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Web Services API Reference

Agent Operations

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Agent Operations

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The agent operations of the Call Recording API are asynchronous operations. Each operation has a corresponding notification which provides the state of the operation. Call recording operations are performed via a POST to the **/me/calls/{id}** URI with the `operationName` attribute set as described in the table below.

Operation name	Required Attributes	Description
StartCallRecording	n/a	Starts call recording. Recording stops when the call is completed or "StopCallRecording" is called either on the call or on the device.
StopCallRecording	n/a	Stop recording the specified phone call.
PauseCallRecording	n/a	Temporarily stops recording the specified phone call.
ResumeCallRecording	n/a	Resumes recording the specified phone call.

Notifications

The client application can subscribe to the standard call notifications topic **/notifications/me/calls** to receive recording event notifications. In contact centers where call recording is enabled, additional call recording state events will be sent when call recording state changes. The following attributes will be present in a call recording state change notification:

Attribute Name	Value type	Description
notificationType	String	Call recording state notifications will always be of type "CallRecordingStateChange."
call	Call resource	The call resource whose state has changed (the actual state will be specified in the call object -- see below).

API Extensions

The attribute `recordingState` will be added to the **call** resource. Its possible values are:

- *Recording*: The call is currently being recorded
- *Paused*: Recording is currently paused.
- *Stopped*: Recording has been stopped.

In addition, the call's capabilities will be extended with call recording operations. The capabilities list will contain the names of call recording operations that are available in the current recording state.

Examples

Start call recording:

Request:

```
POST http://localhost:8080/api/v2/me/calls/0071022ec8ac8056
{
  "operationName": "StartCallRecording"
}
```

Response:

```
{
  "statusCode": 0
}
```

Event:

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "call": {
      "id": "0071022ec8ac8056",
      "state": "Established",
      "callUuid": "00RV9H7S608V3BSHAG7GK2LAES00002M",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/55b8023d-573d-48d3-b4ac-e29ba3c5861d",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/0071022ec8ac8056",
      "participants": [
        "5000"
      ],
      "participantsInfo": [
        {
          "country": {
            "name": "",
            "code": "",
            "callingCode": ""
          },
          "formattedPhoneNumber": "5000",
          "location": null,
          "E164digits": "5000",
          "isValidNumber": false
        }
      ],
      "ani": "5000",
      "dnis": "5001",
      "callType": "Internal",
      "capabilities": [
        "DeleteUserDataPair",
        "SingleStepTransfer",
        "InitiateConference",
        "InitiateTransfer",
        "UpdateUserData",
        "Hold",
        "Hangup",
        "DeleteUserData",
        "SingleStepConference",
        "SendDtmf",
        "AttachUserData",
      ]
    }
  }
}
```

```
    "PauseCallRecording",
    "StopCallRecording"
  ],
  "userData": {
    "GSIP_RECORD": "ON",
    "IW_CaseUid": "8dfca5ac-ed84-4f9a-d902-8ef3c2faad81",
    "IW_BundleUid": "ba431089-f52b-4ce2-0658-f8bdfdf3034",
    "GSIP_REC_FN":
"00RV9H7S608V3BSHAG7GK2LAES00002M_5001_5000_5001_2013-08-09_21-11-22_hpe-voicevm-84.genesyslab.com__%3Ccont_center_id%3E"
  },
  "duration": "106",
  "mute": "Off",
  "recordingState": "Recording"
},
"phoneNumber": "5001",
"notificationType": "CallRecordingStateChange"
},
"channel": "/v2/me/calls"
}
```

Pause

Request:

```
POST http://localhost:8080/api/v2/me/calls/0071022ec8ac8056
{
  "operationName": "PauseCallRecording"
}
```

Response:

```
{
  "statusCode": 0
}
```

Event:

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "call": {
      "id": "0071022ec8ac8056",
      "state": "Established",
      "callUuid": "00RV9H7S608V3BSHAG7GK2LAES00002M",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/55b8023d-573d-48d3-b4ac-e29ba3c5861d",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/0071022ec8ac8056",
      "participants": [
        "5000"
      ],
      "participantsInfo": [
        {
          "country": {
            "name": "",
            "code": "",
            "callingCode": ""
          },
          "formattedPhoneNumber": "5000",
          "location": null,
          "E164digits": "5000",

```

```

        "isValidNumber": false
    }
],
"ani": "5000",
"dnis": "5001",
"callType": "Internal",
"capabilities": [
    "DeleteUserDataPair",
    "SingleStepTransfer",
    "InitiateConference",
    "InitiateTransfer",
    "UpdateUserData",
    "Hold",
    "Hangup",
    "DeleteUserData",
    "SingleStepConference",
    "SendDtmf",
    "AttachUserData",
    "ResumeCallRecording",
    "StopCallRecording"
],
"userData": {
    "GSIP_RECORD": "PAUSED",
    "IW_CaseUid": "8dfca5ac-ed84-4f9a-d902-8ef3c2faad81",
    "IW_BundleUid": "ba431089-f52b-4ce2-0658-f8bdfdfef3034",
    "GSIP_REC_FN":
"00RV9H7S608V3BSHAG7GK2LAES00002M_5001_5000_5001_2013-08-09_21-11-22_hpe-voicevm-84.genesyslab.com__%3Ccont_center_id%3E"
},
    "duration": "141",
    "mute": "Off",
    "recordingState": "Paused"
},
    "phoneNumber": "5001",
    "notificationType": "CallRecordingStateChange"
},
    "channel": "/v2/me/calls"
}

```

Resume

Request:

```

POST http://localhost:8080/api/v2/me/calls/0071022ec8ac8056
{
    "operationName": "ResumeCallRecording"
}

```

Response:

```

{
    "statusCode": 0
}

```

Event:

```

{
    "data": {
        "messageType": "CallStateChangeMessage",
        "call": {
            "id": "0071022ec8ac8056",

```

```
    "state": "Established",
    "callUuid": "00RV9H7S608V3BSHAG7GK2LAES00002M",
    "deviceUri": "http://127.0.0.1:8080/api/v2/devices/55b8023d-573d-48d3-b4ac-
e29ba3c5861d",
    "uri": "http://127.0.0.1:8080/api/v2/me/calls/0071022ec8ac8056",
    "participants": [
      "5000"
    ],
    "participantsInfo": [
      {
        "country": {
          "name": "",
          "code": "",
          "callingCode": ""
        },
        "formattedPhoneNumber": "5000",
        "location": null,
        "E164digits": "5000",
        "isValidNumber": false
      }
    ],
    "ani": "5000",
    "dnis": "5001",
    "callType": "Internal",
    "capabilities": [
      "DeleteUserDataPair",
      "SingleStepTransfer",
      "InitiateConference",
      "InitiateTransfer",
      "UpdateUserData",
      "Hold",
      "Hangup",
      "DeleteUserData",
      "SingleStepConference",
      "SendDtmf",
      "AttachUserData",
      "PauseCallRecording",
      "StopCallRecording"
    ],
    "userData": {
      "GSIP_RECORD": "ON",
      "IW_CaseUid": "8dfca5ac-ed84-4f9a-d902-8ef3c2faad81",
      "IW_BundleUid": "ba431089-f52b-4ce2-0658-f8bdfdf3034",
      "GSIP_REC_FN":
"00RV9H7S608V3BSHAG7GK2LAES00002M_5001_5000_5001_2013-08-09_21-11-22_hpe-
voicevm-84.genesyslab.com__%3Ccont_center_id%3E"
    },
    "duration": "588",
    "mute": "Off",
    "recordingState": "Recording"
  },
  "phoneNumber": "5001",
  "notificationType": "CallRecordingStateChange"
},
"channel": "/v2/me/calls"
}
```

Stop

Request:

POST http://localhost:8080/api/v2/me/calls/0071022ec8ac8056

```
{
  "operationName": "StopCallRecording"
}
```

Response:

```
{
  "statusCode": 0
}
```

Event:

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "call": {
      "id": "0071022ec8ac8056",
      "state": "Established",
      "callUuid": "00RV9H7S608V3BSHAG7GK2LAES00002M",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/55b8023d-573d-48d3-b4ac-e29ba3c5861d",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/0071022ec8ac8056",
      "participants": [
        "5000"
      ],
      "participantsInfo": [
        {
          "country": {
            "name": "",
            "code": "",
            "callingCode": ""
          },
          "formattedPhoneNumber": "5000",
          "location": null,
          "E164digits": "5000",
          "isValidNumber": false
        }
      ],
      "ani": "5000",
      "dnis": "5001",
      "callType": "Internal",
      "capabilities": [
        "DeleteUserDataPair",
        "SingleStepTransfer",
        "InitiateConference",
        "InitiateTransfer",
        "UpdateUserData",
        "Hold",
        "Hangup",
        "DeleteUserData",
        "SingleStepConference",
        "SendDtmf",
        "AttachUserData",
        "StartCallRecording"
      ],
      "userData": {
        "GSIP_RECORD": "OFF",
        "IW_CaseUid": "8dfca5ac-ed84-4f9a-d902-8ef3c2faad81",
        "IW_BundleUid": "ba431089-f52b-4ce2-0658-f8bdfdf3034",
        "GSIP_REC_FN":
"00RV9H7S608V3BSHAG7GK2LAES00002M_5001_5000_5001_2013-08-09_21-11-22_hpe-voicevm-84.genesyslab.com__%3Ccont_center_id%3E"
      }
    }
  }
}
```

```
    },
    "duration": "613",
    "mute": "Off",
    "recordingState": "Stopped"
  },
  "phoneNumber": "5001",
  "notificationType": "CallRecordingStateChange"
},
"channel": "/v2/me/calls"
}
```