How to integrate VoipNow with remote applications using Call Events

Applies to VoipNow 3 and higher!

Call Events is a service that provides ways to notify web applications about various events triggered by phone calls. The notification is performed using REST calls. With the help of this service, a developer can define custom requests to be sent when specific events occur.

There are currently 3 events supported by the **Call Events** service:

- **Dial-In**, which occurs when a call is received by an extension.
- **Dial-Out**, which occurs when a call is made by an extension.
- **Hangup**, which occurs when the call the extension is involved in gets hung up.

Events management

In order to modify **Call Events** for an extension, you have to connect to the web interface and go to the extension's management page and click on **Call Events** icon in the Developers area.The attributes you can modify are:

- **Request method**: The method used when making the request (this can be either **GET** or **POST**).
- **Event ID**: A unique ID generated for each request, useful for identifying requests.
- **Make request to**: The request URL that is called when the event is triggered.
- **Status**: Requests can be enabled or disabled with the help of this functionality. A disabled request is no longer performed.
- **Notes**: An informative note about the request, used for reference only.

Default request parameters

Here is a list with the parameters that are automatically added to each request. Their main usage is to provide third-party applications with more information about events:

Name	Occurence	Type	Required	Description
CallID	1	String	No	The call's unique identifier.
CallerIDNum	1	String	No	The caller's CallerID number.
CallerIDNam	1	String	No	The caller's CallerID name.
CalledDID	1	String	No	The public number of the called extension (if available).
CalledExtension	1	String	No	The extension that received the call. Supported format: extended extension number (e.g. yyyy*zzz).
CallStatus	1	String	No	The call status. For Dial-In and Dial-Out type events, this parameter is set to CALLING, for Hangup events is set to ANSWER or UNKNOWN.
CallFlow	1	String	No	The call flow: IN - for the calls received by the extension or OUT - for the calls made by the extension.
CallerExtension	1	String	No	The extension that made the call. Supported format: extended extension number (e.g. yyyy*zzz).
CalledNumber	1	String	No	The number that was dialed by the caller. It can be a public number or the extended number of an extension.

Related articles

- Understanding the Call Reports in VoipNow
- Understanding the differences between a free and a paid channel
- Troubleshooting calls and debug steps
- How to use phone number collections in VoipNow
- How to use Follow-Me