Application Programmer Interface (API)

Businesses today demand the ability to share and integrate data between systems. Therefore, the ability to integrate your system with others is a new benchmark required for even the most basic applications. One of the main advantages of the MARATHON EVOLUTION suite is it´s ability to provide very powerful and flexible API´s which allow you to do this.

Enhanced Start/Stop (ESS) Server & ESS API V 3.0

The ESS Server is an interface that allows third party applications to start/stop and/or tag calls with additional data into the MARATHON EVOLUTION database. One ESS Server license is required per recorder and each ESS application can support a maximum of eight recorders.

This C++ based API makes it very easy for you to develop your own applications or to integrate additional functionality into existing applications that will allow them to start/stop and tag calls with additional data.

Call data, such as „incident number" or „account number", is captured from a third party application running on a Windows desktop and stored with the voice file to provide quick retrieval in emergency situations, as well as for quality purposes. An „agent id" can also be automatically tagged to each call.

The ESS API provides the following functionalities:

- Start recording on a defined channel
- Stop recording on a defined channel
- Pause recording (recording of silence)
- Pause recording (recording of dummy signals)
- Resume recording
- External Activation of VOX controlled recording.
- Keep / Delete functionality, which means that any time during a call the application can choose to either keep or delete the whole call
- Updating and adding call information

The following call information can be updated or added by the ESS API:

- Agent identifier
- Call direction
- Your own phone number
- The other party phone number
- Call comment
- Up to 30 free definable fields

The ESS API can also be used in a contact centre or any other free seating environment as a cost effective alternative to expensive CTI Servers. The ESS API enables a developer to write an application which tags the Windows login name of an agent to each call. So each call can be assigned to an agent without having that agent tethered to a fix seat.

Additionally the ESS API can be used to create a threat call recording or private call deletion application. By utilizing the "Keep/Delete" functionality, you can customize a solution that allows an executive to keep or delete certain calls that should or should not be recorded; or allows an operator to capture and save threatening calls while others are automatically deleted.

Search and Replay API´s

ASC´s Search & Replay API´s allow users to create their own search and replay software clients or to integrate the functionality into an existing customer application being used.

ASC provides the following Search & Replay API´s:

Search & Replay JAVA API

This API is perfectly suited for writing your own applications regardless of the operating system that the application will run. Listed below are the most commonly used features of the Search & Replay JAVA API:

- Search calls by date and time
- Search calls by channels and/or agents
- Search calls by phone numbers
- Search calls by call direction
- Search calls by more than 30 free definable fields
- Replay calls (fast forward/backward, pause, skip, loo)
- Add comments to calls
- Multi channel replay
- Last call repeat
- Online Monitoring

Search & Replay C++ API

This is the perfect choice for writing applications under Windows or any other operating system which supports C++ programmed applications. C++ is a very stable programming language and is popular throughout the world. The API offers the same functionality as described under the Search & Replay JAVA API.

Search & Replay XML API

The Search & Replay XML API is based on industry leading technology and follows the common trend to provide browser-based applications. It is based on the XML programming language, the most modern programming language today that is used for programming internet applications. This API allows a developer to program a browser based application or to integrate them into existing Internet applications. These are the most commonly used functionalities of the Search & Replay API:

- Search calls by date and time
- Search calls by channels and/or agents
- Search calls by phone numbers
- Search calls by call direction
- Search calls by over 30 free definable fields
- Replay calls over standard media players
- Last call repeat
- Add comments to calls

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