



Broadvoice now offers a Webhooks integration

It allows you to receive call data in real-time, automate workflows, and receive instant notifications. Webhooks are a great way for your business to leverage your data without manually downloading it. For example, Webhooks allow you to integrate call data with your existing systems, automate workflows, and receive instant notifications.

Here are some examples of how **Webhooks** can automate workflows:

- Track near real-time call data for analytics tracking of inbound, outbound, and missed calls
- Integrate call data with existing reporting and dashboards for real-time decision making
- Insert missed call data into a CRM or internal system with a reminder to respond or create a lead
- Automatically route faxes to a third-party management system
- Save call recordings for regulatory compliance
- Track customer calls, voicemails, and recordings and attach them to their customer record as a call log
- Route received text messages for an auto repair or insurance claim system

The setup process is simple and can be done in the Communicator admin panel. Broadvoice sends notifications to your business URL, allowing you to handle the data in the way that best suits your business needs.





From the “Integrations” tab under settings, you will see options for the App Library and Webhooks.

[Account Settings](#) [Telephony Settings](#) [Contact Roles](#) [Billing](#) [Account Suspension](#) [B-Labs](#) [Integrations](#)


[App library](#) [Webhooks](#) [API keys](#)


App library

Review and manage your connected apps, or activate new ones.

Connected apps

Available apps

**Salesforce**
Enable users to take calls in call pop.
[Manage](#) Active

**Enterprise SSO**
Manage app logins.
[Connect](#) Inactive

Clicking on the "Webhooks" tab will show a list of available Webhooks that you can either manage or connect to an external URL.

[Account Settings](#) [Telephony Settings](#) [Contact Roles](#) [Billing](#) [Account Suspension](#) [B-Labs](#) [Integrations](#)

[App library](#) [Webhooks](#) [API keys](#)

Webhooks

Add and manage webhook events.

Active webhooks: 2

Event	Description	Status	Actions
Call logs	Receive information on participants, times and more call details.	Active	Manage
Call ends	Information on participants, times and more end call details.	Active	Manage
Call starts	Details on received and placed calls.	Inactive	Connect
Call missed	Missed calls details.	Inactive	Connect
Recording is ready	Call info, plus download URL.	Inactive	Connect
Voicemail is ready	Notify when new voicemails are ready.	Inactive	Connect
Fax received	Notify when new faxes are received.	Inactive	Connect



Clicking “Connect” or “Manage” will display the details of the Webhook and allow you to edit, configure, enable, disable, and delete/remove the Webhook connection.

Here is an in-depth look at the connection settings in a Webhook.

The “Call End” connection setting has the following elements:

URL: This is the endpoint for the “Call End” Webhook to send call records to (supplied by the customer).

NOTE: Webhooks will be via HTTPS URLs only via a POST request. You’ll receive requests from the following IP addresses: 208.65.248.221 and 208.65.248.222.

Number of Retries: If the communication or target URL has an issue, this is the number of retries the Webhook will attempt in order to reach the specified URL.

Retry Delay: This is how many seconds you should wait before attempting a retry.

Webhook Active: This switch enables and disables the Webhook and sets the “Active” / “Inactive” status on the main display.

Copy Sample Listener: This will copy a sample listener in Ruby for the client to test.

Remove Connection: You can choose to remove the connection entirely; selecting this will change the “Manage” button to a “Connect” button



Broadvoice provides the following account-level Webhooks for you to configure via your URL endpoints:

Voice/Call End: Send call information, such as call direction (either inbound/outbound), call status (either answered or missed), to and from phone numbers, call date and time, and call duration

SMS/MMS: Text data for sent and received SMS/MMS messages

Faxes Sent/Received: Send the PDF and information about the fax

Call Recording Ready: Send the call recording file and information about the call

Voicemail Ready: Send the voicemail file and information about the call



Voice/Call End

When a voice call ends, the system will send Webhook data and call information to a specified endpoint.

Examples include pulling CDR records into your system in near real-time for monitoring, reporting, and analytics. An additional example would be to consume and post to other internal systems to track call events, such as configuring a local CRM system to create leads for inbound calls or to insert a call log into a database.



SMS/MMS

When a message is sent or received, the system will send Webhook data and message information to a specified endpoint.

This is great for tracking messages with customers, vendors, etc. The messages can be stored offline, associated with a phone number or customer in a database, kept for records tied to a number or case, or used for auditing purposes



Call Recording Ready

The system will send call information to a specified end point along with the URL for the audio file.

This is great for record retention and compliance because you can download and save call recordings to audio management systems. Law firms have expressed interest in this in the past.



Voicemail Ready

The system will send call information to a specified endpoint along with the URL for the voicemail audio file.

With Webhooks, your business can make better decisions using real-time data. Use Broadvoice Webhooks to generate customer call data to provide you the freedom to leverage it for smarter business outcomes.



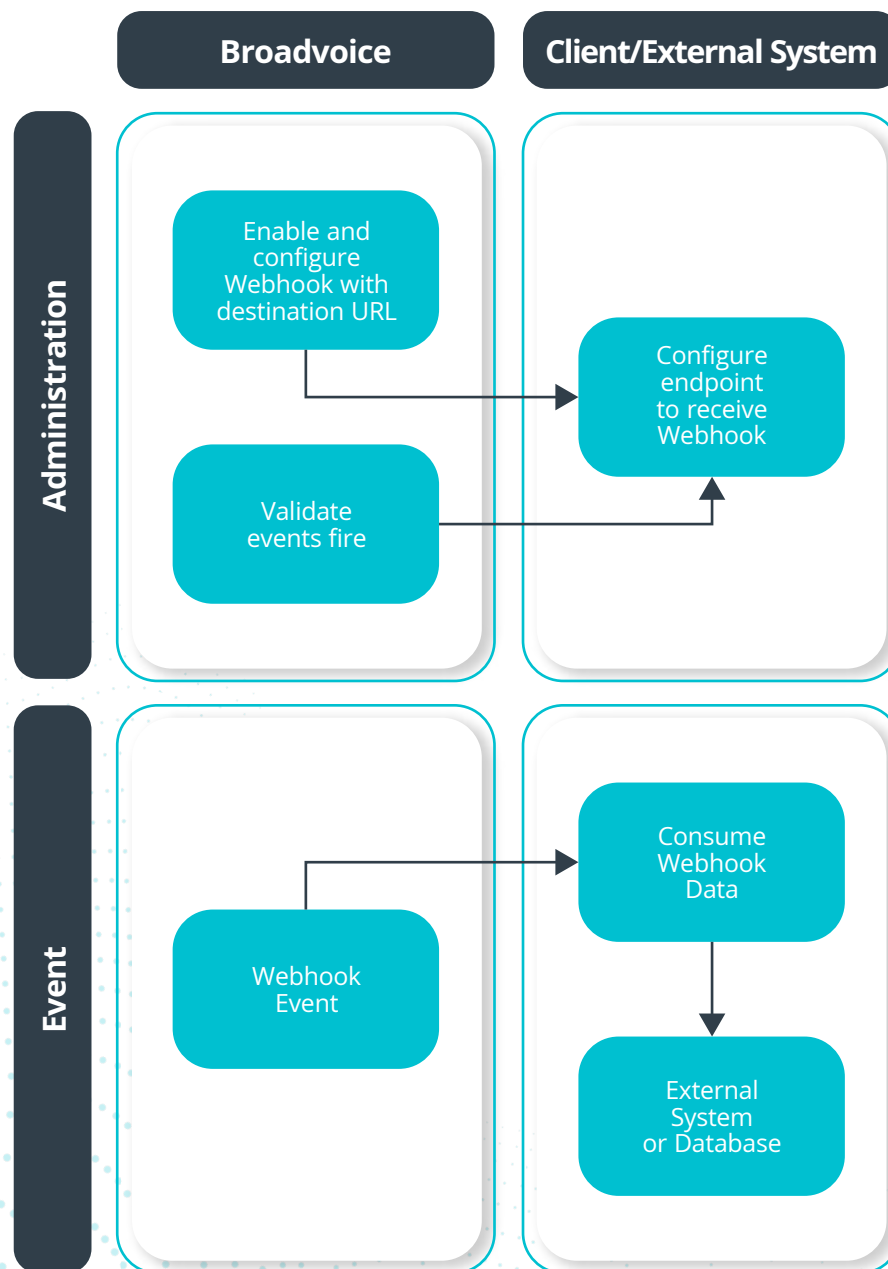
Faxes Sent /Received

When a fax is sent or received, the system will send Webhook data and fax information to a specified endpoint.

This is great for tracking faxes with customers, vendors, etc. The faxes can be stored offline, associated with a phone number or customer in a database, kept for records tied to a number or case, or used for auditing purposes. This feature has numerous applications in verticals such as real estate, pharmaceuticals, healthcare, and legal.



With Webhooks, you can make better decisions using real-time data. Use Broadvoice Webhooks to generate customer call data to provide you the freedom to leverage it for smarter business outcomes.



To learn more,
visit www.broadvoice.com
or call sales at 866.839.1745