

# AGI Requests

---

## AGI:TimeOfDayHandler

### Description

Determines what should be done with a call.

It looks up the DID in our CRM database to determine if the number is assigned to a client and also checks the time of day

### Inputs

Nothing needs to be preset but this request will use the DID already set in the asterisk channel.

X-YPC-STATUS-DEBUG = this can be set to force a particular response, what ever this value is will be used for X-YPC-STATUS regardless

### Outputs

X-YPC-STATUS = has 3 possible values

- UNKNOWN – the number is not assigned to a client – an appropriate ‘out of service’ should be played
- UNAVAILABLE – the number is known but its outside normal business hours
- OK – the number is known and its during business hours. Normal call flow to continue

## AGI:ClientVoicemail

### Description

Used during regular hours to allow someone in the queue to leave a message and have it emailed to our staff.

### Inputs

X-YPC-VM-FILENAME = the full file name of the recorded message

X-YPC-VM-DURATION = the length of the message in seconds

X-YPC-VM-DEBUG = used to override the destination email address (normally kd@virtualcto.com.au)

### Outputs

NONE

## **AGI:SystemVoicemail**

### **Description**

Used during regular hours to allow someone in the queue to leave a message and have it emailed to our staff.

### **Inputs**

X-YPC-VM-FILENAME = the full file name of the recorded message

X-YPC-VM-DURATION = the length of the message in seconds

X-YPC-VM-DEBUG = used to override the destination email address (normally kd@virtualcto.com.au)

### **Outputs**

NONE

## **AGI:CallTerminated**

### **Description**

Used to store basic call records

### **Input**

NONE

### **Output**

NONE