

# Custom Agent Allocation API list

Here is the list of several API endpoints you can use in your custom agent allocation webhook :

- [Sign in](#)
- [Assign Agent to Room ID](#)
- [Create Agent](#)
- [List of Agents](#)
- [Get or Create Agent](#)
- [Get Allocated Agent](#) (Use as default allocation mechanism)

BASE URL : <https://qismo.qiscus.com>

TOKEN: you can get this from Qiscus SDK Dashboard or [Qismo sign in API](#).

## 0. Sign in

URL:

**[POST]** `api/v1/auth`

params

<b>email</b>		required
<b>password</b>		required

Response

```
{
  "data": {
    "user": {
      "id": 2,
      "name": "aji",
      "email": "ahyana1996@gmail.com",
      "authentication_token": "IGjnA0ZkTLJY7RpLbIUu",
      "created_at": "2017-12-13 07:25:24",
      "updated_at": "2017-12-13 07:48:22",
      "sdk_key": "45ff1"
    },
    "details": {
      "is_integrated": true,
      "sdk_user": {
        "id": 534873,
        "token": "X4cPrhT0JB6TIBDrWjUZ",
        "email": "ahyana1996@gmail.com",
        "password": "45ff1",
        "display_name": "Admin",
      }
    }
  }
}
```

```
        "avatar_url": "https://d1edr1pyc25xu0.cloudfront.net/kiwari-  
        "last_comment_received_id": 0  
    }  
  }  
}
```

## 1. Assign Agent to Room ID

Header :

```
"Authorization": "tokenfromlogin as ADMIN"
```

URL:

```
[POST] /api/v1/admin/service/assign_agent
```

Params

room_id	required
agent_id	required

Response

```
{  
  "data": [  
    {  
      "id": 26,  
      "name": "aji",  
      "email": "agent_numba6",  
      "authentication_token": "T6lwHM1sYLwpd0Uqq2ds",  
      "created_at": "2018-02-01 04:29:08",  
      "updated_at": "2018-02-01 04:29:08",  
      "sdk_email": "kH0kJ_agent_numba6",  
      "sdk_key": "9V0nl",  
      "is_available": true,  
      "type": 2,  
      "type_as_string": "agent",  
      "rules": [  
        "fb_messaging"  
      ],  
      "pivot": {  
        "app_id": 1,  
        "user_id": 26  
      }  
    },  
    {  
      "id": 28,  

```

```
    "name": "aji",
    "email": "agent_numba99",
    "authentication_token": "0VEinv0UuBHy0g88CErg",
    "created_at": "2018-02-05 09:47:52",
    "updated_at": "2018-02-05 09:47:52",
    "sdk_email": "fcNhz_agent_numba99",
    "sdk_key": "2MFmT",
    "is_available": true,
    "type": 2,
    "type_as_string": "agent",
    "rules": [
      "fb_messaging"
    ],
    "pivot": {
      "app_id": 1,
      "user_id": 28
    }
  }
]
}
```

## 2. Create New Agent

Header :

```
"Authorization": "tokenfromlogin"
```

URL:

```
[POST] /api/v1/admin/create_agent
```

Params

email	required
name	required
password	required
rules	array accepted value: ['fb_messaging', 'line_messaging']

Response

```
{
  "data": {
    "email": "agent_numba6",
    "name": "aji",
    "authentication_token": "RUgitmnP14AsRnqSL27W",
    "sdk_email": "JKlil_agent_numba6",
    "sdk_key": "aHGfV",
    "type": 2,
    "updated_at": "2018-01-30 09:46:29",
```

```
"created_at": "2018-01-30 09:46:29",
"id": 24,
"assigned_rules": [
  "fb_messaging"
],
"rules": [
  {
    "id": 1,
    "name": "fb_messaging",
    "created_at": null,
    "updated_at": null,
    "pivot": {
      "user_id": 24,
      "rule_id": 1
    }
  }
]
}
```

### 3. List of Agents

Header :

```
"Authorization": "tokenfromlogin"
```

URL:

```
[GET] /api/v1/admin/agents
```

Params

```
page | optional [default:20]
```

Response

```
{
  "data": {
    "agents": {
      "current_page": 1,
      "data": [
        {
          "id": 18,
          "name": "aji",
          "email": "agent_numba5",
          "authentication_token": "ZczFmqU8pWrB1J51Yi3v",
          "created_at": "2018-01-30 09:40:55",
          "updated_at": "2018-02-01 04:50:53",
          "sdk_email": "S2T0p_agent_numba5",
          "sdk_key": "Xgxto",

```

```
"is_available": true,
"type": 2,
"avatar_url": "https://d1edrlpyc25xu0.cloudfront.net/kiw:
"latest_service": {
  "id": 2,
  "user_id": 18,
  "room_log_id": 7,
  "app_id": 1,
  "room_id": "88329",
  "notes": null,
  "resolved_at": null,
  "is_resolved": false,
  "created_at": "2018-02-05 09:52:56",

  "updated_at": "2018-02-05 09:52:56"
},
"assigned_rules": [],
"current_customer_count": 1,
"total_resolved": 0,
"total_customers": 1,
"pivot": {
  "app_id": 1,
  "user_id": 18
}
},
{
  "id": 26,
  "name": "aji",
  "email": "agent_numba6",
  "authentication_token": "T6lwHM1sYLwpd0Uqq2ds",
  "created_at": "2018-02-01 04:29:08",
  "updated_at": "2018-02-01 04:29:08",
  "sdk_email": "kH0kJ_agent_numba6",
  "sdk_key": "9V0nl",
  "is_available": true,
  "type": 2,
  "avatar_url": "https://d1edrlpyc25xu0.cloudfront.net/kiw:
  "latest_service": {
    "id": 4,
    "user_id": 26,
    "room_log_id": 7,
    "app_id": 1,
    "room_id": "88329",
    "notes": null,
    "resolved_at": null,
    "is_resolved": false,
    "created_at": "2018-02-05 10:32:46",
    "updated_at": "2018-02-05 10:32:46"
  },
  "assigned_rules": [
    "fb_messaging"
  ],
  "...
```

```

        "current_customer_count": 1,
        "total_resolved": 0,
        "total_customers": 1,
        "pivot": {
            "app_id": 1,
            "user_id": 26
        }
    },
    {
        "id": 28,
        "name": "aji",
        "email": "agent_numba99",
        "authentication_token": "0VEinv0UuBHy0g88CErg",
        "created_at": "2018-02-05 09:47:52",
        "updated_at": "2018-02-05 09:47:52",
        "sdk_email": "fcNhz_agent_numba99",
        "sdk_key": "2MFmT",
        "is_available": true,
        "type": 2,
        "avatar_url": "https://d1edrlpyc25xu0.cloudfront.net/kiw",
        "latest_service": null,
        "assigned_rules": [
            "fb_messaging"
        ],
        "current_customer_count": 0,
        "total_resolved": 0,
        "total_customers": 0,
        "pivot": {
            "app_id": 1,
            "user_id": 28
        }
    }
],
"first_page_url": "http://localhost:8000/api/v1/admin/agents?page=1",
"from": 1,
"last_page": 1,
"last_page_url": "http://localhost:8000/api/v1/admin/agents?page=1",
"next_page_url": null,
"path": "http://localhost:8000/api/v1/admin/agents",
"per_page": 20,
"prev_page_url": null,
"to": 3,
"total": 3
},
"total": 3,
"current_page": 1
}
}

```

## 4. Get or Create Agent

#### Header :

```
"Authorization": "tokenfromlogin"
```

#### URL:

```
[POST] /api/v1/admin/get_or_create_agent
```

#### Params

```
email          |required
name           |required
password       |required
rules          |array|accepted value: ['fb_messaging', 'line_messaging',
```

#### Response

```
{
  "data": {
    "email": "agent_numba6",
    "name": "aji",
    "authentication_token": "RUgitmnP14AsRnqSL27W",
    "sdk_email": "JKlil_agent_numba6",
    "sdk_key": "aHGfV",
    "type": 2,
    "updated_at": "2018-01-30 09:46:29",
    "created_at": "2018-01-30 09:46:29",
    "id": 24,
    "assigned_rules": [
      "fb_messaging"
    ],
    "rules": [
      {
        "id": 1,
        "name": "fb_messaging",
        "created_at": null,
        "updated_at": null,
        "pivot": {
          "user_id": 24,
          "rule_id": 1
        }
      }
    ]
  }
}
```

## 5. Get Allocated Agent

#### Header :

```
"Authorization": "tokenfromlogin"
```

#### URL:

```
[POST] /api/v1/service/allocate_agent
```

#### Params

```
source | required | accepted values = ['qiscus', 'wa', 'fb', 'line']
ignore_availability | required
```

#### Response

```
{
  "data": {
    "email": "agent_numba6",
    "name": "aji",
    "authentication_token": "RUgitmnP14AsRnqSL27W",
    "sdk_email": "JKlil_agent_numba6",
    "sdk_key": "aHGfV",
    "type": 2,
    "updated_at": "2018-01-30 09:46:29",
    "created_at": "2018-01-30 09:46:29",
    "id": 24,
    "assigned_rules": [
      "fb_messaging"
    ],
    "rules": [
      {
        "id": 1,
        "name": "fb_messaging",
        "created_at": null,
        "updated_at": null,
        "pivot": {
          "user_id": 24,
          "rule_id": 1
        }
      }
    ]
  }
}
```