

Web2Campaign

Developer's and Administrator's Guide

August 2017

Five9 Web2Campaign uses POST and GET requests to automatically add records to dialing lists used in outbound or autodial campaigns.

About Five9

Five9 is the leading provider of cloud contact center software, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results. For more information visit www.five9.com.

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Contents

What's New	v
Chapter 1	
About the Web2Campaign Integration	1
Limits for Bulk Processing	1
Requirements	2
Administrator	2
Developer	2
Chapter 2	
Preparing to Use Web2Campaign	3
Contact Fields	3
Dialing Lists	4
Setting the Dialing Order	4
Using Dialing Lists in the E.164 Format	4
Campaigns	5
Campaign Profiles	5
Chapter 3	
Selecting and Configuring Parameters	6
Required Parameters	6
Optional Parameters	6
Storing Alternate Phone Numbers: number2 and number3	7
Using the Country Code: F9CountryCode	7
Creating a Unique Key: F9key	7
Updating the CRM: F9updateCRM	8
Displaying Results: F9retResults and F9retURL	9
Scheduling Calls: F9CallIASAP, F9TimeToCall, and F9TimeFormat	10
F9CallIASAP	10
F9TimeToCall	10
F9TimeFormat	10
Returning Result Codes About Contact Records	12
VCC Contact Fields	13
Chapter 4	
Formatting HTTP Requests	14
Using the GET Method	14
Selecting the Parameters	14
Syntax With Required Parameters Only	14
Syntax With Optional Parameters	14
Creating the URL	15

Examples	15
F9retResults and F9retURL	15
F9key	16
Date and Time Formats	16
F9updateCRM	17
Using the POST Method	18
Creating an HTML Form	18
Testing the Form	19
Verifying the Results	19
Appendix A	
Result Codes	21

What's New

This table lists the changes made in the last six releases of this document:

Release	Changes
August 2017	<ul style="list-style-type: none"> Added Returning Result Codes About Contact Records.
July 2017	<ul style="list-style-type: none"> Added HTTP response codes and recommended actions to Result Codes.
June 2017	<ul style="list-style-type: none"> Added Result Codes 602 and 603, which are returned if problems occur with a list.
August 2016	<ul style="list-style-type: none"> Corrected the Campaigns section.
March 2016	<ul style="list-style-type: none"> Corrected the links to the complex Web form in Creating an HTML Form.
August 2015	<ul style="list-style-type: none"> Clarified how the call time value is applied in F9TimeToCall and how this parameter is used during maintenance.
July 2015	<ul style="list-style-type: none"> Clarified how to use custom date and time contact fields. For more information, see VCC Contact Fields.
May 2015	<ul style="list-style-type: none"> Removed result code 705.

Chapter 1

About the Web2Campaign Integration

Five9 Web2Campaign enables you to add or update records in a Five9 list used for dialing in an outbound or autodial campaign. Web2Campaign can send HTTP POST and GET requests from a contact or lead management application or from a Web form in which a contact enters information. If the uploaded number is on the local DNC list of the domain, the number is not dialed.

Limits for Bulk Processing

For each domain, the maximum number of upload requests allowed is 500 every minute, 20000 every hour, and 300000 every day.

If you consistently need to import large numbers of leads in each request, use the Configuration Web Services API instead. For more information, contact your Five9 representative, and see the [Configuration Web Services API Reference Guide](#).

Each addition to a campaign is counted even if all additions come from the same list. If you want to submit multiple requests to multiple lists during each hour, and if each list is used in a different campaign, use this formula to calculate the total number of requests in each hour:

$$R1 * C1 + R2 * C2 + \dots Rn * Cn = 20000$$

R = Request

C = Campaign

Example 1: If you want to submit requests to a list that is used in two campaigns, do not submit more than 10000 requests to the list during each hour.

Example 2: If you want to submit requests to four lists that are used in one campaign, do not submit more than 20000 requests to the combined lists during each hour. Each list should not receive more than 5000 additions.

Example 3: If you want to submit requests to two lists that are used in different sets of 10 campaigns (20 campaigns in total), do not submit more than 1000 requests to the combined lists during each hour.

Web2Campaign can process up to 20 requests concurrently. To ensure that all data is delivered to the list, the flow of traffic may be restricted when the system is very busy. If the server cannot process a request, you receive an HTTP 5XX server error. If you receive too many errors, Five9 recommends that you add a short delay between requests to enable the server to keep up with your requests.

Requirements

The VCC administrator and the Web2Campaign developer must work together to design the implementation.

Administrator

You must provide the following required information to the developer. All elements are case sensitive:

- Your Five9 domain name.
- The name of the lists that you want to use with Web2Campaign. Your developer implements a separate request for each list that you provide.
- The names of all contact fields listed in the Five9 Administrator VCC that you want to include in the request, for example: first name, last name, and address.

In addition, if you want to give dialing precedence to numbers added with Web2Campaign, ensure that your developer uses the optional `F9CallASAP` and `F9TimeToCall` parameters.

Developer

To implement Web2Campaign, you must know how to create HTTP POST and GET requests in a Web form or with a third-party application.

To construct requests, you must obtain this information from your Five9 administrator. All elements are case sensitive:

- Your Five9 domain name.
- The name of the lists that you want to use with Web2Campaign.
- The names of all contact fields to include in the request, for example: first name, last name, and address.

Chapter 2

Preparing to Use Web2Campaign

This chapter describes for VCC administrators how to prepare the elements to add to Web2Campaign requests.

[Contact Fields](#)

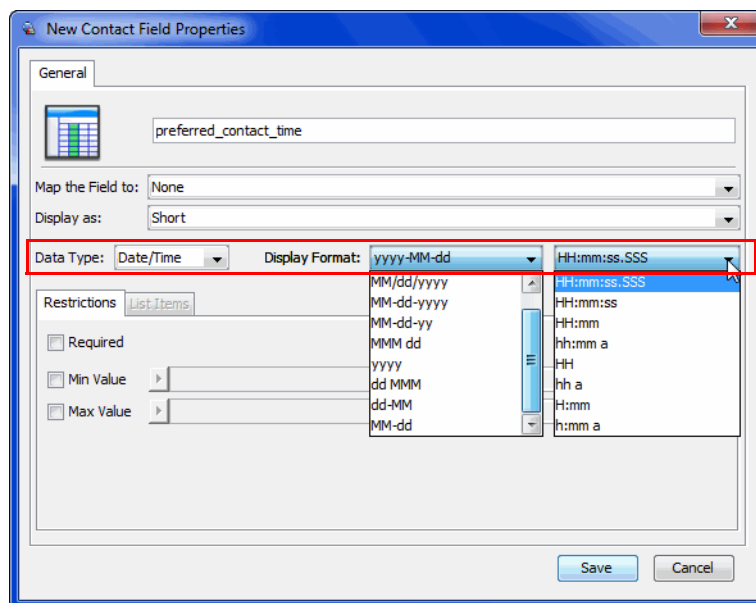
[Dialing Lists](#)

[Campaigns](#)

[Campaign Profiles](#)

Contact Fields

You can use up to 64 default and custom contact fields in Web2Campaign requests. If you plan to use custom date and time contact fields, combine dates and time formats as you need. The default format is the first pair of options in the figure: `yyyy-MM-dd` `HH:mm:ss.SSS`. For more information, see the *Contact* chapter of the [Basic Administrator's Guide](#).



Dialing Lists

Web2Campaign contains parameters that apply to the content and format of your lists.

Setting the Dialing Order

In a campaign list, numbers are dialed in the order in which they are added to the list, starting from the top (first in, first out), or in the sort order that you specify in the campaign profile.

If a list has a backlog of numbers to be dialed, the numbers added first are dialed before any numbers added with Web2Campaign. However, if you want to give precedence to numbers added with Web2Campaign, ensure that your developer uses the `F9CallASAP` and `F9TimeToCall` parameters:

- `F9CallASAP`: numbers are dialed as soon as possible regardless of list position.
- `F9TimeToCall`: numbers are dialed at the time specified if possible.

Using Dialing Lists in the E.164 Format

If your domain is not enabled for the E.164 format for international phone numbers, your agents must enter 10 digits to conform to the [North American Numbering Plan](#). This section does not apply to you.

If your domain is enabled for the E.164 format, your agents need to enter phone numbers for all calls according to your configuration: in your national format or up to 15 digits, starting with the plus (+) sign and the country code.

The E.164 format is used to route calls, process lists, and display numbers in your applications and reports. When you upload a list, all non-numeric characters, such as dots, dashes, spaces, and parentheses, and the country prefix are removed. Numbers are stored in the E.164 format, starting with the plus sign.

You may also configure in the VCC a national phone number format. In this case, you can upload lists that contain numbers in E.164 format, in your national format, or both. If you do not specify a format, the VCC uses the E.164 format for all numbers. For more information, see the [Basic Administrator's Guide](#). For example, if you operate in the UK, these numbers are processed as follows:

Phone number format	How the number is processed
International format	<ol style="list-style-type: none"> 1 Belgium phone number is added to a list: 0032.20.3456.7899 2 Phone number is processed in VCC: International prefix (00) and non-numeric characters are removed. Plus sign is added. 3 Stored number: +322034567899
National format	<ol style="list-style-type: none"> 1 UK phone number is added to a list: 02034567899 2 Phone number is processed in VCC: National prefix (0) and non-numeric characters are removed. UK country code and the plus sign are added. 3 Stored number: +442034567899
No specified format	Number stored in E.164 format.

To use the E.164 format, ensure that your developer uses the `F9CountryCode` parameter. If the parameter is omitted, the country specified for your domain is used.

Campaigns

To create an outbound or autodial campaign with Web2Campaign, proceed as usual. When a campaign runs out of numbers, it becomes inactive until records are inserted in the list. At that time, the new numbers are dialed if the campaign is running. Records submitted to lists of campaigns that are not running are not dialed until the campaign is started.

Campaign Profiles

List records processed by Web2Campaign with the `F9CallASAP` parameter are put into a special queue. In the Dial ASAP List Record Queue for Web APIs setting of the Campaign Profile properties, you can specify the time-out for the new records and select the sort order for the ASAP queue as follows:

- FIFO: first in, first out.
- LIFO: last in, first out.
- Contact Record Fields.

After refreshing its cache, the dialer inserts the new records in the correct position.

Chapter 3

Selecting and Configuring Parameters

This chapter describes for developers the Web2Campaign parameters and contact fields to include in requests:

[Required Parameters](#)

[Optional Parameters](#)

[VCC Contact Fields](#)

Required Parameters

The request is valid if you use only these parameters:

- **F9domain:** Domain name provided by your VCC administrator.
- **F9list:** Campaign lists provided by your VCC administrator. You can include only one list in each request, but you can create as many requests as you need to accommodate multiple lists and request conditions. The lists must be specific to Web2Campaign.
- **number1:** Primary phone number associated with the lead.

Optional Parameters

You can use single or combined parameters as you need.

[Storing Alternate Phone Numbers: number2 and number3](#)

[Using the Country Code: F9CountryCode](#)

[Creating a Unique Key: F9key](#)

[Updating the CRM: F9updateCRM](#)

[Displaying Results: F9retResults and F9retURL](#)

[Scheduling Calls: F9CallASAP, F9TimeToCall, and F9TimeFormat](#)

Use boolean values as follows:

- false, 0, no, or off
- true, 1, yes, or on

Storing Alternate Phone Numbers: number2 and number3

If available, include in your request the `number2` and `number3` parameters as the first and second alternate phone numbers associated with the lead.

Using the Country Code: F9CountryCode

You may use this parameter only if your domain is enabled for the E.164 phone number format. Otherwise, the parameter is ignored. This parameter enables you to specify the country code with the two-letter codes defined in [ISO 3166-1](#) that should be used to convert numbers to the E.164 format. The parameter applies to all numbers in the request, including custom phone fields. If you omit this parameter, the country specified for your domain is used.

Before using this parameter, consult your VCC administrator to ensure that your lists are formatted correctly. These examples show how you might use this parameter, depending on the country code specified in your configuration:

Example GET

```
number1=+0032.20.3456.7899&F9CountryCode=BE  
number1=02034567899&F9CountryCode=GB  
number1=9255551212&F9CountryCode=US
```

Example POST

```
<input type="hidden" name="number1" value="+0032.20.3456.7899">  
<input type="hidden" name="F9CountryCode" value="BE">
```

Creating a Unique Key: F9key

This parameter enables you to combine multiple contact fields to create a unique key to locate the record. If you omit this parameter, the default key is the `number1` parameter.

- Syntax for a key that contains one field:

Example GET

```
F9key=acctnbr&acctnbr=555111222
```

Example POST

```
<input type="hidden" name="F9key" value="acctnbr">  
<input type="hidden" name="acctnbr" value="555111222">
```

- Syntax for a key that contains two fields, such as first and last names:

Example GET

```
F9key=first_name&F9key=last_name&first_name=jon&last_name=smith
```

Example POST

```
<input type="hidden" name="F9key" id="F9key" value="first_name">
<input type="hidden" name="F9key" id="F9key" value="last_name">
<input type="hidden" name="first_name" id="first_name" value="jon">
<input type="hidden" name="last_name" id="last_name" value="smith">
```

- Syntax for a key that is incremented with each post: a new record is created each time even if the phone number is already in the database. This key ensures that multiple posts for the same contact result in multiple calls over time. For example, you can generate a Globally Unique Identifier (GUID).

Example HTML code that contains GUID function

```
<html>
<head><script>
    function generateGuid(){
        return 'xxxxxx-xxxx-4xxx-yxxx-xxxxxxx'.replace(/[xy]/g,
            function (c){
                var r = Math.random() * 16 | 0, v = c == 'x' ? r :
                    (r & 0x3 | 0x8);
                return v.toString(16);
            }
        );
    }
</script></head>
<body>
<input type="hidden" name="F9key" id="F9key" value="guid">
<input type="hidden" name="guid" id="guid" value="">
<input type="hidden" name="first_name" id="first_name" value="jon">
<input type="hidden" name="last_name" id="last_name" value="smith">
<script>document.getElementById("guid").value = generateGuid();
</script>
</body></html>
```

Updating the CRM: F9updateCRM

Use this parameter to update your CRM database with the posted information:

- `true`: Update the CRM (default if omitted). The contact data is updated.
- `false`: Do not update the CRM. Only the phone number is posted.

You can use this parameter with `F9key`. This table shows how the record and the list are updated depending on the number of records in the database before you send the request.

Database records	F9updateCRM	Record Created or Updated	Record Added to List
0	True	Created	Added
	False	Skipped	Skipped
1 (see example below)	True	Updated	Added
	False	Not updated	
2 or more	Result code 708. When multiple records match F9Key, the system cannot decide which record to update. Therefore no changes are made.		

Example A list contains this contact record:

```
number1 (key) = 9995551212
first_name = Phil
```

If a new request contains these values:

```
number1 = 9995551212
first_name = Sarah
```

The value of F9updateCRM determines the result:

F9updateCRM=false: the record is not changed, but it is added to the list.

F9updateCRM=true: the name is changed from Phil to Sarah, and the updated record is added to the list.

Displaying Results: F9retResults and F9retURL

Use the F9retResults parameter to indicate whether to display the result. Whether or not you include this parameter in your request, the list is updated.

- **true:** to display the results, include the F9retURL parameter. Two fields are appended to the return URL:
 - F9errCode: 0 (zero) if successful or an [error code](#).
 - F9errDesc: Text description of the code.
- **false:** Do not display the results (default if omitted).

Use the `F9retURL` parameter to indicate the fully qualified URL of the result page for successful requests.

<code>F9retResults</code>	<code>F9retURL</code>	Result Displayed
- True False	-	In Web form
True False	URL	In string at return URL Redirect to return URL but no visible result

Scheduling Calls: `F9CallASAP`, `F9TimeToCall`, and `F9TimeFormat`

These parameters enable you to specify the dialing time and the date and time format.

`F9CallASAP`

This parameter indicates whether to dial the record as soon as possible.

- `true`: Dial the number as soon as possible.
- `false`: Insert the number at the bottom of the list.

`F9TimeToCall`

This parameter indicates when to dial the record. The number is dialed at the time specified or as soon as possible if the time has passed. During maintenance, if your domain is moved to a backup server, this parameter is ignored until your domain is returned to the primary server. If you use this parameter, `F9TimeFormat` is required.

Note The call time value is applied only if the campaign exists when the record is added to the list assigned to that campaign. However, if a campaign is created or associated with a list *after* the record is added to the list, calls may be dialed sooner than the specified value, depending on the size of the list, the position of the record in the list, and the other parameters assigned to the list in the campaign.

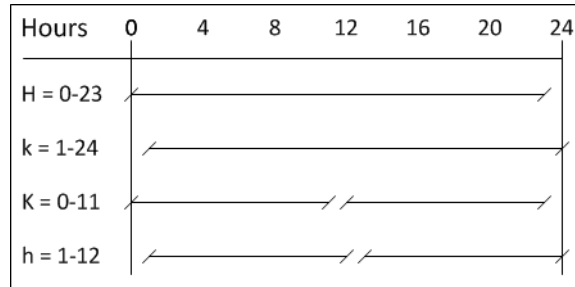
`F9TimeFormat`

This parameter specifies the format of `F9TimeToCall`. With these parameters, the record is updated with the time of the request, but you do not see the actual time of the scheduled call. To see the scheduled call information in the list record, add to your request a custom date and time contact field.

This table shows the possible date and time representations. In most cases, the number of letters represents the number of characters, for example: 2013=YYYY.

Date and Time Components		Display	Letter	Examples	
Year		Number	y	2013 = <i>YYYY</i> ; 13 = <i>YY</i>	
Month		Text	M	July = <i>MMMM</i> ; Jul = <i>MMM</i> ; 07 = <i>MM</i>	
Week		Year	Number	w	27 = <i>ww</i>
		Month	Number	W	2 = <i>W</i>
Day		Year	Number	D	189 = <i>DDD</i>
		Month	Number	d	10 = <i>dd</i>
		Week in the Month	Number	F	2 = <i>F</i>
		Week	Text	E	Tuesday = <i>EEEEEEEE</i> ; Tue = <i>EEE</i>
Hour		Day (0–23)	Number	H	12 = <i>HH</i> ; 0 = <i>H</i>
		Day (1–24)	Number	k	6 = <i>k</i> ; 24 = <i>kk</i>
		Am or Pm (0–11)	Number	K	10AM = <i>KK</i> ; 0 = <i>K</i> (<i>requires AM/PM</i>)
		Am or Pm (1–12)	Number	h	6PM = <i>h</i> ; 12 = <i>hh</i> (<i>requires AM/PM</i>)
Minute		Number	m	30 = <i>mm</i> ; 5 = <i>m</i> ; 05 = <i>mm</i>	
Second		Number	s	55 = <i>ss</i> ; 5 = <i>s</i> ; 05 = <i>ss</i>	
Millisecond		Number	S	978 = <i>SSS</i>	
AM or PM		Text	a	PM = <i>a</i>	
AD (era)		Text	G	G = <i>AD</i>	
Time zone		Text	z	PST = <i>z</i>	
		Offset (RFC 822)	Number	Z	-0800 = <i>Z</i>

This figure shows the relationship between the options for hours: H, h, K, and k.



This table shows possible representations for 2013-07-04 12:08:56.567 in the Pacific time zone. The first row is the default display.

Formats	Representations
2013-07-04 12:08:56.567	yyyy-MM-dd HH:mm:ss.SSS
12:08 PM	hh:mm a
130704120856-0800	yyMMddHHmmssZ
Wed, Jul 4, '13	EEE, MMM d, 'yy
12 o'clock PM, -0800 UTC	hh o'clock a, Z
0:08 PM, PST	K:mm a, z
Wed, 4 Jul 2013 12:08:56 -0800	EEE, d MMM yyyy HH:mm:ss Z

Returning Result Codes About Contact Records

The `F9is93compatible` parameter enables you to specify result codes [602](#) and [603](#), which provide information about contact records.

- `true`: Default. Replies contain result code 0 instead of result codes 602 and 603.
- `false`: Enables result codes 602 and 603.

Note For all new implementations, Five9 recommends that you set this parameter to `false` because it will be removed in a future release.

VCC Contact Fields

You can use as optional parameters the default contact fields and custom contact fields. You may use up to 64 contact fields. When constructing your request, follow these rules:

- Match the name, case, and format of your parameter to the field name and format defined in the VCC.
- Five9 recommends that you use this format for date and time fields, including the time zone in you requests: `yyyy-MM-dd HH:mm:ss.SSS Z`

Example `myDateTimeField=2015-06-30%2016:00:00.000%20GMT0`

Match the format selected for the contact field in the VCC. You may add more information than the format contains, but you may not omit information.

Example Display format in the VCC = `yyyy-mm-dd hh:mm:ss`

In your request, you may add milliseconds: `yyyy-mm-dd hh:mm:ss.sss.`

However, if you remove a part, such as seconds, you receive an error message because they are missing.

- Omit the `F9TimeFormat` parameter because it does not apply to custom contact fields.

Chapter 4

Formatting HTTP Requests

This chapter describes how to create requests for each list and set of conditions. In addition to parameters and contact fields, you can add scripts to your code to determine if the lead was successfully posted and to act on the results.

[Using the GET Method](#)

[Using the POST Method](#)

[Verifying the Results](#)

Important All elements, parameters, and contact fields are case sensitive.

Using the GET Method

This section describes GET requests.

Selecting the Parameters

Use this syntax in your requests.

Syntax With Required Parameters Only

```
https://api.five9.com/web2campaign/AddToList?F9domain=<Your_Domain>&F9list=<Your_List>&number1=<phone_number>
```

Syntax With Optional Parameters

Append the optional parameters to the required parameters:

```
https://api.five9.com/web2campaign/AddToList?F9domain=<Your_Domain>&F9list=<Your_List>&number1=<phone_number>&F9retResults=<value>&F9retURL=<Your_Return_Page>&first_name=<first_name>&last_name=<last_name>
```

Creating the URL

You can use any Web programming language. This PHP example shows how you can add parameters to the URL.

```
/* Contains the URL for your Web2Campaign requests. */
$Five9Url = "https://api.five9.com/web2campaign/AddToList?";

/* Contains the Web2Campaign parameters with placeholders for your
values. */
$Five9Params = sprintf("F9domain=%s&F9list=%s&F9retResults=1&first_
name=%s&last_name=%s&number1=%s", "Your_Domain", urlencode("Your_
List"), urlencode($contact['first_name']), urlencode($contact['last_
name']), $phoneNumbersOnly);

/* Concatenates the URL and the parameters. */
$url = $Five9Url . $Five9Params;
```

Examples

These examples show how the name of the lead is added to a list by using the primary phone number and other parameters. To test your request, paste the URL in the address field of a browser. To verify that your list has been updated, log into the VCC administrator's desktop. For instructions, see [Verifying the Results](#).

F9retResults and F9retURL

The parameters enable you to see the result in a URL string at the location of the return URL.

- Request:

```
https://api.five9.com/web2campaign/AddToList?F9domain=<Your_
Domain>&F9list=<Your_
List>&number1=9255551333&F9retResults=1&F9retURL=<Your_Return_
URL>&first_name=john&last_name=smith
```
- Result:

```
<Your_Return_URL>?F9errCode=0&F9errDesc="The request was
successfully processed"
```

F9key

The combined `F9key` parameters create a unique key that is used to update the record with the first and last names of the leads. In the absence of the `F9retURL` parameter, you see the result in a Web form.

- Request:

```
https://api.five9.com/web2campaign/AddToList?F9domain=<Your_Domain>&F9list=<Your_List>&number1=9255551333&F9key=first_name&F9key=last_name&first_name=John&last_name=Lamb&number1=2345678555
```

- Result:

Inputs:

last_name:
first_name:
F9key:
number1:
F9list:
F9domain:

Result:

Error Code:
Error Description:

Date and Time Formats

This section contains test cases with various date and time formats. You can start by using this request, modifying it as needed for the other cases:

```
https://api.five9.com/web2campaign/AddToList?F9domain=<Your_Domain>&F9list=<Your_List>&F9key=last_name&F9key=first_name&first_name=Mary&last_name=Lamb&number1=2234567890&F9TimeToCall=2013-12-02%2014:30:00.000&F9TimeFormat=yyyy-MM-dd%20HH:mm:ss.SSS
```

F9TimeToCall	F9TimeFormat	contactTime	Result
2013-12-02 14:30:00.000	yyyy-MM-dd HH:mm:ss.SSS	-	Result code 0.
140704120856- 0800	yyMMddHHmmssZ	-	Result code 0.
12:08 PM	hh:mm a	-	Result code 0.

F9TimeToCall	F9TimeFormat	contactTime	Result
July 4, 2014 at 12:08:56 PDT	MMMM d, yyyy at HH:mm:ss z	-	801 = Unknow error Illegal pattern character 't'
Any format that matches F9TimeFormat	Any format	Any format defined in the VCC	Result code 0. The contact field overrides the parameters. In the VCC list, the <code>modified_on</code> time reflects the request time, but a new <code>contactTime</code> column contains the dialing date and time.
-	-	MM/dd/yyyy h:mm a 12/2/2013 2:30 PM	Although the format specifies two characters for the day, this request uses only a single digit. Result code 0.

F9updateCRM

This section contains test cases with the `F9updateCRM` parameter. `F9key` is always the first and last names. You can start by using this request, modifying it as needed for the other cases:

```
https://api.five9.com/web2campaign/AddToList?F9domain=<Your_Domain>&F9list=<Your_List>&F9key=first_name&F9key=last_name&first_name=Mary&last_name=Lamb&number1=2234567890
```

number1	number2	number3	email	F9updateCRM	Result
number1				-	New record
number1	number2			-	Updated
number1	number2	number3		True	Updated
number1	number2	number3	email	False	Not updated
Different number1				-	Updated

Using the POST Method

This section describes how to prepare a Web form such as this one to upload leads to a Five9 list:

Blank Web Form Example	Completed Web Form Example
First Name <input type="text"/>	First Name <input type="text" value="John"/>
Last Name <input type="text"/>	Last Name <input type="text" value="Doe"/>
Company <input type="text"/>	Company <input type="text"/>
Phone <input type="text"/>	Phone <input type="text" value="415-555-1212"/>
Address <input type="text"/>	Address <input type="text" value="123 Main Street"/>
City <input type="text"/>	City <input type="text" value="Anytown"/>
State/Province <input type="text"/>	State/Province <input type="text" value="CA"/>
ZIP <input type="text"/>	ZIP <input type="text" value="94588"/>
<input type="button" value="Submit Data"/>	<input type="button" value="Submit Data"/>

Creating an HTML Form

The HTML code contains a form with POST action, parameters, and form fields. The parameters are hardcoded and hidden. Of the visible user information, only the phone number is a parameter.

Ensure that users cannot submit the same data multiple times. Otherwise they may be called multiple times. For example, after the customer has submitted the data, remove the submission button, redirect the customer, or query your database for duplicate entries.

Validate the phone number fields. For example, Five9 would reject 111-111-1111. Therefore, your code should reject invalid phone numbers that users try to submit. Phone numbers can contain from 10 to 16 digits. Phone numbers outside North America start with 011. For a JavaScript example that validates 10-digit phone numbers with regular expressions, see [complexwebform.txt](#).

You can use these examples to design your form:

- [samplewebform.txt](#) is a basic Web form.
- [complexwebform.txt](#) contains validation scripts for the phone numbers and for the form.

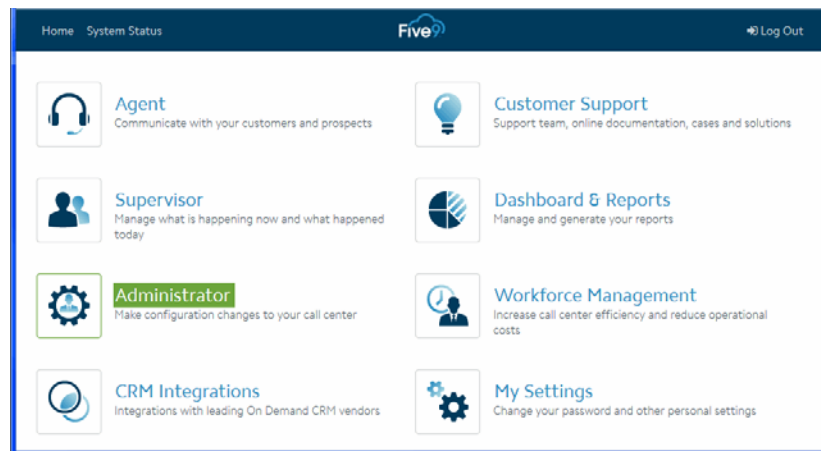
Testing the Form

To test your form, vary the input data to show how the name of the lead is successfully updated by using the primary phone number and the other parameters. To verify that your list has been updated with the data in your request, log into the VCC administrator's desktop. For instructions, see [Verifying the Results](#).

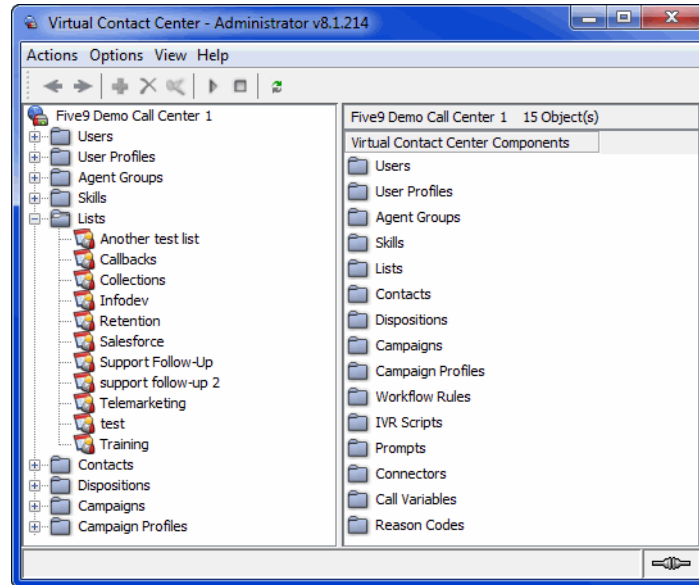
Verifying the Results

The list is updated every minute. To verify the results of a successful request, look at the contents of the list in the VCC. Phone numbers are dialed in the order in which they are uploaded, from top to bottom. If the list is currently open, refresh its content to see the update. Otherwise follow the steps below.

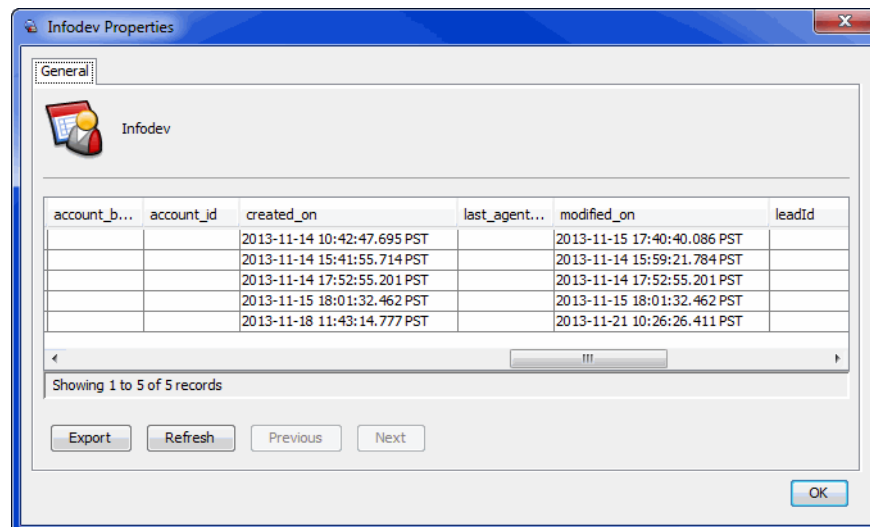
- 1 Log into your Five9 account as an administrator.



- 2 In the navigation pane, open **Lists**.



- 3 Double-click your list.
- 4 To verify the date and time of creation or modification of the records, scroll to the right to the created_on and modified_on columns.



Appendix A

Result Codes

Five9 recommends that you include error handling in your code. These codes and descriptions are returned when you use the `F9retURL` and `F9retResults` parameters.

Example Code returned when you exceed the number of requests allowed.

```
F9errCode = 715
F9errDesc = Number of requests exceed the maximum allowed value: {0}.
```

If a required field is blank, does not have the correct case, or does not match your VCC configuration, you receive an error code.

Example If `number1` is blank, you receive error 706: At least one number should be specified for new record.

If an optional field is blank, the request is processed successfully. However, if the optional field does not have the correct case, contains an invalid character, or does not match your VCC configuration, the request fails, and you receive an error code.

Example If you specify `number2` that does not exist in your database, you receive error 600: The following field(s) not exist in the CRM table: `number2`.

Example If you use a dash instead of leaving a field blank (`number2=-`), you receive error 702.

Codes	Description
Successful Post	
0	The request was successfully processed.
HTTP Codes	When these errors occur, send the request again after a few minutes. If the error occurs again, add the records to a file and resend your request manually or with the Configuration Web Services API.
404	Not Found: The requested resource was not found but may be available in the future.
500	Internal Server Error: A generic error message returned when an unexpected condition occurs for which no specific message exists.

Codes	Description
502	Bad Gateway: The server received an invalid response from the upstream server.
503	Service Unavailable: The server is unavailable. Generally, this is a temporary state.
504	Gateway Timeout: The server did not receive a timely response from the upstream server.
Warnings	
600	The following field(s) do not exist in the CRM table: {0} Note The missing fields are ignored when the request is processed. The request is not rejected.
601	Sending email is not supported in this release
Errors	
602	Contact record already existed. It was added to the list.
603	No new records were added: the record is already in the list.
700	Mandatory field {0} is missing
701	There can be a maximum of 64 contact fields.
702	Number {0} must either be either 10 digits for dialing within North America or begin with 011 for dialing outside North America.
703	Number {0} has to be less than or equal to 16 digits and greater than or equal to 10 digits.
704	No match found for list domain that was entered.
706	At least one number should be specified for new record.
707	No value provided for key {0}.
708	More than one record matches specified criteria.
709	At least one key must be provided.
710	Time format must be provided along with Time to Dial.
711	Incorrect Time to Dial.
712	Incorrect key {0}. No such field.
713	Value of field {0} is too long.

Codes	Description
714	Value of field {0} has incorrect format.
715	Number of requests exceed the maximum allowed value: {0}.
716	The requested domain is disabled.
717	There are no resources for processing the request. The maximum allowed number of concurrent requests: {0}. Please try to re-send the request.
719	Incorrect country code {0}. Country code is string contains 2 letters.
720	The {0} country code is not found.
System Errors	
800	Error while executing request.
801	Unknown error. Illegal pattern character {0}
804	Error while processing <code>CallASAP</code> and <code>Time to call</code> parameters. The service is temporarily unavailable.
805	Error while loading external parameters.