eCall

Webservice access
Description

Content

1. Introduction

This document describes the webservice access of eCall. eCall's webservice access allows you to send messages to various call systems using standardised web methods.

Structure of the document:

- Requirements
- Protocol
- Features
- Message formats

2. Requirements

The following requirements must be met to send messages using webservices:

- You must have an eCall business account.
- Access via webservice must be set up in your business account.

3. Protocol

The processing of a transmission order to eCall requires up to four steps:

1. The client sends the transmission order to eCall using the webservice.
2. eCall sends a result message to the client.
3. If requested, eCall optionally sends notification (SMS/pager message or e-mail) to the client.
4. If requested, eCall optionally sends a mobile phone recipient's reply.

4. Features

The following functions can be accessed using the webservices access:

- SendSMSBasic, to send text messages to a mobile phone or a pager,
- SendFaxBasic, to transmit simple faxes without attachments,
- SendFax, to transmit faxes with attachments and Header-Infos,
- SendVoiceBasic, to send a voice message.

Integrate eCall's webservice in your project. In Visual Studio.NET, this takes place through the addition of a web reference to the project references. Afterwards, the functions can be accessed.

5. Interface

The Webservice is available at:

https://soap.ecall.ch/eCall.asmx

The available methods are listed at this site. If necessary, the WSDL data file or the SOAP-definitions can be viewed or saved as well.

Note: Parameters are case sensitive. Spelling must be strictly adhered to.

The service is only available over an encrypted connection using TLS 1.2.

The following SOAP versions are supported:

- SOAP 1.1
- SOAP 1.2

We recommend using SOAP 1.2 as the SOAP 1.1 support will be discontinued in the future.

6. Message formats

You can find all function names in the class eCall. To request the message status, it is necessary to define the optional parameter JobID (see chapter 6.5 Message Status Request).

6.1 Transmission Order for Text Messages

Function Name: SendSMSBasic

Must Parameter: Address, Message, AccountName, AccountPassword

Optional Parameter: JobID

Expanded Functions: SMSCallBack, Notification, AlwaysNotification, Answer, SendDate, Flash, NoLog

Note: To send a message to a pager with legitimation, use the parameter "Address". Separate the number with a colon from the legitimation (e.g. "Address=0041740000000:1234").

6.2 Transmission Order for Fax without attachments

Function Name: SendFaxBasic

Must Parameter: Address, Message, AccountName, AccountPassword

Optional Parameter: JobID, FromText, Subject, SendDate

6.3 Transmission Order for Fax with attachments

Function Name: SendFax

Must Parameter: Address, Message, AccountName, AccountPassword

Optional Parameter: JobID

Expanded Functions: FaxHeaderID, FaxHeaderInfo, Subject, SendDate, CallingNumber, MaxRetries, RetriesTimeIntervallInMin, NoCoversheet, Notification, Attachments (max. 10 allowed). The array Attachments (max. 10 allowed) contains the subfields FileName und FileContent. The filename has to be supplied without the path.

Note: A few selected parameters can be passed using the TokenFields parameter (for example CallingNumber). For details see the "**Optional Fields**:" under the section **6.6 Overview of all parameters**

6.4 Transmission Order for Voice Messages

Function Name: SendVoiceBasic

Must Parameter: Address, Message, AccountName, AccountPassword

Optional Parameter: JobID

Expanded Functions: MessageLanguage, FromText, SendDate

6.5 Message Status Request

In order to use this function, the messages sent to eCall have to be supplied with a JobID. This JobID is an optional parameter in the methods for sending messages.

Function Name: GetStateBasic

Must Parameter: AccountName, AccountPassword; JobID (optional parameter for sending)

Optional Parameter: Address (Must parameter for sending). Format: international numbering format with leading zeros and without blanks or special characters (e.g. 0041791234567). This parameter should be supplied if the send request address was a number list or a group defined in eCall. If the address is not given in such a case, you'll receive the state of the last job within the Job ID.

Response structure

	Parameter	Possible value
ServiceResponse	ResponseCode	Delivers the Response code of the webservice according to the Answer table in chapter 6. If this code is not zero, then no information will be provided in the jobresponse.
	ResponseText	Delivers the Response Text according to the Answer table
JobResponse	JobID	JobID of the send job
	Address	Address of the send job
	JobType	Job type. The possible job types are listed in the table.
	SendState	Send State. The possible send states are listed in the table.
	ErrorState	Error state. The possible error states are listed in the table. This state only occurs on fax requests. In the remaining cases, errors are represented by the SendState.
	PointsUsed	Number of used points for this job
	FinishDate	Finish Date / Time of the job

6.6 Overview of all parameters

Must Fields for all send methods (called fields in web methods):

Parameter	Explanation
AccountName	Name of the eCall business account (e.g."samplejohn")
AccountPassword	Password for the eCall business account (e.g."12345")
Address	Complete call number (e.g. 0791112233")
	Pager number with legitimation code: the number and the code have to be separated with a double point (e.g. 074123456:1234)
	or a list of call numbers separated by a semicolon;
	or the name of a person or group which is defined in your eCall addressbook
Message	Text to be seen on the pager/mobile phone

Optional Fields:

Parameter	Explanation and possible value
Answer	Answer function using eCall (mobile phone or pager number, e-mail address, "" in the logbook) only applicable for mobile phones, callback number cannot function in this case. (e.g. "name@domain.ch")
SMSCallback	Callback number only applicable for mobile phones, up to 16 numerical or up to 11 alphanumerical characters possible (e.g. "0791234567"). You cannot use a business number as a callback number! Note: If the "answer" parameter is transmitted, the "callback" value is ignored.
FromText	Identification text and/or sender's number (e.g. „0791234567").
FaxHeaderID	Fax only: the sender number which the receiver can see in the fax header line (e.g. +41 44 123 45 67).
FaxHeaderInfo	Fax only: an additional text which the receiver can see in the fax header line (e.g. your name or company name).
JobID	Definite message identification (e.g. „123AB").
MessageLanguage	Voice only:Determines the language in which the text is read out. The language parameters are as follows: German=DE, French=FR, Italian=IT, English=EN Default: Language is automatically recognized.
MsgType	– Transmission option for a specific type of message. Defined types are: • Flash -> Flash-SMS • PrioSMS+ -> PrioSMS+

AlwaysNotification	Receiving address (SMS/pager number or mail address) for notification, as soon as something in the message status (pager or mobile phone) has changed (e.g. „name@domain.ch").
Notification	– Receiving address for notification, as soon as the mobile phone recipient has received the message (mobile phone or pager number, e-mail address, "" in the logbook) (e.g. "0791234567", "john.sampler@mailserver.ch"). – Note: If the "alwaysnotification" parameter is transmitted, then the "notification" parameter is not needed.
NoLog	The message will not be written in the logbook with this parameter delivery. ("", "true","false"). Default value is "false"
SendDate	Determines the sending time of the order, in the case of delayed sending (e.g. "2004-12-20 20:31:50").
Subject	Message title
Attachments	Fax only: Files to be attached. Contains the following subfields: • .FileName: Filename WITHOUT Folders • .FileContent: Content of the File, Base64-encoded
TokenFields	Fax only: Additional information for infofields (placeholders) and controlfunctions. Format: "<NameToken1>;=<ValueToken1>;:<NameTokenN>;=<ValueTokenN>" Supported TokenFields: • CallingNumber – indicates a number, that is set as caller number when sending the Fax • MaxRetries – indicates the maximum of retries for a job • RetriesTimeIntervallInMin – indicates the time in minutes the job is waiting between two retries • NoCoversheet – sends no cover sheet; Default value is "false" e.g. „MaxRetries;=6;:RetriesTimeIntervallInMin;=20" means: the job will be repeated six times all twenty minutes (if necessary, of course).

Answers

A response with the following configuration is always sent back. If the ResponseCode is not equal to 0, the message could not be sent.

Parameter	Possible value
ResponseCode	Delivers the Response code according to the Answer table in the appendix

ResponseText	Delivers the Response Text according to the Answer table in the appendix

6.7 Result Message

The Send Web methods give the Response Code and the Response Text back as a reply, according to the Answer Table.

Please note that the result message OK only shows that the transmission order was accepted by eCall. It does not say whether the order was successfully transmitted to the appropriate call center or to the recipient. eCall uses other mechanisms for this purpose (log, notification).

Appendix-Tables

Answers

Code	ResponseText	Description
0	OK	The message was sent
11000	SyntaxError	Syntax error
11001	PermissionDenied	Access denied
11100	AdrAdCInvalid	Invalid or incorrect recipient address
11101	AdrNAdInvalid	Invalid or incorrect confirmation address
11102	AdrAdCMissing	Missing recipient address
11103	AdrNAdMissing	Missing notification address
11104	AdrAdCTooMany	Too many recipient addresses transmitted
11105	AdrAdCNotAllowed	Recipient address not within defined area
11200	MsgNoCharacters	No message existent
11201	MsgInvalidCharacters	Invalid characters in the message
11202	MsgSendTimeInvalid	Invalid sending time given
11203	MsgSendTimeNotAllowed	Sending time is not within time window
11204	MsgTooLong	SMS/Pager only: Message is too long. In this case you have to check the setting „maximum number of pages for long messages" in eCall.
11300	AccNoUser	Unknown User
11301	AccNoUnits	Not enough credits in account
11303	AccNoFreeUnits	Not enough free credits in account
11400	CallSystemInvalid	Invalid call system
11401	CallSystemInvalidForUser	Invalid call system for this user
11402	CallSystemNotSupported	Call system is not supported
11403	CallSystemConfused	Call system is temporarily out of order
11500	IDMissing	ID is missing
11501	IDInvalid	ID could not be found
11502	IDDoesNotExist	ID does not exist in the system
11600	StateAlreadyTransmitted	Message was already transmitted
11700	DataReadError	Data contents could not be read
11800	CBMsgError	Callback contains a forbidden number or text
11810	AnswerInvalid	Answer parameter contains an invalid address
11904	Too many attachments	Too many attachemts uploaded (max. 10 allowed)
11905	Attachment(s) too large	At least 1 attachment is too large. Max. size for attachments is 5 MB

11906	File type not supported	File type is not supported as attachment. The following types are supported by eCall: bmp, pdf, doc, rtf, ppt, dok, snp, gif, tif, tiff, html, txt, jpg, wir, jpeg, xls, zip
11907	Error while processing the attachment	There was an unexpected internal error while processing the attachments
11908	Error while saving the attachments	There was an unexpected internal error while saving the attachments.
11910	Job not found in Log	Job could not be found in the log
11911	JobID required	In a job status request you have to submit a JobID
11912	Job is scheduled	Job is not executed yet but scheduled
11913	Job in progress	Job is currerntly in progress
11914	Attachment name exceedes char limit	The name of the attachment is too long
11999	Unknown error	Unknown error

Job-Type

Number	Description
1	SMS or pager-message
2	Mail-message
4	Delete request
5	Voice-message
6	Fax-message

Send state

Type	No.	Description
SMS / Pager	0	Transmitting
	1	Transmission OK
	2	Error sending, the error detail can be found in the field ErrorState
	3	Scheduled transmission time
	8	Transmission OK (reception confirmed)
	9	Transmission OK (reception not yet confirmed, waiting to deliver message)
	10	Transmission OK (reception of confirmation failed)
Voice	30	Message is being transferred to voice system.
	31	Message successfully transferred to voice system.
	32	Transfer of message to voice system was not successful.
	33	Message played successfully
	34	Message played successfully and feedback received
	35	Message with invalid phone number.
	36	Message reception confirmed
	37	No connection within defined time range.
	38	Receiver is being called
	39	Receiver could not be reached, retry pending
Fax	101	Job group successfully assigned at gateway
	201	Started converting
	202	Single file converted
	301	Merging documents of fax message
	401	Fax message is being processed
	402	Processing Single Job finished
	501	Processing Job group finished
	41	Fax message successfully transmitted
	42	Error. Details can be found in the Field ErrorState, the description in chapter 7.3
	43	Transmission waiting
	44	Request newly issued

Error state

Type	No.	Description
SMS / Pager	71	No Job accepted message from gateway
	1000	Connection cancelled
	1001	Timeout: The message could not be sent.
	5111	The text is too long
	5112	Invalid call number
	5120	Destination call number is a tone call number: Message invalid
	5121	Destination call number is invalid: Invalid character
	5155	Too much traffic
	5164	Call system troubled
	5502	Message from provider: Syntax error
	5504	Message from provider: Operation not allowed - Maximum messages for the address exceeded
	5506	Message from provider: ADC invalid
	5509	Invalid call number
	5510	Too many messages for same receiver
	5511	Too many messages with same content for same receiver
	5512	Duplicate job ID
	5513	Callback, address or parts of the content are blacklisted
	5514	Blocked by out-bound filter rule
Fax	6000	Unknown error
	6002	Error converting the documents
	6004	No response
	6005	Empty order
	6006	Line busy
	6007	Call rejected
	6009	Unknown calling number
	6010	Invalid calling number
	6011	Number changed
	6013	The receiver is not a fax device
	6014	Connection dropped by sender
	6015	Connection dropped by receiver
	6016	Fileformat not supported
	6017	No access to file
	6900	Transmission OK, connection dropped by receiver