

CALL LOG API



TAILOR AND AUTOMATE CALL DATA RETRIEVED

The service allows customers that want to manage their call history in their own system to call off Dstny's API to retrieve call data for the entire organisation.

WHY USE CALL LOG API?

Call log API can be used to create reports and analyze customer interactions, e.g. how many calls have not been answered, the duration of each call etc.

BUILD IN YOUR STATISTICS OPTIONALLY

Call-log API enables call data to be retrieved every five minutes for the last three months. You can then store it in your own system, SQL for example, and construct your own applications. You can also analyse your call data together with other business data. In other words, the service does not have a prepared interface (web page) where the information can be viewed, rather it is a service to move call data from our system to the customers' own systems.

PERFECT FOR THE DEVELOPER

Call-log API allows those who want to manage their own call history in their own systems to call off Dstny's API in order to retrieve call data for the entire organisation. The information arrives as aggregated CDR data.

USE CASES



Reports: Create specific reports with information about calls and call flows.



Statistics: Build and integrate call statistics into your own systems for quick overview and uniform handling.



Analysis: Analyze call flows such as forwarded and missed calls, call duration, times etc. for e.g. improvement and efficiency of response flows and response frequency in customer support etc.

