

VoipNow Call Interactive

This page describes how you can trigger events each time an IVR extension receives a phone call. Download.

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Overview

This is the **Call Interactive** Guide. It explains the Service interface and the responses of the Service. The Call Interactive is a web service that enables developers to interact with the system every time an IVR places, receives or terminates a phone call.

Call Interactive can be used in various scenarios. For instance, you can use it:

- **To integrate with Customer Support applications**
The customer will provide a subscription ID over the phone, which will be verified by the remote logic. Based on the result, the customer may be directed to a call queue.
- **To integrate with phone payment applications**
The customer will provide information on the billing format they prefer. The remote software application will process the request and answer with text-to-speech or pre-recorded files, based on the result of the call.
- **To make a transfer to a specific resource based on the customer behavior**
Based on the customer walk through the IVR, a remote application can decide the steps the customer must take over the phone.

How It Works

A Call Interactive Event has the following properties:

Name	Description
Event type	This is the event on which the associated script is executed. Can be set to Dial-In, Dial-Out or Hangup.
Request method	HTTP method that is used when executing the script. Can be set to GET or POST.
Script URL	URL address of the script that is executed when the event occurs.

And occurs as described below:

STEP 1: Set the IVR as explained in [Add IVR Context](#) section of the manual.

STEP 2: If there is an event, the system will make a HTTP request to URL using the associated HTTP method.

The system adds [extra parameters](#) to the request depending on the method used:

- **GET** - parameters are added to the query part of the request
- **POST** - parameters are added to the body of the request

STEP 3: The script is executed by the system and it must output a [response in XML format](#).

STEP 4: The system receives and processes the response.

How to Set Up Call Interactive

In order to be able to use Call Interactive, you must first assign it on an IVR. To learn how to do it, please visit the [Add IVR Context](#) section of the manual. Also, read [this tutorial](#) to find out how you can enhance IVRs using Call Interactive.

Example

Check how it can be used in the [SecureMyForm](#) example.