InTouch800 Version 2 – Parameters and return values

This script initiates an InTouch800 request and then forwards the browser to another page if specified, the location of which depends on whether the request was successful or not.

URL:
http://ivr.encoded.co.uk/public/customers/intouch/surfer/InTouch800Process.jsp

Parameters:

Mandatory parameters must be provided; recommended parameters provide basic operator information. Parameters may be specified in any order.

Parameter	*Redirect Status*	*Direct Status*	*Description*
onsuccess	Mandatory	Optional	The URI of the page to redirect to if request is successful
onfailure	Mandatory	Optional	The URI of the page to redirect to if request is unsuccessful
id	Mandatory	Mandatory	Client's id number
title	Optional	Optional	Surfer title
name	Recommended	Recommended	Surfer's name
company	Optional	Optional	Company
email	Optional	Optional	Email address
phone	Mandatory	Mandatory	Contact telephone number, no special characters (if international, ensure it is prefixed with '00' + country code.)
when	Mandatory	Mandatory	'now' / 'nextday' / number of minutes before calling
comments	Optional	Optional	Surfer comments, read out to operator
spot	Optional	Optional	Facility to inform operator of button location
test	Optional	Optional	If 'test' parameter is set, validation will occur as usual but no call will be scheduled

Return results:

InTouch800 Redirect Access
If request is successful, the surfer's browser is redirected to the page specified in the 'onsuccess' parameter.

If request is unsuccessful, the surfer's browser is redirected to the page specified in the 'onfailure' parameter. A parameter is supplied to this page called 'failure', the value of which gives more information about the failure reason, as listed below.

InTouch800 Direct Access
HTTP status code will be 200 if the form is process the content can be as follows
    'success' – if request is successful
    'failure:[code]' - if request is not successful, where [code] is the reason.

Failure codes:

Numerical reference is given upon failure. Further information may be available, separated from the code by a comma, eg.

> failure=-10004,cannot connect to ivr server

Response	Description
Common	
failure=-10201	Invalid config id
failure=-10202	Invalid phone
failure=-10203	Invalid when
failure=-10204	Closed
failure=-10205	Barred
failure=-10206	Client is closed
Fatal	(Very Rare)
failure=-10001	Billing DB down
failure=-10002	Timetable DB down
failure=-10003	inTouch800 DB down
failure=-10004	Trigger server is down
failure=-10005	Trigger is empty (used for testing)
failure=-10006	Failed to load account subscriber
failure=-10007	No account subscriber found.
failure=-10008	Loading inTouch config error
failure=-10402	Preparation extra error
failure=-10403	Preparation insert error
failure=-10404	Preparation inTouch error
failure=-10405	Preparation load error
failure=-10406	Preparation update error
Trigger Errors	
General Errors	
failure=-5001	Bad parameter
failure=-5002	Trigger not found
failure=-5003	Trigger cancel failed
System Errors	
failure=-6001	Invalid command
failure=-6002	Invalid object
failure=-6003	Illegal parameter
failure=-6004	Server error
Users Errors	
failure=-7001	Load error
failure=-7002	Update error
failure=-7003	Not triggered service
failure=-7004	No service
failure=-7005	No subscriber
failure=-7006	No subscription
failure=-7007	No future subscription
failure=-7008	Service internal error

failure=-7009	Storage error.

Codes -10001 to -10008 represent serious internal problems, which should be reported to support@encoded.co.uk. When reporting, please provide all the parameters supplied and the date and time of the request, as well as the response received from the InTouch800 server.