



Vocalise SDK (Software Development Kit)

The Vocalise SDK has been provided to enable you to integrate Vocalise¹ more closely within your own production applications.

The SDK currently provides a single API, `SubmitCallbackRequest`, enabling your external application to dynamically add call back leads to the appropriate Vocalise campaign for live dialling, as opposed to Vocalise querying your target data source to extract leads. Vocalise attempts to dial the leads that have been inserted into the database on a first in first out basis.

Provided with the SDK are the WSDL file (the Web service interface definition), a sample project that demonstrates use of the Web service and this document. The Web service URL is:

<http://vocalise.magneticnorth.com/VocaliseWebcallback/service/>

- `SubmitCallbackRequest`

`SubmitCallbackRequest` is the simple Web service that enables you to capture lead details from your own production system as submitted by your contacts (e.g. a simple form within a Web page from where the contact can elect to be called back by providing and submitting their details) before submitting them to Vocalise to be inserted into the database and dialled. The sample project contained within the `TestWWW` folder structure demonstrates use of the `SubmitCallbackRequest` Web service.

```
wcb.SubmitCallbackRequest (
    txtCampId.Text,
    txtTel1.Text,
    txtTel2.Text,
    txtTel3.Text,
    txtTitle.Text,
    txtFirstName.Text,
    txtLastName.Text,
    txtEmail.Text,
    txtLeadType.Text,
    txtSubLeadType.Text,
    Request.UrlReferrer.ToString(),
    out bOut1,
    out bOut2);
```

¹ Vocalise is a hosted autodialler system that extracts leads from a specified target data source and then dials and places the call with a 'hunt group' agent and the lead customer.



Where...

- `CampId` is an input parameter for which you are required to specify the GUID that relates to the Vocalise campaign under which you want the lead to be inserted in the Vocalise database. You will be provided with the GUIDs of your campaigns when they are initially created.
- `Tel1` is an input parameter for which you are required to specify the contact telephone number considered to be telephone number 1 (i.e. Tel1). Telephone numbers should be fully qualified (e.g. 00441162292700 for the UK Magnetic North telephone number).
- `Tel2` is an input parameter for which you are required to specify the contact telephone number considered to be telephone number 2 (i.e. Tel2). Telephone numbers should be fully qualified (e.g. 00441162292700 for the UK Magnetic North telephone number).
- `Tel3` is an input parameter for which you are required to specify the contact telephone number considered to be telephone number 3 (i.e. Tel3). Telephone numbers should be fully qualified (e.g. 00441162292700 for the UK Magnetic North telephone number).
- `Title` is an input parameter for which you are required to specify the title of the contact to be called back (i.e. Mr, Mrs, Miss, Ms etc.).
- `FirstName` is an input parameter for which you are required to specify the forename of the contact to be called back.
- `LastName` is an input parameter for which you are required to specify the surname of the contact to be called back.
- `Email` is an input parameter for which you are required to specify the e-mail address of the contact to be called back.
- `LeadType` is an input parameter for which you are required to specify an arbitrary top level lead grouping type.
- `SubLeadType` is an input parameter for which you are required to specify an arbitrary secondary level lead grouping type.