

# Interactive Request Parameters

This page describes the request parameters used by Call Interactive.

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## Custom Request Parameters

The system can add to the HTTP request extra parameters that pre-configured an IVR or are specific to that IVR only.

### Static parameters

The parameters will not be changed by the service as they are pre-configured with a static value. To use them, your URL must have the following structure:

```
http(s)://www.foo.com/path/to/script?custom_variable1=1&custom_variable2=2
```

In the above example, `custom_variable1` and `custom_variable2` are called **static parameters**.

### Interactive parameters

The values of these parameters will be set up by the service with the variables previously assigned on the IVR using actions like **Record digits to variable** or **Set variable**.

The variables can also be added to the IVR using Call Interactive with the `SetVar` verb (for more details, please see the [Response Structure](#) section).

For example, the following request contains only interactive parameters:

```
http(s)://www.foo.com/path/to/script?custom_variable1=$variable1&custom_variable2=$variable2
```

Where `$variable1` will be replaced by the service with the value of the **custom\_variable1** variable and `$variable2` with the value of the **custom\_variable2** variable. If one of the variables has not been previously set up in the IVR, then these variables will be null.

## Example

### STEP 1: Add the Record digits to variable action to the IVR and configure it.

Record 6 digits to the variable `subscription`.

### STEP 2: Add the Call Interactive and set up its parameters.

Call Interactive with the method GET and the URL.

```
http://mysupportserver/check_subscription.php?subscription_code=$subscription
```

### STEP 3: Check that the Record action is executed in the call flow BEFORE the Call Interactive action.

Suppose that a user enters the 934924, the request URL sent to the remote application will be the following:

```
http://mysupportserver/check_subscription.php?subscription_code=93492
```

## Default Request Parameters

By default, some extra request parameters are always added to the request by the service.

Name	Occurrence	Type	Description
CallID	1	String	Unique identifier of the call.
CallerID Num	1	String	The caller's CallerID number.
CallerID Name	1	String	The caller's CallerID name.

<b>CalledDID</b>	1	String	The called public number (if available).
<b>CalledExtension</b>	1	String	The number of IVR in extended format (e.g. <i>yyyy*zzz</i> ).
<b>CallStatus</b>	1	String	<p>The call status. This parameter is set to the following values, depending on the event type:</p> <p>For the <b>Dial-In</b> and the <b>Dial-Out</b> event types, the parameter is set to <b>CALLING</b>.</p> <p>For the <b>Hangup</b> event type, the parameter can have one of the following values:</p> <ul style="list-style-type: none"> <li>• <b>ANSWER</b> - The call is answered, the caller reached the callee; it is a successful call;</li> <li>• <b>BUSY</b> - A busy signal is played to the caller; the dial command reached its number, but the number is busy;</li> <li>• <b>NOANSWER</b> - The call is not answered; the dial command reached its number, the number rang for too long and the dial timed out;</li> <li>• <b>CANCEL</b> - The call is canceled; the dial command reached its number, but the caller hang up before the callee picked up;</li> <li>• <b>CONGESTION</b> - Congestion; this status is usually a sign that the dialed number is not recognized.</li> <li>• <b>CHANUNAVAIL</b> - Channel unavailable; on SIP, peer may not be registered.</li> </ul>
<b>CallFlow</b>	1	String	The call flow. Always set to <b>IN</b> .
<b>CallerExtension</b>	1	String	The number of the extension that called the IVR. Only if the call was inside the server.
<b>CalledNumber</b>	1	String	The number that was dialed by the caller (can be an external number: 003258422544, the extended IVR number: 0003*001 or the short IVR number: 001).
<b>CallAPIID</b>	1	String	The call ID that is auto-generated and maintained for the entire duration of the call, no matter how many transfers are performed. This variable can be used to identify in the Call Events the calls started using a UnifiedAPI request.