PortaSIP API: Your personal call management wizard

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What can you do with PortaSIP API?

- Manage calls in real time
- Create and control conference calls
- Get the list of active calls
- Track the statuses of active calls
- Monitor and control calls in queue
- Create custom IVR applications
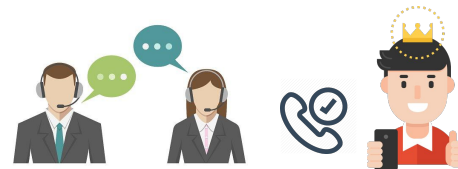
Managing Call Queue

- Get the information about all the calls in queues

- Get notifications when someone joins or leaves the queue

- Track the status of the queues

- Manage the calls (transfer to another operator or queue)

Contact Center
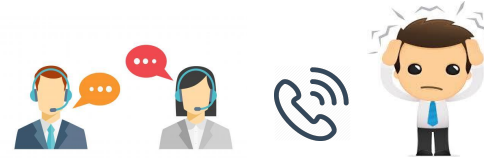
Mr. Smith calling
Position: 100500
State: Queued

Transfer **Mr. Smith** to CallQueue2

Mr. Smith calling
Operator: Anton
State: Connected

- Listen to any call without being heard by either party

- Voice necessary information to particular members only and keep silent for other call participants

- Join the call at any moment so that anyone can hear you

(Silent) Monitoring

Supervisor

Agent

Customer

Listen in and monitor the call

- Click-to-Dial service integrated with ORO CRM

- Initiate a call to any customer in one click

- Fast development process

- View and manage all of your accounts in one place

- Record calls for future use

- Use Centrex features while terminating calls on mobile

- 'On-spot' conference in mobile networks

- Presence-based redirect

How to access PortaSIP API?
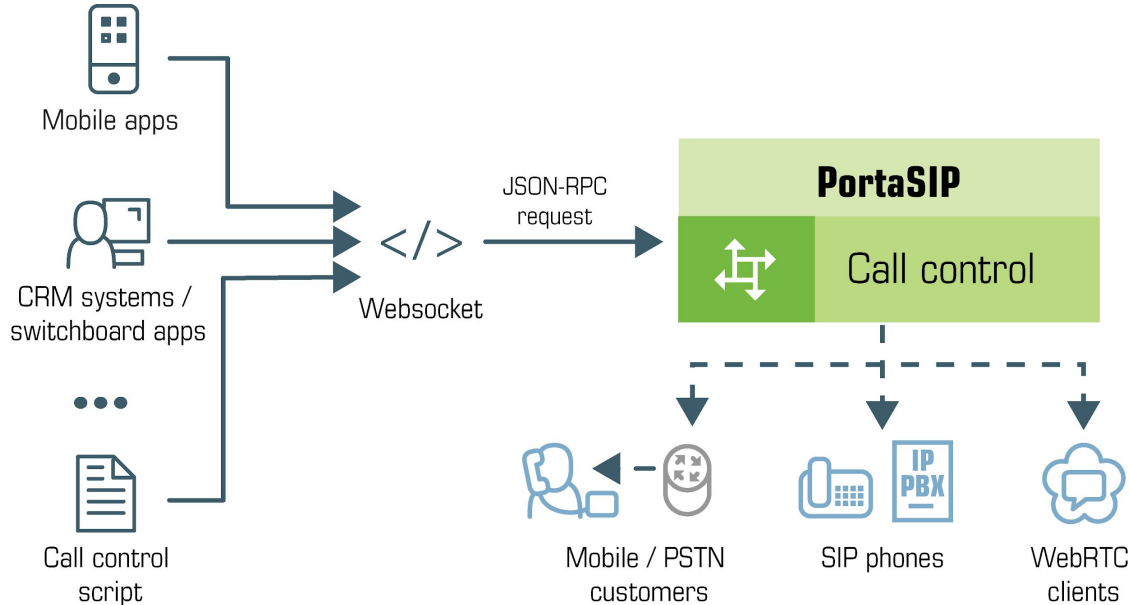
- Connect the client via WebSockets

- Prepare JSON-RPC request

  ```
  "method": "terminate_call",
  "params": {
      "call": {
          "id": "1_242@1.1.1.1"
  }}
  ```

- Use any programming language

PORTA
ONE

- Improve call experience for customers by optimizing their call management operations

- Simplify the process of voice applications development

- Integrate voice communications into existing applications

- Introduce new call processing solutions by building custom IVR applications

Thank you!

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