Answer and End call jsp?

[Navid Nikkhah](#) 1 posts since Feb 8, 2017

Answer and End call jsp? Feb 8, 2017 5:51 AM

Hi

Is there any way to answer, forward and end a call through the ipphone jsp ?

like you can change the agent state and set reasoncode:
Not ready and reason code 1 = http://<server ip>:6293/ipphone/jsp/sciphonexml/IPAgentChangeState.jsp?State=3&RC=1

I hope there is a way or anyone who can point me in the right direction where i can do something like call controlling for each agent.

Using UCCX Premium 9 and soon 10.5 with CAD-BE Agents which we are chaning to a "web based" agent by the jsp commands.

/ Navid
Tags: uccx, api, cad-be, contactcenterexpressconfigurationapi(uccxapi)

[Denise Kwan](#) *1,289 posts since Jun 2, 2015*

Re: Answer and End call jsp? Mar 2, 2017 10:07 AM

Hi Navid,

Unfortunately DevNet does not provide support for the IP Phone APIs and therefore does not have someone with that expertise. Maybe the community has done something similar and can help.

Thanx,
Denise