoChanged(ev)	Occurs when the related call information changes.
queuedCallCountChanged(ev)	Occurs when the call number in the assigned ACD in the Queue changes.
helpRequested(ev)	Occurs when the help is requested.
helpRequestDismissed(ev)	Occurs when the help request is dismissed.
messageReceived(ev)	Occurs when the message is received.
innerMessageReceived(ev)	Occurs when the internal message is received.
agentActive(ev)	Occurs when the Online state of the other agent changes.
errorOccurred(ev)	Occurs when the error occurred.
windowChanged(ev)	Occurs when the window operated by CIM client changes.
pollingTimeout(ev)	Occurs when the polling with CIM server times out.
operationResult(ev)	Occurs when the operation is completed.
controlClick(ev)	Occurs when the control is pushed.
appUrlJump(ev)	Occurs just before the screen transition for Group home page (groupUrl) or application URL(appUrl) is completed.
secondaryAppShow(ev)	Occurs just before the secondary application's page (secondaryAppInfo) is displayed.
secondaryAppHidden(ev)	Occurs just after the secondary application's page (secondaryAppInfo) is closed.

4.5. Brekeke.CTI Class Method

4.5.1. getServer (url)

Description	This is a factory method to get the Brekeke.CTI.Server Object. This is implemented in the Singleton pattern as only one server object should be generated per one session. When this is called for the first time, Brekeke.CTI.Server Object is created based on the url parameters in the arguments, for the 2nd time on, the object reference that is already generated is returned. However, the url values differ in first and 2nd time, it is determined as it's against the coding restriction and the exception error will be thrown.	
Arguments	url	Application Address of CIM Server. Example: "http://192.168.0.1:8080/cim/"
Returns	Brekeke.CTI.Server Object	

4.6. Brekeke.CTI.Server Class Method

4.6.1. getAgentWidget (listeners)

Description	<p>Factory Method for getting Brekeke.CTI.AgentWidget Object.</p> <p>This is implemented in the Singleton pattern as only one object should be generated per one session. When this is called for the first time, AgentWidget Object is created, for the 2nd time on, the object reference that is already generated is returned.</p> <p>When AgentWidget Object is generated, if the agent is signed in already to the CIM server with current session, the agent information of online state will be recovered and when it's not signed in, it will be the offline state object.</p> <p>Object Initialization process is done with CIM Server by using asynchronous communication, the object feature cannot be used until the initialization is completed. Whether or not if the Object can be used can be detected in getObjectState method or objectStateChanged event.</p> <p>When listeners arguments are specified, it assigns event listener change to the Agent object then the reference is returned.</p> <p><i>Related Event: objectStateChanged</i></p>	
Arguments	<p>listeners (Optional)</p>	<p>Mapping of Events and Listeners.</p> <p>Specifies using Object list {Event: Callback function}</p> <p>It will only assign to the events specified in the arguments and omitted event will keep the assignment configuration previously set. Please specify null in the callback function in the event for canceling event notification.</p> <p>Example1: listeners = { agentStateChanged: onAgentStateChanged, callOffered: onCallOffered, callStateChanged: onCallStateChanged, error: onError }</p> <p>Example2: listeners = { callStateChanged: null }</p>
Returns	Brekeke.CTI.Agent Object	

4.7. Brekeke.CTI.AgentWidget Class Method

4.7.1. getObjectState()

Description	<p>Get Object state.</p> <p>The specification is same as Brekeke.CTI.Agent.</p>
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4.7.2. render(parentNode, config)

Description	<p>Render AgentWidget's UI and start it.</p> <p>Add the graphic node which compose the AgentWidget's UI to the DOM node, and start application.</p> <p>When the call is made to the existing rendered Object, it will be against the coding rule and the exception will be thrown.</p>	
Arguments	parentNode	DOM node object that renders UI
	config (Option)	<p>Settings of UI rendering</p> <p>{ property: value,,, }</p>

		✖It is planned to enhance to manage displaying each buttons in the future.
Returns	None	

4.7.3. destroy()

Description	Stop AgentWidget and delete UI Stop application's behavior and delete graphic nodes which compose UI from parent node. When the call is made to the Object which has not been rendered, the method does nothing.	
Parameters	None	
Returns	None	

4.7.4. setFieldValue(fieldId, value)

Description	Set the string value on the specific field in UI	
Parameters	fieldId	Field ID
	value	String value to be set
Returns	None	

4.7.5. getFieldValue(fieldId)

Description	Get the string value from the specific field in UI.	
Parameters	fieldId	Field ID
Returns	String value which is set the specific field.	

4.7.6. setControlEnabled(controlId, enabled)

Description	Change the specific control to enabled or disabled.	
Parameters	controlId	Control ID
	enabled	Change to enabled :true, change to disabled :false
Returns	changed to enabled :true, changed to disabled :false	

4.7.7. getControlEnabled(controlId)

Description	Get the status if the specific control in UI is enabled or not.	
Parameters	controlId	Control ID
Returns	the control is enabled :true, disabled:false.	

4.7.8. setAppUrlJumpTarget (documentNode)

Description	Set the document node which is displayed as Group home page(groupUrl) and application URL(appUrl). When the callOffered() Event occurs, if appUrl's value is available, execute the application screen transition(appUrlJump) to the document node which is specified in this method. The initial value before the method has not been called is "windows.document". If null is set as parameter, application screen transition does not occur.	
Parameters	documentNode	DOMdocument Node object
Returns	None	

4.7.9. getAppUrlJumpTarget ()

Description	Get the document node which is displayed as Group home page (groupUrl) and application URL(appUrl).	
	None	
Returns	DOM document node object	

4.7.10. setSecondaryAppShowTarget (documentNode)

Description	Set the document node which is displayed as seconday application (secondaryAppinfo) . When the callOffered() Event occurs, if secondaryAppInfo's value is available, displays the application screen(secondaryAppShow) to the document node which is specified in this method. The initial value before the method has not been called is the displaying area of secondary application in this widget. If null is set as parameter, application screen transition does not occur.	
Parameters	documentNode	DOM document node object.
Returns	None	

4.7.11. getSecondaryAppShowTarget ()

Description	Get the document node which is displayed as seconday application (secondaryAppinfo) .	
Parameters	None	
Returns	DOM document node object	

4.7.12. getAgentInfo()

Description	Get information related to the signed in agent. Specification is same as Brekeke.CTI.Agent.
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4.7.13. getAgentConfig()

Description	Get configuration information of signed in agent. Specification is same as Brekeke.CTI.Agent.
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4.7.14. getAgentState()

Description	Get the state of agent. Specification is same as Brekeke.CTI.Agent.
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4.7.15. getCallsInfo()

Description	Get list of call information that are assigned to current agent. Specification is same as Brekeke.CTI.Agent.
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4.7.16. getCallState(callId)

Description	Get the state of call. Specification is same as Brekeke.CTI.Agent.
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4.7.17. getWrapUpCallInfo()

Description	Get the call information of the calls that is in the WrapUp state. Specification is same as Brekeke.CTI.Agent.
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4.7.18. getRelatedCallsInfo()

Description	Get the call information of related calls. Specification is same as Brekeke.CTI.Agent.
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4.7.19. getAcdsInfo()

Description	Returns the ACD information being assigned. Specification is same as Brekeke.CTI.Agent.
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4.7.20. getHelpRequests()

Description	Get the list of agents who are requesting help. Specification is same as Brekeke.CTI.Agent.
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4.7.21. getOnlineAgents()

Description	Get the list of agents who are being online. Specification is same as Brekeke.CTI.Agent.
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4.7.22. setEventListener(listeners)

Description	Configure the event listener. Specification is same as Brekeke.CTI.Agent.
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4.7.23. operate(operationName, parameters, id)

Description	Execute the operation. Specification is same as Brekeke.CTI.Agent.
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4.7.24. continueEvent()

Description	<p>Continue executing the event which has a return value.</p> <p>In Brekeke CIM Client Widget API, in the case that event caller need a return value, it is returned by using this method.</p> <p>When Brekeke CIM Client Widget API call back the event which have returns, with this method; it is stop behavior to wait for returns.</p> <p>So if developer find the event which have returns, he or she has to code to continue the event processing.</p> <p>When event listener is not set for the event which has returns, it does not need to call this method.</p> <p>[Example]</p> <pre>widget.setEventListener({ appUrlJump: onAppUrlJump}); function onAppUrlJump(ev) { widget.continueEvent("appUrlJump", true); }</pre>	
Parameters	eventName	Name of the event
	value	Returns of the event
Returns	None	

4.8. Brekeke.CTI.Agent Class Operation

4.8.1. signin

Description	Signs in to CIM Server. Specification is same as Brekeke.CTI.Agent.
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4.8.2. signout

Description	Sign out from CIM Server. Specification is same as Brekeke.CTI.Agent.
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4.8.3. changeAgentState

Description	Changes the Agent state Specification is same as Brekeke.CTI.Agent.
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4.8.4. makeCall

Description	Make a call Specification is same as Brekeke.CTI.Agent.
--------------------	--

4.8.5. consultationCall

Description	Forward the call and put the call hold. Specification is same as Brekeke.CTI.Agent.
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4.8.6. conferenceCall

Description	Make the call conference call for the specified forwarded call on hold. Specification is same as Brekeke.CTI.Agent.
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4.8.7. holdCall

Description	Put the specified call on hold Specification is same as Brekeke.CTI.Agent.
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4.8.8. unholdCall

Description	Unhold the call specified call. Specification is same as Brekeke.CTI.Agent.
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4.8.9. clearCall

Description	Hung up the specified call. Specification is same as Brekeke.CTI.Agent.
--------------------	--

4.8.10. answerCall

Description	Answer the call that is being received being specified. Specification is same as Brekeke.CTI.Agent.
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4.8.11. changeCallInfo

Description	Update the optional call information of the specified call. Specification is same as Brekeke.CTI.Agent.
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4.8.12. setExtCallInfo

Description	Add Call Information to the specified call. Specification is same as Brekeke.CTI.Agent.
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4.8.13. getExtCallInfo

Description	Retrieve the call information from the specified call. Specification is same as Brekeke.CTI.Agent.
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4.8.14. reserveRelatedCall

Description	Reserves the related calls. Specification is same as Brekeke.CTI.Agent.
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4.8.15. unreserveRelatedCall

Description	Cancel the reservation of related calls. Specification is same as Brekeke.CTI.Agent.
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4.8.16. unrelateRelatedCall

Description	Remove the related calls associated to the call. Specification is same as Brekeke.CTI.Agent.
--------------------	---

4.8.17. updateAgentInfo

Description	Updates the Agent Information to the latest information. Specification is same as Brekeke.CTI.Agent.
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4.8.18. updateCallsInfo

Description	Updates the call information to the latest information. Specification is same as Brekeke.CTI.Agent.
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4.8.19. updateWrapUpCallInfo

Description	Updates the call information of the calls in the Wrap Up state to the latest information. Specification is same as Brekeke.CTI.Agent.
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4.8.20. updateRelatedCallsInfo

Description	Updates the related call information to the latest information. Specification is same as Brekeke.CTI.Agent.
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4.8.21. updateAcdsInfo

Description	Updates the assigned ACD information to the latest information. Specification is same as Brekeke.CTI.Agent.
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4.8.22. updateHelpRequests

Description	Update the Agent List who is requesting help to the latest information. Specification is same as Brekeke.CTI.Agent.
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4.8.23. updateOnlineAgents

Description	Update the Online Agent List to the latest information. Specification is same as Brekeke.CTI.Agent.
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4.8.24. requestHelp

Description	Request Help. (Only Agents) Specification is same as Brekeke.CTI.Agent.
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4.8.25. dismissHelpRequest

Description	Dismiss the help request. Specification is same as Brekeke.CTI.Agent.
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4.8.26. supervise

Description	Joins the call as supervisor mode (Admin/SV Only) Specification is same as Brekeke.CTI.Agent.
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4.8.27. manageAgentState

Description	Change the agent state of other agent (Admin/SV Only).	
	The operation causes the same behavior as when the agent's change state button is clicked. No action will be taken when the state is not changeable for example due to the invalid call or permission restriction.	
Parameters	agentId	Agent ID on target
	agentState	Constant Value for Agent State
Returns	None	

4.8.28. sendMessage

Description	Send messages. Specification is same as Brekeke.CTI.Agent.
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4.8.29. sendInnerMessage

Description	Send internal message. Specification is same as Brekeke.CTI.Agent.
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4.8.30. loadUserConfig

Description	Obtains the user configuration information. Specification is same as Brekeke.CTI.Agent.
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4.8.31. saveUserConfig

Description	Saves the user configuration informaiton. Specification is same as Brekeke.CTI.Agent.
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4.9. Brekeke.CTI.AgentClass Events

4.9.1. objectStateChanged(ev)

Description	Event when the object state changes. Specification is same as Brekeke.CTI.Agent.
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4.9.2. signedIn(ev)

Description	Event reported when the agent signs in. Specification is same as Brekeke.CTI.Agent.
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4.9.3. signedOut(ev)

Description	Event reported when the agent signs out. Specification is same as Brekeke.CTI.Agent.
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4.9.4. agentStateChanged(ev)

Description	Event reported when the agent state changes. Specification is same as Brekeke.CTI.Agent.
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4.9.5. callOffered(ev)

Description	Event reported when the call happens in the case when the new call is started or received. Specification is same as Brekeke.CTI.Agent.
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4.9.6. callInfoChanged(ev)

Description	Event reported when the call information is changed by the changeCallInfo operation. Specification is same as Brekeke.CTI.Agent.
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4.9.7. callStateChanged(ev)

Description	Event reported when the call state changes. Specification is same as Brekeke.CTI.Agent.
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4.9.8. relatedCallInfoChanged(ev)

Description	Event reported when the related call information is changed. Specification is same as Brekeke.CTI.Agent.
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4.9.9. queuedCallCountChanged(ev)

Description	Event reported when the call number in the assigned ACD queue changes. Specification is same as Brekeke.CTI.Agent.
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4.9.10. helpRequested(ev)

Description	Event reported when the help is requested. Specification is same as Brekeke.CTI.Agent.
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4.9.11. helpRequestDismissed(ev)

Description	Event reported when the help request is dismissed. Specification is same as Brekeke.CTI.Agent.
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4.9.12. messageReceived(ev)

Description	Event reported when message is received Specification is same as Brekeke.CTI.Agent.
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4.9.13. innerMessageReceived(ev)

Description	Event when the internal messages are received. Specification is same as Brekeke.CTI.Agent.
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4.9.14. agentActive(ev)

Description	Event when the online state of other agent changes. Specification is same as Brekeke.CTI.Agent.
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4.9.15. errorOccurred (ev)

Description	Event reported when error occurs. Specification is same as Brekeke.CTI.Agent.
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4.9.16. windowChanged(ev)

Description	Event reported when the window for the CIM client is changed. Specification is same as Brekeke.CTI.Agent.
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4.9.17. pollingTimeout(ev)

Description	Event reported when the polling with CIM Server timed out. Specification is same as Brekeke.CTI.Agent.
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4.9.18. operationResult(ev)

Description	Event reported when the operation completes. Specification is same as Brekeke.CTI.Agent.
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4.9.19. controlClick(ev)

Description	Event reported when the control is pushed. By using the returns, the process after pushed can be stopped. The returns are returned by continueEvent method instead of normal return sentence. When the event is called back, the widget is temporally stopped until the continueEvent("controlClick", boolean) method is called.	
Parameters	ev	Object in which the event information is stored. ev = { controlId: number control ID }
Returns	In the case the process will be continued :true, it will be canceled:false.	

4.9.20. appUrlJump(ev)

Description	<p>Event reported just before the screen transition to group home page(groupUrl) or application URL(appUrl) is completed. By returns, screen transition can be stopped. The returns are returned by continueEvent method instead of normal return sentence.</p> <p>When the event is called back, the widget is temporally stopped until the continueEvent("appUrlJump", boolean) method is called.</p> <p>Normally, when call is received, the widget automatically redirect the call to the application URL that is related to the call. However if you do not want widget to redirect for some case like call transfer or interrupting call, By setting "_appUrlJumpControl" at the extra call information as the following example, you can control the screen transition when call is received.</p> <p>[Example 1]: // Only 1001 and 1002 do the appUrlJump param = { callId: 1234567890, key: "_appUrlJumpControl", value: { defaultAllow: false, agentId: ["1001", "1002"] } } widget.operate("setExtCallInfo", param);</p> <p>[Example2]: // All extensions except 1001and1002 do the appUrlJump param = { callId: 1234567890, key: "_appUrlJumpControl", value: { defaultAllow: true, agentId: ["1001", "1002"] } } widget.operate("setExtCallInfo", param);</p>	
Parameters	ev	The object in which the event information is stored.

		<pre>ev = { appUrl: string, application URL jumpType: number screen transition type }</pre>
Returns	In the case screen transition will be continued: true, it will be canceled: false.	

4.9.21. secondaryAppShow(ev)

Description	<p>Event reported just before the screen of secondary application (secondaryAppInfo) is displayed. By returns, displaying screen can be stopped. The returns are returned by continueEvent method instead of normal return sentence.</p> <p>When the event is called back, the widget is temporally stopped until the continueEvent("secondaryAppShow", boolean) method is called.</p> <p>Normally, when call is received, the widget automatically displays the secondary application that is related to the call. However if you do not want widget to display it in some case like call transfer or interrupting call, By setting "_secondaryAppShowControl" at the extra call information as the following example, you can control the screen transition when call is received.</p> <p>[Example 1]: // Only 1001 and 1002 do the secondaryAppShow param = { callId: 1234567890, key: "_secondaryAppShowControl", value: { defaultAllow: false, agentId: ["1001", "1002"] } } widget.operate("setExtCallInfo", param);</p> <p>[Example 2]: // All extensions except 1001and1002 do the secondaryAppShow param = { callId: 1234567890, key: "_secondaryAppShowControl", value: { defaultAllow: true, agentId: ["1001", "1002"] } } widget.operate("setExtCallInfo", param);</p>		
Parameters	<table border="1"> <tr> <td data-bbox="326 1140 540 1262">ev</td><td data-bbox="540 1140 1474 1262"> The object in which the event information is stored. ev = { secondaryAppInfo: hash secondary application information } </td></tr> </table>	ev	The object in which the event information is stored. ev = { secondaryAppInfo: hash secondary application information }
ev	The object in which the event information is stored. ev = { secondaryAppInfo: hash secondary application information } 		
Returns	In the case displaying the screen will be continued: true, it will be canceled: false.		

4.9.22. secondaryAppHidden(ev)

Description	Event reported just after the screen of secondary application is closed.	
Parameters	ev	The object in which the event information is stored ev = { secondaryAppInfo: hash secondary application information }
Returns	None	

4.10. Constant Value List

4.10.1. Agent State

Constant Symbol Name	Constant Value	Summary
AGENT_STATE_OFFLINE	0	Offline
AGENT_STATE_READY	1	Ready
AGENT_STATE_IDLE	2	Idle
AGENT_STATE_ONCALL	3	On Call
AGENT_STATE_WRAPUP	4	Wrap Up
AGENT_STATE_WORK	5	Work

4.10.2. Call State

Constant Symbol Name	Constant Value	Summary
CALL_STATE_NONE	0	Not on call
CALL_STATE_OUTDIAL	1	Dialing
CALL_STATE_TALK	2	Talking
CALL_STATE_ONHOLD	3	On Hold
CALL_STATE_INCOMING	4	Incoming

4.10.3. Call Type

Constant Symbol Name	Constant Value	Summary
CALL_TYPE_EXTENSION	-1	Internal Call
CALL_TYPE_INBOUND	0	Incoming Call (other than ACD)
CALL_TYPE_PREVIEW	1	Preview call
CALL_TYPE_ACD	2	Incoming Call (ACD)
CALL_TYPE_DIALER	3	Dialer Call

4.10.4. User Type

Constant Symbol Name	Constant Value	Summary
USER_TYPE_SV	0	Supervisor
USER_TYPE_ADMIN	1	Administrator
USER_TYPE_AGENT	2	Agent

4.10.5. Error source

Constant Symbol Name	Constant Value	Summary
ERROR_SOURCE_LOCAL	0	Local
ERROR_SOURCE_SERVER	1	CIM Server

4.10.6. Object State

Constant Symbol Name	Constant Value	Summary
OBJECT_STATE_DISABLE	0	Unavailable
OBJECT_STATE_INITIALIZE	1	Initializing
OBJECT_STATE_ENABLE	2	Available

4.10.7. Screen transition type

Constant Symbol Name	Constant Value	Summary
JUMP_TYPE_SIGNIN	1	Screen transition by sign in
JUMP_TYPE_CALL_OFFERED	2	Screen transition by starting a talk

4.10.8. Control ID

Constant Symbol Name	Constant Value	Summary
CTRL_SIGNIN	1	Sign in (MenuItem)
CTRL_SIGNOUT	2	Sign out (MenuItem)
CTRL_READY	101	Ready (Button)
CTRL_WORK	102	Work (Button)
CTRL_IDLE	103	Idle (Button)
CTRL_MAKE_CALL	104	Dialing (Button)
CTRL_CONSULTATION_CALL	105	Transfer call (Button)
CTRL_CONFERENCE_CALL	106	Conference (Button)
CTRL_HOLD_CALL	107	On hold (Button)
CTRL_UNHOLD_CALL	108	Un hold (Button)
CTRL_ANSWER_CALL	109	Answer call (Button)
CTRL_CLEAR_CALL	110	Disconnect (Button)
CTRL_INFORMATION	111	Information (Button)
CTRL_HELP	112	Help (Button)

4.10.9. Field ID

Constant Symbol Name	Constant Value	Summary
FIELD_DIAL_NUMBER	1	Dial number input area