

CallMarker API v1 Documentation

Customers bulk upload

- URL: `https://app.callmarker.com/api/v1/customers`
- Method: `POST`
- Data format: `json`
- Response format: `json`
- Parameters:

token (required)	unique authorization token
campaign	campaign id to add customers to
agent_name	agent name as exists in CallMarker or if CRM name set for agent it can be name from external CRM <u>Notice:</u> for this parameter to take effect campaign parameter is required, and agent should be assigned to campaign
customers (required)	an array of customers objects, see details in next table
override	if set, existing customers will be updated with new data
remove	if set, the customers will be removed from campaign

unique	if set, the customers will be removed from all other campaigns. campaign and override parameters should be set too for this to take effect
status	possible values are: 1 - Waiting 10 - Not Interested 11 - Interested 12 - Follow Up 18 - Completed • when used with override updates existing status • when campaign is not set updates all statuses in all campaigns for customers that has been sent
international	if set, the customer number will be treated as a number formatted according to E.164 format

- Customer object parameters:

number (required)	phone number
name	full name or first name
last_name	last name
email	email address
crm_id	id in external CRM if needed
source	source of arrival
source_medium	source medium of arrival
source_campaign	source campaign of arrival
followup_date	Follow Up date (schedule a call) Several date formats are supported: d-m-Y, d.m.Y, Y-m-d, m/d/Y in case you need to send a time too just add it after the space: 30-12-2019 15:34, 24-02-2020 9:45 am also relative date / time can be used: +2 hours <u>Notice:</u> if this parameter is set and override is set too, the status of customer will be changed to Follow Up

followup_type	type of Follow Up, possible values are: 1 - Call 2 - Reminder by default Call is used when followup_date is set
note	any additional information
agent_name	This parameter overrides the general agent_name agent name as exists in CallMarker or if CRM name set for agent it can be name from external CRM <u>Notice:</u> for this parameter to take effect campaign parameter is required, and agent should be assigned to campaign if none keyword is used as value the assignment to specific will be removed
custom_field_{id}	custom field with unique id
min_hour	From what hour allowed to call this customer. You may use any formats such as 8pm, 08:16 AM, 20:48
max_hour	Until what hour allowed to call this customer. You may use any formats such as 8pm, 08:16 pm, 20:48
blacklisted	if set, the customer will be added to the Blacklist
product_id	if set and there is no open opportunity for this product, new opportunity will be created
opportunity_crm_id	if set will be added to opportunity properties

	<u>Notice:</u> for this parameter to take effect product_id parameter is required
opportunity_status	required to close the opportunity possible values are: 2 - Purchased 3 - Not purchased to open or update the opportunity just omit this parameter
opportunity_agent_name	agent name as exists in CallMarker or if CRM name set for agent it can be name from external CRM when closing the opportunity this parameter is required
opportunity_not_purchased_reason_id	in case the opportunity is closed with Not purchased status, this parameter may be provided to set the specific reason
product_field_{id}	product field with unique id, for example <i>product_field_123</i>

- Sample request json:

```
{
  "token": "XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX",
  "agent_name": "Garret Robel",
  "campaign": "11",
  "override": true,
  "customers": [
    {
      "number": "0547000000",
      "name": "Israel",
      "last_name": "Israeli",
    },
    {
      "number": "0547111111",
      "name": "Ariel",
      "last_name": "Ariel",
      "crm_id": "644968",
      "source": "Facebook",
      "followup_date": "24-10-2017",
      "note": "Some useful info here. Can be a long text",
    }
  ]
}
```

- Sample error response:

```
{
  "success": false,
  "message": "Description of what should be fixed"
}
```

- Sample success response:

```
{
  "success": true,
  "message": "There are 2 new customers were created, 0 were
restored and 0 were not valid."
}
```

- Sample partial success response:

```
{
  "success": true,
  "message": "There are 2 new customers were created, 0 were
restored and 1 were not valid.",
  "not_valid": [
    {
      "number": "054700000000",
      "name": "Yay",
      "last_name": "Way",
    }
  ]
}
```

