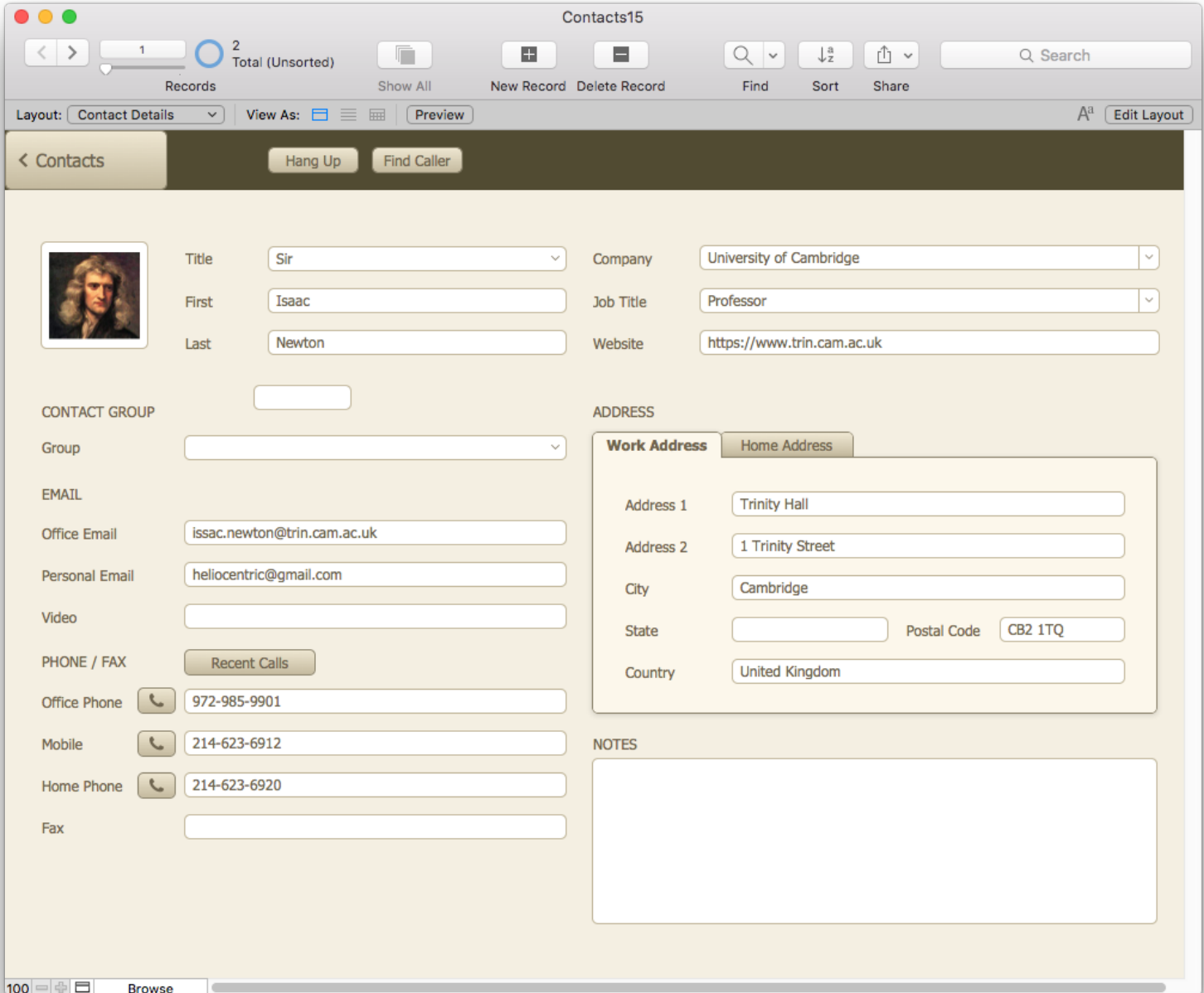



## Integrating FacetPhone With FileMaker Using FacetPhone's Web CTI Interface

FacetPhone's web based Computer Telephony Integration provides an extremely easy way for applications to dial and retrieve caller ID for looking up a contact. Any application that can make an HTTP request to a URL can utilize this interface. FileMaker has this capability, so we will use it to demonstrate.

In the following example, we have modified the FileMaker sample contact application to have buttons do dial the contact's various phone numbers and a button to lookup a contact on the caller ID of an incoming call:



The screenshot shows a FileMaker contact record for Isaac Newton. The interface includes a navigation bar with 'Contacts15', a search bar, and various action buttons like 'New Record' and 'Delete Record'. The contact details are as follows:

	Title	Sir	Company	University of Cambridge
	First	Isaac	Job Title	Professor
	Last	Newton	Website	https://www.trin.cam.ac.uk

**CONTACT GROUP**  
Group: [Empty]

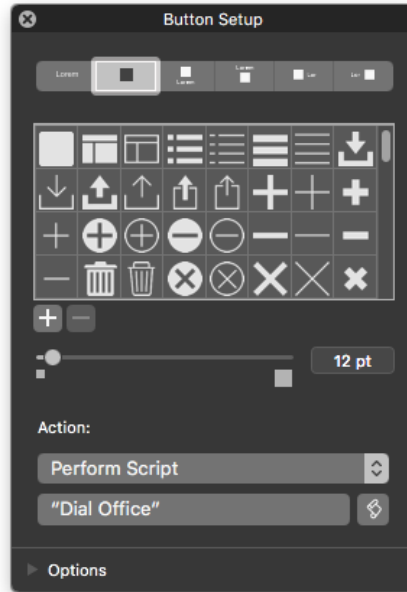
**EMAIL**  
Office Email: issac.newton@trin.cam.ac.uk  
Personal Email: heliocentric@gmail.com  
Video: [Empty]

**PHONE / FAX**  
Recent Calls: [Empty]  
Office Phone: 972-985-9901  
Mobile: 214-623-6912  
Home Phone: 214-623-6920  
Fax: [Empty]

**ADDRESS**  
Work Address | Home Address  
Address 1: Trinity Hall  
Address 2: 1 Trinity Street  
City: Cambridge  
State: [Empty] Postal Code: CB2 1TQ  
Country: United Kingdom

**NOTES**  
[Empty text area]

Note the buttons with a phone icon beside each phone number on the lower left of the screen. Each of these can be clicked to dial its corresponding phone number on the user's phone (on a FacetPhone system!). Let's look at the setup behind the Office Phone dial button:



The Action for the button is "Perform Script". The script to run is "Dial Office". The contents of that script are:

```
1 Insert from URL [ Select ; With dialog: Off ; Contacts::FP Web TAPI ;  
"http://199.29.166.41/facetphone/cgi-bin/fp_dial.cgi?user=" & Get( AccountName ) & "&number=9" & Contacts::Office Phone ]
```

The "Insert from URL" FileMaker script step enters the contents from a URL into a field. Between the square brackets, the options specified are:

- "Select" indicates that the entire contents of the FP Web TAPI field will be replaced with the results.
- Do not pop up a dialog box.
- Place the contents from the URL in the the "FP Web TAPI" field.
- For the URL, the address of the FacetPhone server is specified along with a query string that makes the request.

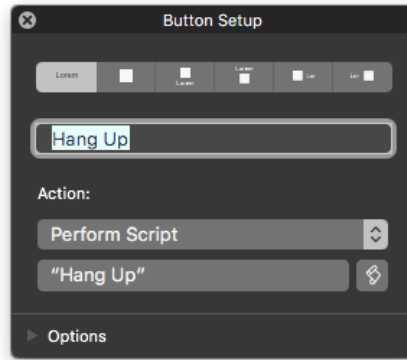
The fp\_dial.cgi program is the one that does the dialing. All of the FacetPhone web requests must have the name of the user whose phone will be used. In this case, we have assumed that the user's FileMaker account name is the same as their FacetPhone login name. For the dial request, you must next provide the number to dial which is specified with the "number=" part of the request. We begin with a 9 which is required on the FacetPhone system to access an outside line. Next the number from the "Office Phone" field is used as the number to dial. If the user's name was "joe", the resultant request to the FacetPhone server would be:

**http://199.29.166.41/facetphone/cgi-bin/fp\_dial.cgi?user=joe&number=9972-985-9901**

***And that's all there is to dialing on a FacetPhone system from a FileMaker application!***

## Hanging Up on a Call

Note the Hang Up button at the top of the screen. This button can be used to hangup the user's active call. Once again, this button is setup to perform a script:



The contents of the "Hang Up" script are:

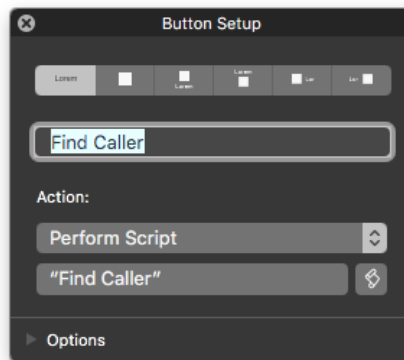
```
1 Insert from URL [ Select ; With dialog: Off ; Contacts::FP Web TAPI ;  
"http://199.29.166.41/facetphone/cgi-bin/fp_hangup.cgi?user=" & Get( AccountName ) ]
```

Everything about this request is the same as the dialing request except for the request part of the URL. To hangup, we will specify the fp\_hangup.cgi program. The user name must be supplied as before. Again, if the user's name was "joe", the resultant request to the FacetPhone server would be:

**http://199.29.166.41/facetphone/cgi-bin/fp\_hangup.cgi?user=joe**

## Requesting Incoming Caller ID for Contact Lookup

Note the "Find Caller" button next to the Hang Up button. The setup for this button is:



The contents of the "Find Caller" script are:

```

1 #
2 # Find Caller - FileMaker script to fetch CID using FacetPhone's Web TAPI
3 # and then find matching Contact record(s). Uses a Web Viewer called
4 # "FP Web TAPI" to fetch and hold returned CID info.
5 #
6 # 2016/07/01 Eric Yundt, FacetCorp Support - support@facetcorp.com
7 # #####
8
9 # fire off URL to fetch caller ID for current or last call
10 Insert from URL [ Select ; With dialog: Off ; Contacts::FP Web TAPI ;
    "http://199.29.166.41/facetphone/cgi-bin/fp_cid.cgi?user=" & Get ( AccountName ) ]
11
12 Set Variable [ $cidNum ; Value: Contacts::FP Web TAPI ]
13 # <number=9729859901><name=FACET CORP>
14
15 # Exit on no caller ID found
16 If [ Left ( $cidNum ; 21 ) = "<number=No caller id>" ]
17     Show Custom Dialog [ "No caller ID... nothing to do." ]
18     Exit Script [ Text Result: "No caller id" ]
19 End If
20
21 Set Variable [ $cidNum ; Value: Middle ( $cidNum ; Position ( $cidNum ; "=" ; 1 ; 1 ) + 1 ; 10 ) ]
22 # 9729859901
23 Set Variable [ $cidNum2 ; Value: Middle ( $cidNum ; 1 ; 3 ) & "-" & Middle ( $cidNum ; 4 ; 3 ) & "-" & Middle ( $cidNum ; 7 ; 4 ) ]
24 # 972-985-9901
25
26 Set Error Capture [ On ]
27 Perform Find [ Restore ]
28
29 # If not found, offer to create new record
30 If [ Get ( LastError ) > 0 ]
31     Show Custom Dialog [ "Caller not found!" ;
        "No records matched incoming CID: " & $cidNum2 & ". Click 'Create New' to create a new Contact reco." ]
32     If [ Get ( LastMessageChoice ) = 1 ]
33         New Record/Request
34         Set Field [ Contacts::Office Phone ; $cidNum2 ]
35     Else
36         Show All Records
37     End If
38 End If

```

The interaction with FacetPhone is at line 10. In this request, we specify the fp\_cid.cgi program and the user is specified. Again, if the user's name was "joe", the resultant request to the FacetPhone server would be:

**http://199.29.166.41/facetphone/cgi-bin/fp\_cid.cgi?user=joe**

This request will actually return a value in the "FP Web TAPI" field. The remainder of the script formats the number to be like they are stored in the database and attempts to find a contact with one of their phone numbers matching the caller ID that was returned.

***As you can see, interacting with the FacetPhone business phone system from an application that can access web URLs is extremely easy!***