

MaxACD Release 7.0

SDK API Reference

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Introduction

This document describes the supported API for MaxACD Release 7.0.

Foundation Interfaces:

- [IAccess](#)
- [ISession](#)
- [CallControl](#)
- [RTM](#)
- [Monitor](#)

AltCtrl methods are described beginning [here](#).

IAccess

Following is a summary of the supported methods for IAAccess.

IAccess	Type	Description
Connect	Published	Initializes WinSock and connects to the system.
Disconnect	Published	Disconnects from the system.
EnumSession	Published	Enumerates multiple sessions. (This method is provided for VC users.)
get_IsActive	Published	Gets the server status.
get_IsConnected	Published	Verifies whether the Access object has been connected to the system.
get_MajorVer	Published	Gets the major version number.
get_MinorVer	Published	Gets the minor version number.
get_Port	Published	Gets the AltLink+ listening TCP port.
get_Server	Published	Gets the system host name.
get_Sessions	Published	Gets a collection containing all sessions. (This method is provided for VB users.)
get_SystemID	Published	Gets the system ID.
Logon	Published	Logs on to an extension and gets a session object.
put_Port	Published	Sets the AltLink+ listening TCP port.
Time2String	Published	Converts integer time value to string.
TimeSpan2String	Published	Converts a period time value to string.

IAccess::Connect

The Connect method initializes WinSock and connects to the system.

```
HRESULT Connect (
    BSTR Server
);
```

Parameters

Server

[in] The system host name or IP address.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAAccess::Disconnect

The Disconnect method disconnects from the system.

```
HRESULT Disconnect (  
);
```

Return Values

S_OK: Successfully invoked.

ALTIAPI_E_EXISTACTIVSESSION: Cannot disconnect from system because of existing active sessions.

Otherwise: error code.

Remark

Before disconnecting from system, clients must release all session objects.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAAccess::EnumSession

This method enumerates all sessions. Use this method to handle multiple sessions.

```
HRESULT EnumSession (  
    IEnumSession ** pEnumSession  
);
```

Parameters

pEnumSession

[out,retval] The IEnumSession * type pointer to a pre-created session.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAccess::get_IsActive

When using redundancy, this method can get the server status. It is valid after invoking logon method successfully.

```
HRESULT get_IsActive (  
    VARIANT_BOOL* pVal  
);
```

Parameters

pVal

[out,retval] When True, indicates that the server is active. Otherwise, it is inactive.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 2.8 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAccess::get_IsConnected

Verifies whether the Access object has been connected to the system.

```
HRESULT get_IsConnected (  
    VARIANT_BOOL* pVal  
);
```

Parameters

pVal

[out,retval] When True, indicates that the Access object is connected with system. Otherwise, it is disconnected.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAccess::get_MajorVer

Gets the major version number of AltiCOMLib.

```
HRESULT get_MajorVer (  
    long* pVal  
);
```

Parameters

pVal

[out,retval] The long pointer to the major version value.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 6.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAccess::get_MinorVer

Gets the minor version number of AltiCOMLib.

```
HRESULT get_MinorVer (  
    long* pVal  
);
```

Parameters

pVal

[out,retval] The long pointer to the minor version value.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAccess::get_Port

Gets the AltiLink+ listening TCP port.

```
HRESULT get_Port (  
    long* pVal  
);
```

Parameters

pVal

[out,retval] The long pointer to the TCP port number.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAccess::get_Server

Gets the system host name.

```
HRESULT get_Server (  
    BSTR* pVal  
);
```

Parameters

pVal

[out,retval] The BSTR pointer to the system host name.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAccess::get_Sessions

Gets a collection containing all sessions. (This method is provided for VB users.) VC users can use the [IAccess::EnumSession](#) method

```
HRESULT get_Sessions (  
    VARIANT * pVariant  
);
```

Parameters

pVariant

[out,retval] The VARIANT pointer to the collection of sessions.

Return Values

S_OK: Successfully invoked.
E_OUTOFMEMORY: Insufficient memory.
Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later
Version: AltiGen SDK 1.0 or later
Header: AltiComLib.h
DLL: AltiComLib.dll

IAccess::get_SystemID

Gets the System ID of AltiServ.

```
HRESULT get_SystemID ([out, retval] long *pVal);
```

Parameters

pVal

[out,retval] The return value is the SystemID.

Return Values

S_OK: Successfully invoked.
Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later
Version: AltiGen SDK 1.0 or later
Header: AltiComLib.h
DLL: AltiComLib.dll

IAccess:Logon

Logs on to an extension and gets a session object.

```
HRESULT Logon (  
    BSTR ExtNum,  
    BSTR Samname,  
    BSTR Password,  
    A_LOGON_TYPE LogonType,  
    IASession ** ppSession  
);
```

Parameters

ExtNum

[in] userPrincipalName.

Samname

[in] samAccountName.

Password

[in] The extension password.

LogonType

[in] Only supports values of A_LOGON_TYPE_EXT and A_LOGON_TYPE_IPEXT at this time.

ppSession

[out,retval] The IASession * pointer to the session.

Return Values

S_OK	Successfully invoked.
ALTIAPI_E_NOTCONNECTED	Failed to log on because there was no valid connection.
E_OUTOFMEMORY	Violated access.
ALTIAPI_E_SENDCOMMANDFAILED	Failed to send the AltiLink+ command through to the socket connection.
ALTIAPI_E_WAITRESPONSETIMEOUT	Waiting for the AltiLink+ response timeout.
ALTIAPI_E_GETRESPONSEFAILED	Failed to get the AltiLink+ response.
ALTIAPI_E_PARSEPARAMFAILED	Failed to obtain valid response data from the AltiLink+ response packet.
ALTILINK_E_INVALID_APPID	Invalid application ID.
ALTILINK_E_APPID_LICENSE_FULL	No more application license to use.
ALTILINK_E_OPTIONPACK_NOT_INSTALLED	Option Pack is not installed.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAccess::put_Port

Sets the AltiLink+ listening TCP port.

```
HRESULT put_Port (
    long newVal
);
```

Parameters

newVal

[in] The new port value. The default port is 10025.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAAccess::Time2String

Converts an integer time value into string (example: Fri Dec 02 14:03:02 2005)

```
HRESULT Time2String (
    Long nTimeSpan,
    BSTR* pVal
);
```

Parameters

nTimeSpan

[in] The integer time value.

pVal

[out,retval] The BSTR pointer to return value.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 6.5 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IAAccess::TimeSpan2String

Convert a period integer time value to a string. For example: 00:00:12

```
HRESULT TimeSpan2String (
    Long nTimeSpan,
    BSTR* pVal
);
```

Parameters

nTimeSpan

[in] The integer time span value.

pVal

[out,retval] The BSTR pointer to return value.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 6.5 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession

Following is a summary of the supported methods for IASession.

IASession	Type	Description
Degrade	Published	Logs off from a workgroup.
Dispose	Published	Release resource immediately.
EnumLine	Published	Gets a collection object for enumerating lines in system. (It is used only by VC.)
EnumWGMember	Published	Gets the workgroup member. (Used by C++.)
FindLine	Published	Finds a line according to a line number.
FindLineFromPad	Published	Finds a line according to its line pad number.
ForceLogonWG	Published	Forces an extension to logon to a workgroup.
ForceLogoutWG	Published	Forces one extension to logout from one workgroup.

IASession	Type	Description
get_EventFilter1	Published	Gets the current event filter.
get_Lines	Published	Gets a collection object for enumerating lines in system.
get_MonitorEntries	Published	Gets the monitor list of the logon extension.
get_MyLine	Published	Gets the logon extension.
get_MyLineNum	Published	Gets the current logon extension number.
get_TimeStamp	Published	Gets the sever timestamp.
get_WGMember	Published	Gets a workgroup member (only used by VB).
GetAgentState	Published	Gets the agent state.
GetCallInfo	Published	Refreshes the call information from system
GetExtraCallInfo	Private	Retrieves extra call information from the system.
GetLineInfo	Published	Refreshes the line information from system.
GetLineInfoFromPad	Published	Retrieves the line information from system. If hLinePad equals zero, it retrieves information for all lines.
GetServiceObj	Published	Gets a service object from Session.
LogonWG	Published	Logs on into one workgroup.
LogoutWG	Published	Logs out from one workgroup.
put_EventFilter1	Published	Sets the current event filter.
put_MonitorEntries	Published	Sets the monitoring list for the logged on extension.
SetAgentState	Published	Sets the agent state.
SetCallerName	Published	Sets a new caller name.
SetRTMEntry	Published	Sets the monitor entry information.
SetRTMEntryEx	Published	Sets the monitor entry information and retrieves agent information.
SetTcpRTMEntry	Published	Allow application to obtain RTM data through TCP session
Upgrade	Published	Logs on to a workgroup as an agent or supervisor.

IASession::Degrade

Logs off from a workgroup. This is the opposite of the method [IASession::Upgrade](#).

```
HRESULT Degrade (
    A_LOGON_TYPE Type,
    BSTR bstrWorkgroup
);
```

Parameters

Type

[in] The Type parameter is reserved.

bstrWorkgroup

[in] The workgroup number.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession:Dispose

Release resource immediately.

```
HRESULT Dispose () ;
```

Return Values

S_OK: Successfully invoked.

Remarks

In .NET system When you set Session object to Nothing, the Garbage collection system doesn't release the resource immediately. Use this method to release the resource immediately. You need not use this method in a Non-.NET system.

```
'VB.NET
m_oSession.Dispose()
m_oSession = Nothing
m_oAccess.Disconnect()

// C#
m_oSession.Dispose();
m_oSession = null;
m_oAccess.Disconnect();
```

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 2.6 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::EnumLine

Gets a collection object for enumerating lines in system. This method can be used only by VC.

```
HRESULT EnumLine (  
    VARIANT iType,  
    IEnumLine ** ppEnumLine  
);
```

Parameters

iType

[in, optional] The line type such as extension or trunk. If not specified, the collection contains all of the line types in system.

ppEnumLine

[out,retval] The IEnumLine* pointer to the collection object.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::EnumWGMember

Gets a collection object for enumerating workgroup members in system. This method can only be used by VC.

```
HRESULT EnumWGMember (  
    BSTR bstrWGNum,  
    IEnumWGMember ** ppEnum  
);
```

Parameters

bstrWGNum

[in] The workgroup number.

ppEnum

[out,retval] The IEnumWGMember *pointer to the collection object.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::FindLine

Finds a line according to a line or trunk number.

```
HRESULT FindLine (  
    BSTR LineNum,  
    IALine * * ppLine  
);
```

Parameters

LineNum

[in] The line or trunk number.

ppLine

[out,retval] The IALine * pointer to a line object.

Return Values

S_OK: Successfully invoked.

ALTIAPI_E_OBJNOTEXIST: Cannot find a line object according to the input parameters.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::FindLineFromPad

Finds a line according to its line pad number. This method provides better performance than [IASession::FindLine](#).

```
HRESULT FindLineFromPad (  
    long hLinePad,  
    IALine * * ppLine  
);
```

Parameters

hLinePad

[in] The line pad number.

ppLine

[out,retval] The IALine * pointer to the line number.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::ForceLogonWG

Allows the supervisor of a workgroup to log an agent into the workgroup.

```
HRESULT ForceLogonWG (  
    BSTR bstrWGNum,  
    BSTR bstrAgentNumber  
);
```

Parameters

bstrWGNum

[in] The number of the workgroup.

bstrAgentNumber

[in] Which agent to be logged on.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

To call this method, you must log on as a supervisor of this workgroup.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::ForceLogoutWG

Allows the supervisor of a workgroup to logout an agent from the workgroup.

```
HRESULT ForceLogoutWG (  
    BSTR bstrWGNum,  
    BSTR bstrAgentNumber  
);
```

Parameters

bstrWGNum

[in] The number of the workgroup.

bstrAgentNumber

[in] Which agent to be logged out.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

To call this method, you must log on as a supervisor of this workgroup.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::get_EventFilter1

Gets the current event filter such as A_CALL_STATE_CHANGED, A_DDR_REQUEST, or combination of these values.

```
HRESULT get_EventFilter1 (  
    long* pVal  
);
```

Parameters

pVal

[out, retval] The long pointer to an event filter's value.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::get_Lines

Gets a collection object for enumerating all of the lines in system. This method is provided for VB users. VC users can use [IASession::EnumLine](#) method.

```
HRESULT get_Lines (  
    VARIANT iType,  
    VARIANT * pVariant  
);
```

Parameters

iType

[in, optional] The line type. If not specified, the returned collection contains all lines in system.

pVariant

[out, retval] The VARIANT pointer to the collection object. Automation clients can use a "For Each" loop with this object to enumerate lines.

Return Values

S_OK: Successfully invoked.

E_OUTOFMEMORY: Insufficient memory.

Otherwise: error code.

Remarks

VC clients can use the EnumLine method.

```
//Note: Get all lines by using optional parameter.  
VariantInit(&vLineType);  
vLineType.vt = VT_ERROR;  
vLineType.lVal = DISP_E_PARAMNOTFOUND;  
hr = m_pSession->get_Lines(vLineType, &vCollection);  
if (FAILED(hr))  
    return hr;
```

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::get_MonitorEntries

Gets the monitor list of the logon extension.

```
HRESULT get_MonitorEntries (  
    IAMonitorEntries** pMonitorEntries  
);
```

Parameters

pMonitorEntries

[out,retval] The IAMonitorEntries * pointer to the monitor list.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

By default, AltiGen client applications only receive events about the logon extension. To monitor other extension's activities, perform the following steps:

1. Set the monitor list with the system administrator program. See the "Administration Manual" for details.
2. Invoke IASession::get_MonitorEntries to get the monitor list in your programs.
3. Configure the monitor list according your requirements.
4. Call [IASession::put_MonitorEntries](#) to enable monitor setting.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::get_MyLine

Gets a line object which represents the logon extension.

```
HRESULT get_MyLine (  
    IALine* pVal  
);
```

Parameters

pVal

[out,retval] The IALine * pointer to the line object.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::get_MyLineNum

Gets the current logon extension number.

```
HRESULT get_MyLineNum (  
    BSTR* pVal  
);
```

Parameters

pVal

[out,retval] The BSTR pointer to the current logon extension number.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::get_TimeStamp

Gets the server timestamp.

```
HRESULT get_TimeStamp (  
    long * pVal  
);
```

Parameters

pVal

[out,retval] The long pointer to the timestamp value.

Return Values

S_OK: Successfully invoked.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::get_WGMember

Gets the workgroup member. This property is only used by VB; C++ programmers can use [EnumWGMember](#).

```
HRESULT get_WGMember (  
    BSTR bstrWGNum,  
    VARIANT * pVariant  
);
```

Parameters

bstrWGNum

[in] The workgroup number.

pVariant

[out,retval] The VARIANT pointer to the collection interface.

Return Values

S_OK: Successfully invoked.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::GetAgentState

Gets the agent state.

```
HRESULT GetAgentState (  
    BSTR bstrWGNum,  
    LPDISPATCH * ppAgentState  
);
```

Parameters

bstrWGNum

[in] The workgroup number.

ppAgentState

[out, retval] The LPDISPATCH pointer to the IAAgentState interface.

Return Values

S_OK: Successfully invoked.

Remarks

Before invoking this function, you should log on as an Agent first. For details, refer to [IASession::Upgrade](#).

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::GetCallInfo

Refreshes the call information from the system.

```
HRESULT GetCallInfo (  
    long hCallPad  
);
```

Parameters

hCallPad

[in] The call pad number.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

This method only refreshes the call information. It does not return the information directly.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::GetExtraCallInfo

Retrieves the extra call information from system.

```
HRESULT GetExtraCallInfo (  
    long hCallPad  
    IAExtraCallInfo ** ppExtraCallInfo  
);
```

Parameters

hCallPad

[in] The call pad number.

ppExtraCallInfo

[out,retval] The IAExtraCallInfo* pointer to the extra information.

Return Values

S_OK: Successfully invoked.

Remarks

An incoming call can be preprocessed by an IVR application before routing to an agent. The program running on an agent desktop obtains the processing results using GetExtraCallInfo.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::GetLineInfo

Refreshes the line information from system.

```
HRESULT GetLineInfo (  
    BSTR LineNum  
);
```

Parameters

LineNum

[in] The line information to be refreshed from system.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::GetLineInfoFromPad

Retrieves line information from system. If hLinePad equals zero, it retrieves information for all lines.

```
HRESULT GetLineInfoFromPad (  
    long hLinePad  
);
```

Parameters

hLinePad

[in] The line pad number. The default value is 0.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::GetServiceObj

Gets a service object from Session. You can use this method to get the other interfaces.

```
HRESULT GetServiceObj (  
    A_SERVICE_TYPE ServiceType,  
    LPDISPATCH * ppServiceObj  
);
```

Parameters

ServiceType

[in] The service type.

ppServiceObj

[out,retval] The LPDISPATCH pointer to the service object.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::LogonWG

Allows you to logon into one workgroup.

```
HRESULT LogonWG (  
    BSTR bstrWGNum  
);
```

Parameters

bstrWGNum

[in] The workgroup number to logon into.

Remarks

Before invoking this function, you should logon as Agent or Supervisor first. For details, you can refer to [IASession::Upgrade](#).

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::LogoutWG

Allows you to logout from one workgroup.

```
HRESULT LogoutWG (  
    BSTR bstrWGNum,  
    long nReasonCode  
);
```

Parameters

bstrWGNum

[in] The workgroup number from which to log off.

nReasonCode

[in] The Logoff reason code. It must be a two-digit number in the range from 01 to 20.

Remarks

Before invoking this function, you should log on as Agent or Supervisor first. For details, refer to [Upgrade](#).

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::put_EventFilter1

Sets the current event filter.

```
HRESULT put_EventFilter1 (  
    long newVal  
);
```

Parameters

newVal

[in] The value must be one from the A_EVENT_TYPE enumerator.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::put_MonitorEntries

Sets the monitor list of the logon extension.

```
HRESULT put_MonitorEntries (  
    IAMonitorEntries* pMonitorList  
);
```

Parameters

pMonitorList

[in] The IAMonitorEntries pointer to the monitor list.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

This method can be used to enable or disable extension monitoring options. Only the system administrator program can be used to add or delete a monitor entry.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession:: SetAgentState

Sets the agent state.

```
HRESULT SetAgentState (  
    BSTR bstrWGNum,  
    VARIANT_BOOL bIsReady  
);
```

Parameters

bstrWGNum

[in] The workgroup number.

bIsReady

[in] When True, the agent state is ready, when False the state is not ready.

Return Values

S_OK: Successfully invoked.

Remarks

Before invoking this function, you should log on as an Agent first. For details, refer to [Upgrade](#).

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::SetCallerName

Sets a new caller name.

```
HRESULT SetCallerName (  
    long nCallPad,  
    BSTR bstrCallerName  
);
```

Parameters

nCallPad

[in] The call pad.

bstrCallerName

[in] New caller name.

Return Values

S_OK: Successfully invoked.

Remarks

The method is available when a call is ringing or connected.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 2.8.3.3 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::SetRTMEntry

Sets the monitor entry information.

```
HRESULT SetRTMEntry (  
    IARTMEntries* pRTMEntries  
);
```

Parameters

pRTMEntries

[in] The RTM entries list.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

If you log on as a workgroup supervisor, applications can receive RTM information from system. To enable this function, applications must prepare an RTMEntries object, which contains monitor entry information. Then, you need to send this information to system through IASession::SetRTMEntry.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::SetRTMEntryEx

Sets the monitor entry information and retrieves more agent information than [SetRTMEntry](#).

```
HRESULT SetRTMEntryEx (  
    IARTMEntries*    pRTMEntries,  
    VARIANT_BOOL    bMoreInfo  
);
```

Parameters

pRTMEntries

[in] The RTM entries list.

bMoreInfo

[in] If the bMoreInfo is VARIANT_TRUE, the RTM will send more agent information, otherwise, it is same with [SetRTMEntry](#).

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

If you log on as a workgroup supervisor, applications can receive RTM information from system. To enable this function, applications must prepare an RTMEntries object, which contains monitor entry information.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 2.8 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::SetTCPRTMEntry

Sets the monitor entry information and retrieves more agent information via TCP session.

```
HRESULT SetTcpRTMEntry (  
    IARTMEntries*    pRTMEntries,  
    VARIANT_BOOL    bMoreInfo  
);
```

Parameters

pRTMEntries

[in] The RTM entries list.

bMoreInfo

[in] If the bMoreInfo is VARIANT_TRUE, the RTM will send more agent information, otherwise, it is the same as SetRTMEntry.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

If you log on as a workgroup supervisor, applications can receive RTM information from the system. To enable this function, applications must prepare an RTMEntries object, which contains monitor entry information.

By default, SetRTMEntry and SetRTMEntryEx retrieve RTM information through a UDP session. If the network is not stable, and the SDK does not receive UDP RTM information within 2 minutes, they can switch to TCP automatically.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 6.5 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession::get_EnableCommandAsync

Check whether methods need response from system.

```
HRESULT get_EnableCommandAsync(  
    VARIANT_BOOL* pEnable  
);
```

Parameters

pEnable

[out, retval] True indicates the methods return to caller without waiting for response from system, otherwise it returns until receiving response.

Return Values

S_OK: Successfully invoked.

E_POINTER: *pEnable* is invalid.

Remarks

If *pEnable* equals true, the method returns immediately and its result is sent to caller by event, otherwise it has to return until getting response from system. The affected methods are:

[IACallControl::MakeCallEx](#)

[IACallControl::SimOnHook](#)

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 6.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IASession:Upgrade

Allows the program to logon to a workgroup as an agent or supervisor.

```
HRESULT Upgrade (  
    A_LOGON_TYPE iType,  
    BSTR Workgroup,  
    BSTR Password  
);
```

Parameters

iType

[in] The logon type. Available values are A_LOGON_TYPE_AGENT and A_LOGON_TYPE_SUPERVISOR.

Workgroup

[in] The workgroup number.

Password

[in] If a user logs on as a supervisor, it is the password of workgroup. If not, ignore.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Remarks

In general, AltiGen client applications invoke the [IAccess::Logon](#) method to logon to an extension. With physical extensions, the program can perform call control tasks. With virtual extensions, the program can process DDR requests. For some particular tasks, such as RTM agent management, the program must logon as a workgroup supervisor or agent. The [ISession::Upgrade](#) method allows applications to simultaneous log onto multiple workgroups. But the precondition is that the logon extension must belong to these workgroups.

To logout after using this method, use [ISession::Degrade](#).

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

CallControl

The MakeCallEx and SimOnHook methods are supported.

IACallControl	Type	Description
MakeCallEx	Published	Makes a call and provides more parameters.
SimOnHook	Published	Sets an extension status to onhook.

IACallControl::MakeCallEx

Make a call. The dialed number supports E.164 format.

```
HRESULT MakeCallEx (  
    BSTR DestNum,  
    A_CALL_TYPE type,  
    BSTR SubNum,  
    BSTR AccountCode,  
    A_DIALINGPLAN_TYPE dialingPlanType,  
    BSTR bstrDefaultTAC  
);
```

Parameters

DestNum:

[in] The destination number.

type:

[in] The A_CALL_TYPE value.

SubNum:

[in] The sub destination number (or extension number)

AccountCode:

[in] The system account code used to make this call.

dialingPlanType:

[in] The A_DIALINGPLAN_TYPE value

bstrDefaultTAC:

[in] Default trunk access code.

Return Values

S_OK: Successfully invoked.

ALTIAPI_E_INVALIDSTATE: Invalid state for performing a MakeCallEx task.

ALTIAPI_E_SYSTEM_ERROR: System error.

ALTIAPI_E_LINEBUSY: Line is busy.

Remark

You must logon to the physical extension or IPTalk prior to using this method. This extension will ring first if its state is IDLE and the call will be made after the state is OFFHOOK.

There are some restrictions on this method:

Cannot make a call to AA and VM (voicemail). AA and VM are available for redirect operations.

Cannot make a call to IP when the DestNum is IPAccessCode+IPIdentifyCode and the SubAddr is the Extension number.

This method is used with OE4.5i or later. For previous versions, use MakeCall instead of this method.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 6 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IACallControl::SimOnHook

Simulates setting the extension status to ONHOOK.

```
HRESULT SimOnHook (
);
```

Return Values

S_OK: Successfully invoked.
Otherwise: error code.

Remarks

You can use this method to drop the current call and set the extension status to ONHOOK.

Requirements

OS: Windows 2000 with SP4 or later
Version: AltiGen SDK 2.0 or later
Header: AltiComLib.h
DLL: AltiComLib.dll

RTM

IARTMEntries	Type	Description
get_Count	Published	Gets the number of real-time monitor entries.
AddEntry	Published	Adds an RTM entry.
Clear	Published	Clears all entries.
GetEntry	Published	Gets an entry.
RemoveEntry	Published	Removes an entry.

IARTMEntries::get_Count

Gets the number of real-time monitor entries.

```
HRESULT get_Count (
    long* pVal
);
```

Parameters

pVal

[out,retval] The long pointer to the number of real-time monitor entries.

Return Values

S_OK: Successfully invoked.
Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IARTMEntries::AddEntry

Adds a RTM (Real-Time Monitor) entry.

```
HRESULT AddEntry(  
    long hMemberPad,  
    A_RTM_OPERATION iOperation,  
    long lDataPeriod,  
    long * pIndex  
);
```

Parameters

hMemberPad

[in] The pad of a workgroup or its member that you want to monitor.

iOperation

[in] The operation type to be applied.

lDataPeriod

[in] (Reserved) The monitor data retrieval period in minutes. The parameter is set as 1 minute.

pIndex

[out] The long pointer to the index for this new entry.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IARTMEntries::Clear

Clears all RTM entries.

```
HRESULT Clear (
);
```

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IARTMEntries::GetEntry

Gets an RTM entry.

```
HRESULT GetEntry (
    long Index,
    long * hMemberPad,
    A_RTM_OPERATION * iOperation,
    long * lDataPeriod
);
```

Parameters

Index

[in] The index number of the entry.

hMemberPad

[out] The long pointer to the pad of a workgroup or its member to be monitored.

iOperation

[out] The A_RTM_OPERATION pointer to an operation such as starting or stopping RTM.

lDataPeriod

[in] The long pointer to the monitoring data retrieval period in minutes. The period can range from 1 to 1440 minutes.

Return Values

S_OK: Successfully invoked.

Otherwise: error code.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

IARTMEntries::RemoveEntry

Removes an RTM entry.

```
HRESULT RemoveEntry (  
    long Index  
);
```

Parameters

Index

[in] The number of the entry.

Return Values

S_OK: Successfully invoked.

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

Monitor

These are the same methods as IASession.

IASession	Type	Description
get_MonitorEntries	Published	Gets the monitor list of the logon extension.
put_MonitorEntries	Published	Sets the monitoring list for the logged on extension.

AltiCtrl

In addition to AltiSDK, AltiGen provides an ActiveX control named *AltiCtrl*. With AltiCtrl, you can control MaxAgent to make calls, drop calls, get line state change events, etc.

Following is the API list for AltiCtrl.

AltiCtrl	Description
SetCallerName	Set caller name for call

AltCtrl	Description
SetUserData	Set user data for call
GetFormData	Retrieves form data for the call
GetIVRData	Get IVR data for call
GetURL	Get URL for call
GetUserData	Get user data for call
GetExtNumber	Get the SIP URI for running MaxAgent
StartAltCtrl	Start AltCtrl
MakeCall	Make call
SetBk	Set background color for AltCtrl
GetTrunkAccessCode	Get trunk access code
DropCall	Drop the call
CallNotify	Notify line state change event
GetFormData	Get form data for call

SetCallerName

Sets the Caller Name for an existing call.

VC++ Syntax

```
BOOL SetCallerName (
    int SessionID,
    CString string,
);
```

VB Syntax

```
object.SetCallerName (SessionID, string) ;
```

Parameters

SessionID

[in] The unique ID for the call.

string

[in] The URL data for a call; the maximum length is 1024 bytes.

Return Type

Bool: Returns TRUE if successful, otherwise FALSE.

Remarks

** SessionID*

The Session ID received from the OnCallNotify event needs to be provided as input to this function.

This Session ID is valid in ring events and connect events. After a Disconnect event it is no longer valid.

VC++ Example

```
CString name = _T("Tom");  
m_altictrl.SetCallerName (ulSessionID, name);
```

VB Example

```
Dim data As String  
Data = "Tom";  
If (AltiCtrl1.SetCallerName (ulSessionID, data) = False) Then  
...  
Else  
...  
End If
```

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

SetUserData

Sets the user data for an existing call. User data is used by MaxAgent to describe call information. For example, "This call is urgent." The user information can be any information defined by user.

VC++ Syntax

```
BOOL SetUserData (  
    int SessionID,  
    CString string,  
);
```

VB Syntax

```
object.SetUserData (SessionID, string);
```

Parameters

SessionID

[in] The unique ID for the call.

string

[in] The user data for a call; the maximum length is 1024 bytes.

Return Type

Bool: Returns TRUE if successful, otherwise FALSE.

Remarks

* *SessionID*

The Session ID received from the OnCallNotify event needs to be provided as input to this function.

This Session ID is valid in ring events and connect events. After a Disconnect event it is no longer valid.

VC++ Example

```
CString data = _T("user data");  
m_altictrl. SetUserData (ulSessionID, data);
```

VB Example

```
Dim data As String  
Data = "user data"  
If (AltiCtrl1.SetUserData (ulSessionID, data) = False) Then  
...  
Else  
...  
End If
```

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

GetFormData

Retrieves form data for the call.

Parameters

SessionID

[in] The unique ID for the call.

Return Type

String

[out] form data in JSON format.

GetIVRData

Get IVR data for existing call.

VC++ Syntax

```
BSTR GetIVRData(int SessionID)
```

VB Syntax

```
object.GetIVRData(SessionID)
```

Parameters

SessionID

[In]: unique ID for a call

Return Type

String IVR data for a call; maximum length is 256 bytes.

Remark

SessionID

Session ID received from OnCallNotify event needs to be provided as input to this function. This Session ID is valid in ring event and connect event. After Disconnect event, it is no longer valid.

VC++ Example

```
CComBSTR  bstrData;  
bstrData = m_altictrl.GetIVRData (ulSessionID);
```

VB Example

```
Dim data As String  
Data = AltiCtrl1.GetIVRData (ulSessionID)
```

GetURL

Gets the URL data for an existing call.

VC++ Syntax

```
CString GetURLData(  
    int SessionID,  
);
```

VB Syntax

```
object.GetURLData(SessionID);
```

Parameters

SessionID

[in] The unique ID for the call.

Return Type

string

[in] The URL data for a call; the maximum length is 1024 bytes.

Remarks

* *SessionID*

The Session ID received from the OnCallNotify event needs to be provided as input to this function.

This Session ID is valid in ring events and connect events. After a Disconnect event it is no longer valid.

VC++ Example

```
CString data;  
data = m_altictrl.GetURLData (ulSessionID);
```

VB Example

```
Dim data As String  
Data = AltiCtrl1.GetURLData (ulSessionID)
```

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

GetUserData

Gets the user data for an existing call. User data is used by MaxAgent to describe call information. For example, "This call is urgent." The user information can be any information defined by user.

VC++ Syntax

```
CString GetUserData(  
    int SessionID,  
);
```

VB Syntax

```
object.GetUserData(SessionID);
```

Parameters

SessionID

[in] The unique ID for the call.

Return Type

string

[in] The user data for a call; the maximum length is 1024 bytes.

Remarks

* *SessionID*

The Session ID received from the OnCallNotify event needs to be provided as input to this function.

This Session ID is valid in ring events and connect events. After a Disconnect event it is no longer valid.

VC++ Example

```
CString data;  
data = m_altictrl.GetUserData (ulSessionID);
```

VB Example

```
Dim data As String  
Data = Altictrl1.GetUserData (ulSessionID)
```

Requirements

OS: Windows 2000 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll

GetExtNumber

Gets the UPN of the current user login.

Return Type

String

[out] UPN of the current login user

StartAltiCtrl

Start AltiCtrl on the client. This is the first step to use this AltiCtrl.

VC++ Syntax

```
BOOL StartAltiCtrl ()
```

VB++ Syntax

```
object.StartAltiCtrl ()
```

Return type

BOOL TRUE if connects to MaxAgent successfully; otherwise FALSE.

Remark

This function is key to using AltiCtrl. The client cannot call the method or get any event from AltiAgent if this function call fails.

VC++ Example

```
BOOL bstart= m_altictrl.StartAltiCtrl();
```

VB Example

```
Dim bstart as bool  
bstart = AltiCtrl1.StartAltiCtrl()
```

MakeCall

Make a call through MaxAgent.

VC++ Syntax

```
long MakeCall (BSTR bstrDialNumber) ;
```


VB++ Syntax

```
object.MakeCall (string)
```

Parameters

bstrDialNumber

[In]: Destination telephone number, less than 32 digits

Return type

0 - Make call command is sent successfully

1 - Unknown error occurs

2 - Disconnect AltiAgent

999 - Exception occurred

VC++ Example

```
BOOL bstart= m_altictrl. MakeCall (L"101");
```

VB Example

```
Dim Result as Integer  
Dim dirNum As String  
dirNum = "101"  
Result = AltiCtrl1.MakeCall (dirNum)
```

SetBK

Sets the background color of AltiCtrl.

VC++ Syntax

```
long SetBk (short sRed, short sGreen, short sBlue)
```

VB++ Syntax

```
long SetBk (short sRed, short sGreen, short sBlue)
```

Parameters

sRed[in]: RGB's red value of the background color of AltiCtrl.

sGreen[in]: RGB's green value of the background color of AltiCtrl.

sBlue[in]: RGB's blue value of the background color of AltiCtrl.

VC++ Example

```
m_altictrl.SetBk (128, 101, 122);
```

VB Example

```
AltiCtrl1.SetBk 128, 101, 122
```

GetTrunkAccessCode

Get default trunk access code set in AltiAgent.

VC++ Syntax

```
BSTR GetTrunkAccessCode ();
```

VB++ Syntax

```
object. GetTrunkAccessCode ()
```

Return type

Default trunk access code set in AltiAgent

VC++ Example

```
CComBSTR bstrTrunkAccess= m_altictrl. GetTrunkAccessCode ();
```

VB Example

```
Dim data As String  
data = AltiCtrl1.GetIVRData (ulSessionID)
```

Note: The ctrl will show a window in client application. To hide the window, using the following code

VC++ Example

```
m_altictrl.ShowWindow(SW_HIDE);
```

VB Sample

```
AltiCtrl1.Visible = TRUE
```

DropCall

Drops the current call.

VC++ Syntax

```
long DropCall ();
```

VB++ Syntax

```
long DropCall ();
```

Return type

0 - Drop call command is sent successfully

!= 0 - Unknown error occurs

VC++ Example

```
long result = m_altictrl.DropCall();
```

VB Example

```
Dim data As Long
data = Altictrl1.DropCall()
```

CallNotify

When Altiview/MaxAgent receives a call event from Altiserv, Altictrl will send the event to your application. Each call will have a unique session ID, and each call may trigger several events with its unique session ID.

Syntax

```
OnCallNotifyXXXXX (long ulSessionID, short uStatus, BSTR
szCallerID, BSTR szCallerName, BSTR szCallDNIS, BSTR
szWorkgroup, BSTR pszDateTime, BSTR pszDuration)
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```

Parameters

ulSessionID

[in] The session ID.

uStatus

[in] The call status.

szCallerID

[in] The Caller ID.

szCallerName

[in] The caller name.

szCallDNIS

[in] The DNIS.

Remark

Call status value:

LINECALLSTATE_IDLE	0
LINECALLSTATE_OFFERING	1

LINECALLSTATE_ACCEPTED	2
LINECALLSTATE_DIALTONE	3
LINECALLSTATE_DIALING	4
LINECALLSTATE_RINGBACK	5
LINECALLSTATE_BUSY	6
LINECALLSTATE_SPECIALINFO	7
LINECALLSTATE_CONNECTED	8
LINECALLSTATE_PROCEEDING	9
LINECALLSTATE_ONHOLD	10
LINECALLSTATE_CONFERENCED	11
LINECALLSTATE_ONHOLDPENDCONF	12
LINECALLSTATE_ONHOLDPENDTRANSFER	13
LINECALLSTATE_DISCONNECTED	14
LINECALLSTATE_AA	15
LINECALLSTATE_VM	16
LINECALLSTATE_PARK	17
LINECALLSTATE_UNKNOWN	18
LINECALLSTATE_MUSICONHOLD	19
LINECALLSTATE_PLAYVOICEMAI	L20
LINECALLSTATE_CALLPENDING	21
LINECALLSTATE_MONITORSIRENT	22
LINECALLSTATE_CALLBARGEIN	23
LINECALLSTATE_XFER_RINGBACK	24
LINECALLSTATE_XFER_WAITFORONHOOK	25
LINECALLSTATE_DUMMYRING	26
LINECALLSTATE_FORWARDRING	27
LINECALLSTATE_DATALOAD	28
LINECALLSTATE_RECORD	29
LINECALLSTATE_APC	30
LINECALLSTATE_SUPERVISE_COACH	31
LINECALLSTATE_LINE_PARK	32
LINECALLSTATE_RMT_OFFLINE	33

Requirements

OS: Windows 200 with SP4 or later

Version: AltiGen SDK 1.0 or later

Header: AltiComLib.h

DLL: AltiComLib.dll