1. Initial Request URL (<http://project/IncomingRequest> ) invoked by client
   1. This url must be public url without laravel authentication.
   2. Post Fields
      1. auth\_key
      2. location\_id
      3. region\_id
      4. branch\_id
      5. employee\_id
      6. customer
      7. phone
   3. match api\_key with settings table, reject if fail.
   4. Validate all fields
   5. Insert all ids’ into curresponding table and collect primary key back and store in request table.
   6. Store data with primary key and status pending & date
2. Delayed Task ((http://project/DelayedTask ) invoked by system scheduler.
   1. This url must be public url without laravel authentication.
   2. Find matching IVR from Location table. If no use location Id as IVR
   3. Make IVR call request.
      1. <http://URL/api/v1/api.php?api_key=c42507081d710cc06b62f5ac2fddbb1c&method=voice.call&play=1990.ivr&numbers=9895205969>
         1. variables
            1. Phone
            2. Method
            3. Play (ivr)
            4. api\_key

get from settings table.

1. Call Response URL ((<http://project/IvrResponse> ) Invoked by IVR System
   1. This url must be public url without laravel authentication.
   2. [http://URL/api/v1?phone={caller}&dtmf=1-{keypress}](http://URL/api/v1?phone=%7bcaller%7d&dtmf=1-%7bkeypress%7d)
      1. Phone
      2. Dtmf
         1. Parse dtmf 3rd character and update db (column call\_response) and store value call\_dtmf with dtmf value.
2. Masters
   1. Locations
   2. Regions
   3. Branches
   4. Employees
3. Executive
   1. privileges
      1. Multiple checkbox option for Region
      2. Multiple checkbox option for Branch
4. Report
   1. Filters
      1. Any field search
         1. Search in all relevant fields: Customer name, phone, location, branch, regions
      2. Date From –To
      3. Location Name (locations.name)
      4. Region Name
      5. Branch Name
   2. Sort function for each column
   3. Mobile fields
      1. Date
      2. Branch
      3. Customer
      4. Call status
      5. Call response
5. Settings
   1. Change password Page (Top Menu)
   2. Branding
      1. Change Logo
      2. Enable/Disable Modules
         1. Region
         2. Branch
         3. Employees
   3. Api Management Page
      1. Incoming - Auth Key
         1. a generate button to generate a random key
         2. aslo ask confirmation dialog to generate new key.
      2. IVR Api Key
      3. DTMF Response character position. (1, 2,3 etc..)
   4. Call Management
      1. IVR request delay (in minutes )
      2. Permitted time
         1. Start Time: eg: 10.00 am (time picker)
         2. End Time : eg: 10:00 pm (time picker)
      3. Handle past date ( a checkbox needed for this option)
6. Pagination cookie option
   1. Use cookie to store current page count, and restore it back from cookie.