

FlexML Endpoint: Inbound Calls

Learn how to accept inbound calls to your FlexML endpoint.

This quick start guide presumes you have already reviewed *Renting a Phone Number* or *Configuring Application Endpoints*.

1

Accessing Your FlexML Endpoint

Using the Swagger Interface

FlexML API Explorer

Use the following three pieces of information to access the FlexML API Explorer.

api_url:
<https://api.carrierx.com/flexml/v1>

login: **assigned-login**
password: **assigned-password**

This information is provided to you upon successful creation of your FlexML endpoint.

See *Configuring Application Endpoints* for more information.

Making API Calls Directly

GET

```
curl -X GET -u <your_user_name>:<your_password> 'https://api.carrierx.com/core/v2/endpoints?limit=10&filter=type+eq+flexml'
```

Response Value to Look For

Note: The JSON response contains four values that you will need to access your API.

```
"endpoint_sid": "7f613c05-1991-4a25-9369-9b698ce1d4ad"  
"api_url": "https://api.carrierx.com/flexml/v1"  
"login": "assigned-login"  
"password": "assigned-password"
```

2

Configure Your Own Application Server to Receive POST or GET from CarrierX

Configure Your Own Application Server

The CarrierX API requires that you create a web server on your side to receive a POST. The CarrierX API will query your web server to receive instructions on how to handle a call such as answering, forwarding or playing a 'text-to-speech'. Here is a simple example you can try:

```
<Response>  
  <Say>Hello World</Say>  
</Response>
```

Note: Make sure your web server is accessible to receive outside requests.

3

GET did_sid

GET /dids

Click Make Request

```
{  
  "did_sid": "The_FlexML_DID_sid"  
}
```

Note: The calling_did must be part of your CarrierX DID inventory. To learn how to rent a DID, refer to the *Renting a Phone Number* quick start guide.

GET

```
curl -X GET -u <your_user_name>:<your_password> 'https://api.carrierx.com/flexml/v1/dids?limit=10'
```

Response Value to Look For

Locate and save the did_sid to your FlexML endpoint for Step 4

```
"did_sid": "6306dadf-66b7-44ab-96c3-c0f2343b0a83"
```

4

Perform PATCH

PATCH /dids

Select your did_sid from the drop-down, then:

```
{  
  "did_sid": "The_FlexML_DID_sid",  
  "url": "http://YourURLHere",  
  "method": "POST"  
}
```

did_sid from Step 3

PATCH

```
curl -X PATCH -d '{"url":"http://YourURLHere", "method":"POST"}' -u <your_user_name>:<your_password> 'https://api.carrierx.com/flexml/v1/dids/6306dadf-66b7-44ab-96c3-c0f2343b0a83'
```

If not specified, the default method is **POST**. When the call successfully connects, you receive a callback to the designated url.

5

Executing Your Instructions

Executing Your Specific Instructions

When someone calls the phone number associated with your FlexML endpoint, CarrierX will post the callback to the URL set in Step 4 and then execute whatever instructions you created in Step 2.

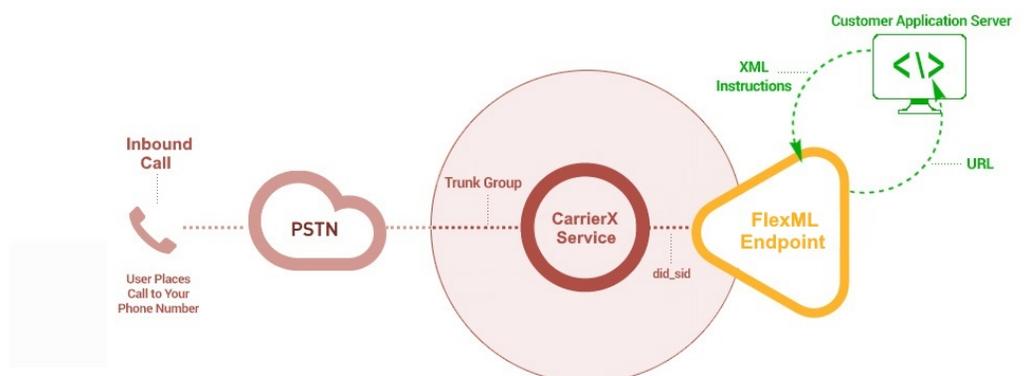
For a complete list of supported FlexML verbs, see the documentation section at <https://www.carrierx.com/documentation/flexml-api>.

Congratulations!

You've managed an inbound call with your FlexML endpoint!

Overview - Diagram, Terms and Definitions

Configuring an inbound call with your FlexML endpoint requires specific building blocks to be in place. The following diagram provides an overview of how those pieces fit together.



Step 1 - Accessing Your FlexML Endpoint: When you created your FlexML endpoint, the main Telecom API to CarrierX API provided three key pieces of information required to access the FlexML Endpoint API. Those three pieces are:

- i. **api_url:** The URL to access the service is <https://api.carrierx.com/flexml/v1>.
- ii. **login:** Your unique login that was generated to access your endpoint.
- iii. **password:** Your unique password to use to access your endpoint.

If you have not yet created a FlexML endpoint, see *Configuring Application Endpoints* found at <https://www.carrierx.com/documentation/quick-start-guides>.

Step 2 - Configuring Your Own Application Server: The CarrierX service needs to access your server to fetch XML instructions for how your FlexML endpoint calls will be handled. Be sure your server is accessible via the public internet.

Step 3 - GET did_sid: Next, associate your application endpoint with a DID on your account. To do this, perform a "GET dids matching specific criteria" to find the did_sid of the DID you would like to configure. Retain this value for Step 4.

Step 4 - PATCH did_sid: Use the PATCH command on the did_sid to set the URL parameter to the application you set up in Step 2. By default, CarrierX will issue a POST request when a call comes in, but the method can be changed by setting the method parameter.

Step 5 - Executing Your Specific Instructions: Using a set of simple XML-formatted verbs, your application can instruct the FlexML endpoint to execute a series of actions. They enable your call flow with DTMF and text-to-speech capabilities or can simply redirect the call to a new phone number. If a call fails, it is typically because CarrierX is unable to reach your application server or an invalid response is returned.

For more information about FlexML, go to <https://www.carrierx.com/documentation/flexml-api>.