Interactive Session Recorder

API Guide

Release 6.4
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Interactive Session Recorder API Guide, Release 6.4

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Contents

3 Common FACE Commands

4 ISR Provisioning API

About This Guide

The Interactive Session Recorder (Oracle Communications Interactive Session Recorderi) Application Programming Interface (API) Guide provides information about:

- Oracle Communications Interactive Session Recorderi FACE
- Invoking API Commands
- Recording File Types/Formats Supported
- Return Codes
- Troubleshooting

Related Documentation

The following table describes the documentation set for this release.

Document Name	Document Description
Oracle Communications Interactive Session Recorderi Release Notes	Contains information about new Oracle Communications Interactive Session Recorderi features, fixes, and known issues.
Oracle Communications Interactive Session Recorderi Installation Guide	Provides an overview of the Oracle Communications Interactive Session Recorderi, hardware/software requirements and recommendations, storage considerations, pre-installation information, installation procedures, post-install verification procedures, making the first call, and additional advanced topics about the Oracle Communications Interactive Session Recorderi.
Oracle Communications Interactive Session Recorderi User Guide	Contains information about using the Oracle Communications Interactive Session Recorderi Dashboard for all levels of users. Provides information about viewing, playing, deleting recordings, running reports, and managing user profiles.
Oracle Communications Interactive Session Recorderi Administrator Guide	Contains information about using the Oracle Communications Interactive Session Recorderi Dashboard for the Administrator level user (Super User, Account Administrator, Tenant Administrator). Provides information about creating and managing accounts, routes, and users. Also provides information about configuring the Oracle Communications Interactive Session Recorderi, running reports, viewing active calls, and securing the Oracle Communications Interactive Session Recorderi deployment.

Document Name	Document Description
Oracle Communications Interactive Session Recorderi API Reference Guide	Contains information about Oracle Communications Interactive Session Recorderi FACE, Recording File Types/Formats Supported, Return Codes, and Troubleshooting.
Oracle Communications Interactive Session Recorderi Monitoring Guide	Provides provisioning, configuration and test instructions for the NET-SNMP implementation to monitor all ISR component hosts.
Oracle Communications Interactive Session Recorderi Security Guide	Contains information about security considerations and best practices from a network and application security perspective for the Oracle Communications Interactive Session Recorderi product.

My Oracle Support

My Oracle Support (https://support.oracle.com) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with My Oracle Support registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at http://www.oracle.com/us/support/contact/index.html. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request.
2. Select 3 for Hardware, Networking, and Solaris Operating System Support.
3. Select one of the following options:
   - For technical issues such as creating a new Service Request (SR), select 1.
   - For non-technical issues such as registration or assistance with My Oracle Support, select 2.

You are connected to a live agent who can assist you with My Oracle Support registration and opening a support ticket.

My Oracle Support is available 24 hours a day, 7 days a week, 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at http://www.oracle.com/us/support/contact/index.html. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability

- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.

Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, http://docs.oracle.com. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at http://www.adobe.com.

1. Access the Oracle Help Center site at http://docs.oracle.com.
2. Click **Industries**.
3. Under the Oracle Communications sub-header, click the **Oracle Communications documentation** link.
   The Communications Documentation page appears. Most products covered by these documentation sets appear under the headings "Network Session Delivery and Control Infrastructure" or "Platforms."
4. Click on your Product and then Release Number.
   A list of the entire documentation set for the selected product and release appears.
5. To download a file to your location, right-click the **PDF** link, select **Save target as** (or similar command based on your browser), and save to a local folder.

Revision History

This section provides a revision history for this document.

Date	Description
March 2020	• Initial release of Oracle Communications Interactive Session Recorderi 6.4 software.
June 2020	• Adds the "Curl" topic to ISR Provisioning API.
July 2020	• Updates default JWT token expiry time in "ISR Provisioning API". • Adds "ISR Provisioning API Database Failure".
November 2020	• Updates "Authentication" with note for clarity. • Adds the section "User Time Zone Configuration". • Updates the "Provisioning API Examples", "Accounts", PATCH (archiveByAccount) section for accuracy.
February 2021	• Updates "REST API Commands", "audioRecording Commands", "Return Data" section's Multiple Match XML Example. • Adds "Get Live Recordings" topic. • Updates "URL Request Parameters" for accuracy. • Updates the audioRecording, delete command definition for accuracy. • Adds "ISR Provisioning API Startup Commands".
October 2021	• Adds "Segmentation Use Cases: Get Recordings".

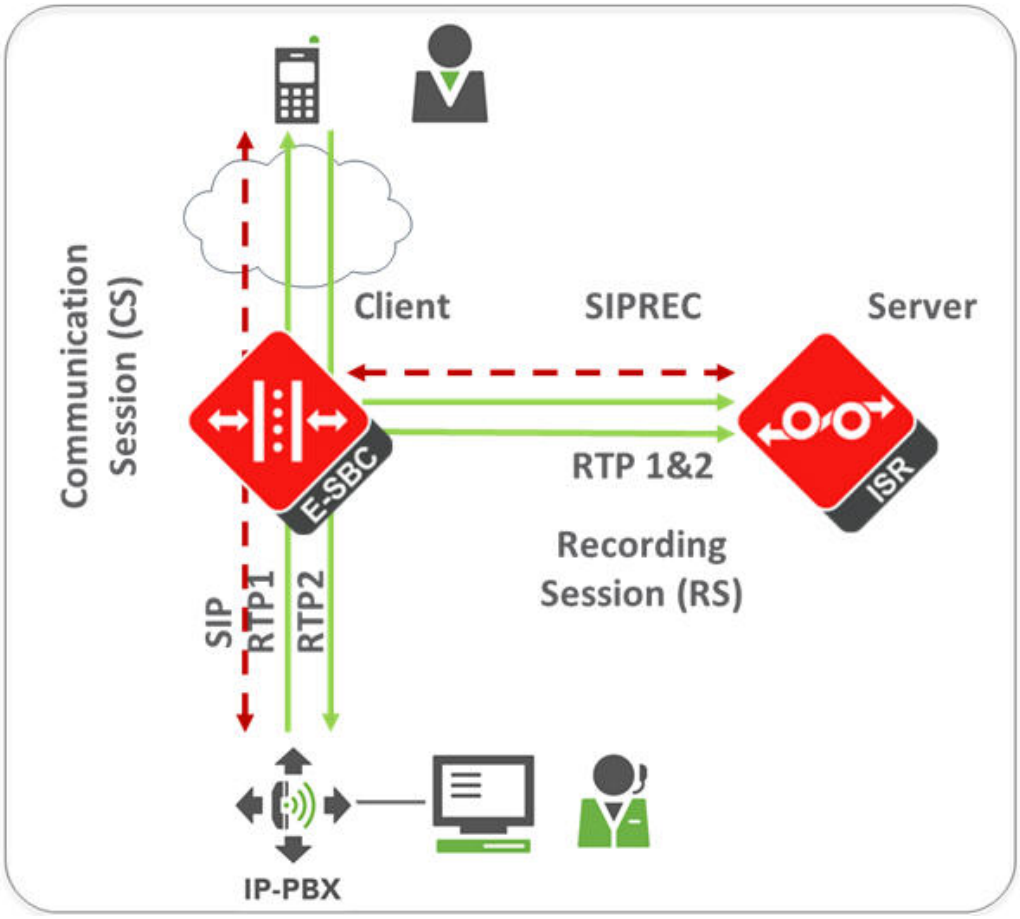
1

About the Oracle Communications Interactive Session Recorderi

Driven by a profusion of government and industry regulations, enterprises are required to record and store an increasing quantity of communications sessions in order to maintain compliance. Conventional call recording solutions, designed for capturing contact center agent exchanges for training or quality assurance purposes, are not well suited to compliance recording applications. They are difficult to integrate with business applications, offer limited scalability, and can be costly to deploy.

The Oracle Communications Interactive Session Recorder (Oracle Communications Interactive Session Recorderi) is specifically designed to eliminate enterprise compliance recording cost and complexity. The solution features an open, standards-based architecture that dramatically simplifies the capture and storage of real-time IP communications sessions throughout the enterprise. Ideal for a wide range of compliance applications, Oracle Communications Interactive Session Recorderi leverages a modular design for superior scalability and economics, offers an extensive API set for ultimate extensibility and flexibility, and includes integrated support for screen recording using an industry leading user monitoring solution.

The Oracle Communications Interactive Session Recorderi leverages SIPREC and a modular architecture for ease of deployment and scale. SIPREC uses a client/server architecture, where the SIPREC client (the Oracle Enterprise Session Border Controller in the image below) initiates SIPREC sessions with the SIPREC server (the Oracle Oracle Communications Interactive Session Recorderi).



For an introduction to SIPREC and its configuration on the Oracle Session Border Controller, see the "Selective Call Recording/SIPREC" appendix in this guide or .

Session Recording Client Support

The Oracle Communications Interactive Session Recorderi has been tested with the following SIPREC Session Recording Platforms:

- Oracle communications Session Border Controller
- Oracle Enterprise Session Border Controller
- Broadworks Application Server R21

2
ISR FACE

Oracle Communications Interactive Session Recorderi FACE

The Oracle Communications Interactive Session Recorderi supports FACE. FACE is a feature for the aggregation and control of events. It is a centralized component used to control both Oracle Communications Interactive Session Recorderi and integrated third-party services. It can also retrieve audio, video, and detailed metadata for recordings stored in the Oracle Communications Interactive Session Recorderi. The initial third-party integration is with the ObserveIT Visual Session Recording solution. This provides the key activities necessary for desktop screen capture and for associating the captured screens to related audio recordings.

The controls currently available include full recording control (start, stop, split, pause, and resume, where split stops recording the current segment and starts recording a new segment, and where pause and resume can aid in the omission of sensitive information from the recording), retrieval of recorded files and metadata, as well as starting and stopping screen capture on an ObserveIT agent host. FACE also supports a policy system allowing incoming events to trigger actions, with the current set of actions dedicated to screen capture control.

The Oracle Communications Interactive Session Recorderi FACE contains the following components:

- FACE Policy System—Handles automatic actions for specific Oracle Communications Interactive Session Recorderi events.
- External Event Notification Listener—Receives events from Oracle Communications Interactive Session Recorderi components and passes them to Policy System.
- FACE REST API—API for communication and control of Oracle Communications Interactive Session Recorderi components.

For more information on ISR FACE, see the *API Reference Guide*.

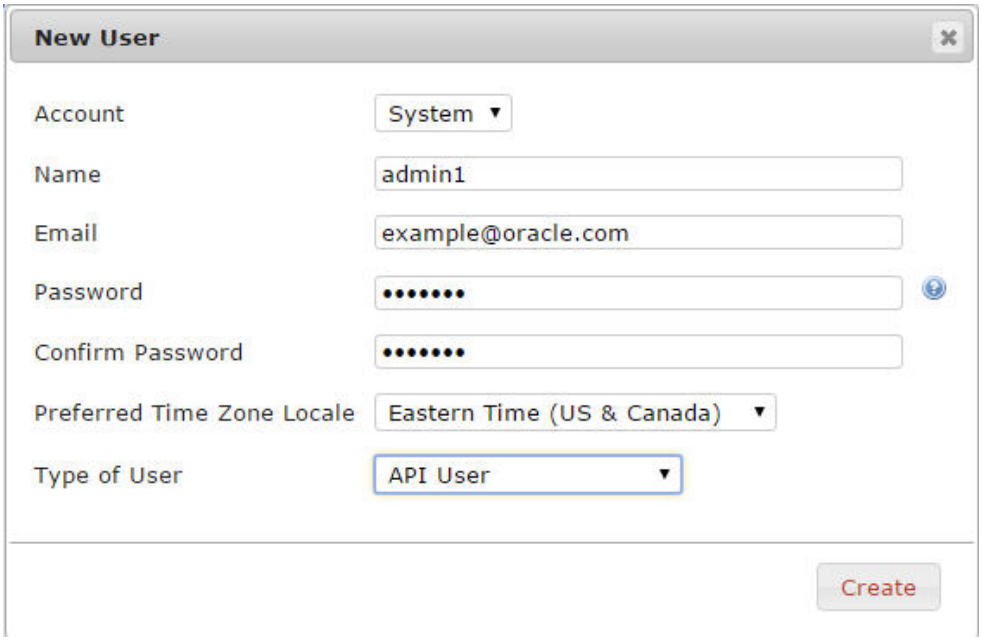
Creating an API User

In order to use the **audioRecording** commands of the FACE REST API, you must create an API User via the Dashboard.
To Add an API User:

1. After logging into the Oracle Communications Interactive Session Recorderi Dashboard, click **Admin** in the main menu (or **Edit System Configurations** on the Home page).
2. Click **Users**.

   The Users page displays.
3. Click **New User**

The New User page displays.



4. Enter the relevant **Account**, **Name**, **Email**, **Password**, and **Preferred Time Zone Locale** for the User.
5. **Type of User**—Select API User from the dropdown menu.
6. Click **Create**.

   For more information on configuring Users, see "Managing Users" in the *Oracle Communications Interactive Session Controller Administrator Guide*.

> **Note:**
>
> Your API User password will expire based on the value you configure in the Dashboard Security Settings **Users Password Expires in** parameter. When the API User password expires, the FACE API client application/s will no longer be authorized for requests until the password has been changed and reflected accurately in the client user's password configuration. For more information on configuring Dashboard Security Settings, see "Managing User Dashboard Security Settings" in the *Oracle Communications Interactive Session Controller Administrator Guide*.

User Time Zone Configuration

By default, FACE responses are returned in UTC time zone. However, by enabling the **userTimeZoneFeatureEnabled** command, FACE responses are returned with the time zone format configured during the user's creation. This command is set to false by default.

To enable this feature:

1. Access the file `/usr/share/tomcat/webapps/Face/WEB-INF/web.xml` and manually change the parameter **userTimeZoneFeatureEnabled** to **true**.

2. Restart Tomcat service using the command **-service tomcat restart**.

> **Note:**
>
> Regardless of the Time Format set during API user creation, FACE always returns responses in a 24 hour format.

REST API Commands

The following table shows and describes the specific API commands you can implement using the Oracle Communications Interactive Session Recorderi FACE REST API.

> **Note:**
>
> Use GET as the HTTP method unless otherwise directed in the command description.

API Command	Description
audioRecording/<command>	Retrieve recording metadata or audio, control Oracle Communications Interactive Session Recorderi recording, or update certain metadata. These commands require an authentication token. The <command> argument can be one of the following values: • start • stop • pause • resume • details • download • redirect • delete • split **Note:** The download and redirect commands are supported for single-segment recordings only.
audioRecording/segment/<command>	Retrieve recording segment metadata or audio, or update certain metadata. The command argument can be one of the following values: • details • download • redirect

API Command	Description
login	Authenticate a user/client to receive a token.
eventNotify	Notify the FACE of the specified event, possibly causing Policy Actions to fire.
StartScreenCapture	Begin ObserveIT Screen Recording.
StopScreenCapture	End ObserveIT Screen Recording.
version	Return the version number of the FACE software.

URL-Encoding Special Characters

Special characters should be URL encoded (also known as percent-encoded) in URL parameters. For example, the plus (+) and at (@) signs are commonly used as SIP URI parameters (%2B and %3A, respectively).

> **Note:**
>
> Special characters should only be encoded within parameter values; you must leave them unencoded when they have meaning as part of the URL, for example, ampersand (&) when it is used to separate URL parameters.

Logging In to FACE

To generate an authorization token, an HTTP `POST`, in which the request body contains the "userEmail", "password", and optionally the "expirationSeconds" (the number of seconds before expiration of the token), must be sent to the following URL:

```
<scheme>://<host>:<port>/Face/login
```

If the user's credentials are correct but the password has expired, FACE returns an error message and does not create or return a token. Similarly, FACE returns a generic error message if the credentials are invalid or if a user has been locked out due to too many failed login attempts.

If the credentials are accurate, a new token is generated, added to the data structure, and returned. The expiration time is calculated based on the user's "expirationSeconds" value; if the user has not provided an "expirationSeconds" parameter, or that value is larger than the Oracle Communications Interactive Session Recorderi's default maximum, the Oracle Communications Interactive Session Recorderi's default maximum (1 day) is used.

The "userId" parameter limits which recordings the user may access and/or control, based on the user's account. A new user type, the "API User" must be created, and only that user type is allowed to use the FACE API. For more information, see "Creating an API User in this guide".

audioRecording Commands

This section describes FACE recording access and control.

The FACE audioRecording commands use a subset of standard HTTP methods to help determine the type of action to take. In any POST, the FACE API checks the request body for custom data (as well as other customer-definable Oracle Communications Interactive Session Recorderi data related to the method, (for example, "AgentId") and if present, updates the appropriate values. Any data defined by, or unique to the system (for example, SIPREC metadata and extension data, call start time, to, from, and duration) cannot be updated. If the request is a GET or DELETE, the FACE API ignores the request body. In all audioRecording commands, URL request parameters are used solely to determine which item the request acts upon. No parameters in the request URL are used directly for updating any Oracle Communications Interactive Session Recorderi data.

> **Note:**
>
> Oracle recommends sending FACE requests in a controlled manner so that RSS and FACE connections are not fully utilized.

download

Download a supplemental file such as MP4 video.

> **Note:**
>
> This command requires an authentication token.

```
<scheme>://<host>:<port>/Face/audioRecording/download
```

redirect

The following URL offers a redirect response containing the direct URL serving the audio recording.

```
<scheme>://<host>:<port>/Face/audioRecording/redirect
```

details

The following URL returns the recording metadata.

```
<scheme>://<host>:<port>/Face/audioRecording/details
```

start | pause | resume | stop

The following URL controls audio with the HTTP POST request method, where the command parameter can be start, pause, resume, or stop.

```
<scheme>://<host>:<port>/Face/audioRecording/<command>
```

When the body of the request is empty, it causes the action only. When the body of the request contains content, it causes the action as well as updates the recording in the Oracle Communications Interactive Session Recorderi.

split

The following URL stops recording the current segment and starts recording a new segment. The split command uses the HTTP POST request method.

```
<scheme>://<host>:<port>/Face/audioRecording/split
```

delete

The following URL deletes recordings (both the audio file and all of its associated metadata) using the HTTP POST request method.

```
<scheme>://<host>:<port>/Face/audioRecording/delete
```

> **Note:**
>
> Depending on your Archiver configuration, the length of time it may take for the file and metadata to be removed from the system can vary.

Input Parameters

The following section describes all the HTTP POST request parameters, URL request parameters, and miscellaneous parameters.

HTTP POST Request Parameters

The following parameters can be included in the request body in an HTTP POST request:

- filename
- agentId
- agentTerminal
- sensitive (flag)
- setNeverExpire (flag)
- any defined Custom Data Field names (For more information, see "Viewing and Editing the Custom Data Master List" in the *Oracle Communications Interactive Session Recorder Administrator Guide*.)

URL Request Parameters

The URL request parameters are used to select the recording on which to act. Only recordings for which the user has permission to access are included in the results.

> **Note:**
>
> All requests must include a token parameter in the URL with a value equal to the token generated by the login command.

The following are options for selection criteria:

General:

- isrUcid
- ingressCallId
- egressCallId
- thirdpartyId (for example, ObserveIT screen capture ID)
- ani/from
- dnis/to
- filename
- start
- earliestStart (only recordings starting at this time or later are matched, can be used with latestStart to refine the time range)
- latestStart (only recordings starting at this time or earlier are matched, can be used with earliestStart to refine the time range)
- end
- earliestEnd (only recordings ending at this time or later are matched)
- latestEnd (only recordings ending at this time or earlier are matched)
- aor
- any SIPREC extension data defined as "searchable" (metadata_types table)
- inProgress

Recording control only:

- channelNumber
- rssId

Non-recording control only:

- recordingId/tmpRecordingId
- any defined Custom Data Field names (for more information, see "Viewing and Editing the Custom Data Master List" in the *Oracle Communications Interactive Session Recorder Administrator Guide*.)
- audioOnly: if 'true', only recordings with no supplemental files are matched.
- mustHaveVideo: if 'true', only recordings that have associated video files are matched; user, account, and route must allow video access.

Special formatting (for more information, see Special Return Data Formatting).

- format (used to request special formatting, currently the only valid value is **template**).
- formatName (used to specify the name of the format item (for example, Template name)

- version (used to specify a version for a formatName, if special formatting is requested and version is not provided, the highest numbered version is used).

  > **Note:**
  >
  > A special formatting reference example is available in "Common FACE Commands".

> **Note:**
>
> Parameter values are case-sensitive.

The following miscellaneous parameters may also be included in some cases:

- maxListLength: Limits the maximum number of items returned that match the supplied Selection Criteria. Valid values are integers between 1 and 1000.
- fillWithSilence: By default, silence is not inserted into the recording to indicate the pause. Set this parameter to true to fill the paused section of audio with padded silence. If omitted or set to false, the paused section of audio is truncated.

  > **Note:**
  >
  > This parameter is only applicable for the pause command.

- codecProfile: Overrides the Codec Profile during ad hoc recording (for more information, see Managing Recording Format Profiles in the Oracle Communications Interactive Session Recorder Administrator Guide).
  The following are valid values:
  - 1 (Default)
  - 2 (Smallest)
  - 3 (Small)
  - 4 (Best Quality)
  - 5 (Firefox Compatible)

> **Note:**
>
> This parameter is only applicable for the `start` command.

Return Data

All recording metadata, including custom data, SIPREC metadata and extension data, and supplemental file details are incorporated into the response when recording details are requested and a single entry is matched, unless special formatting is requested (see "Special Return Data Formatting"). This same data is included as part

of the return for all audioRecording commands (with minor exceptions, such as retrieving the audio).

In the event that the selection criteria don't uniquely determine a recording to act upon, a limited list is returned containing suggested selection criteria and metadata for each entry, to help the user or client application make the decision. The default maximum list length of 1000 items can be overridden by including a "maxListLength" parameter in the request URL. If the number of matches has exceeded the maximum list length, the Oracle Communications Interactive Session Recorderi provides the following status message:

```
Selection criteria insufficient to determine recording.  There were more
matches than maxListLength, please refine your search if the entry you
require is not in this list."
```

If the number of matches is less than maxListLength, the status message is:

```
"Selection criteria insufficient to determine recording. Returning all
matches.
```

Currently, both XML and JSON response formats are supported. By default, XML is returned, but the "Accept" header of the request can be set to specify which option the client prefers (application/json or aplication/xml).

The following examples show a single match return in XML format, then the same return data in JSON format, and lastly a multiple match return in XML format which contains less than maxListLength entries.

> **Note:**
>
> These examples are not meant to reflect all possibilities and the data returned may differ in your system.

Single Match XML Example

```
<result>
    <code>0</code>
    <message>ACK</message>
    <recording>
        <recordingId>11905071</recordingId>
        <ani>sipp_sd_siprec</ani>
        <dnis>rss_sd_siprec</dnis>
        <account>1</account>
        <duration>120075</duration>
        <startTime>2018-08-29 19:00:54.923</startTime>
        <rss>2</rss>
        <route>1</route>
        <agentId/>
        <sensitive>0</sensitive>
        <deleteFlag>false</deleteFlag>
        <isrUcid>x-isr-ucid-1-28605@10.10.248.209</isrUcid>
        <ingressCallId>1-28605@10.10.248.209</ingressCallId>
```

```
        <customDataSets>
            <customData>
                <customDataId>7</customDataId>
                <name>CustomDataField1</name>
                <value>uniqueCustomDataValue01730</value>
            </customData>
        </customDataSets>
        <segments>
            <segment>
            <segmentId>1214965</segmentId>
            <recordingId>11905071</recordingId>
            <sequence>1</sequence>
            <filename>rss_sd_siprec-1-28605@10.10.248.209.seg0.wav</
filename>
            <directory>/2018-08-29/19/00</directory>
            <fileStatus>0</fileStatus>
            <location>4</location>
            <accountId>1</accountId>
            <routeId>1</routeId>
            <start>2018-08-29 19:00:54.923</start>
            <end>2018-08-29 19:02:54.998</end>
            <checksumMismatch>false</checksumMismatch>
            <pauseLength>0</pauseLength>
            <pausedWithSilence>false</pausedWithSilence>
            <securedMedia>0</securedMedia>
            <hasVideo>false</hasVideo>
            <archived>1</archived>
            <archivalRemarks>Recording was archived by archiver ID 2
process ID ap-isrdev-dh1-5.us.oracle.com16587116331 at Wed Aug 29
15:03:11 EDT 2018</archivalRemarks>
            <archivalFailCount>0</archivalFailCount>
            <archiverMode>Primary</archiverMode>
            <archiverAction>0</archiverAction>
            <conversionStatus>0</conversionStatus>
            <customDataSets>
                <customData>
                    <customDataId>9</customDataId>
                    <name>CustomDataField1</name>
                    <value>uniqueSegmentCustomDataFieldValue01810</
value>
                </customData>
            </customDataSets>
            <dtmfDigits/>
            <siprecDataSets>
                <siprecData>
                    <session>
                        <startTime>2017-10-25 14:44:39.0</startTime>
                        <siprecCallId>1-28605@10.10.248.209</
siprecCallId>
                        <siprecSessionId>sIbybsXtQ7pivcNTRvEN4A==DH</
siprecSessionId>
                        <extensionDataSets>
                            <extensionData>
                                <name>apkt:callerOrig</name>
                                <values>
```

```
                                    <value>true</value>
                                    </values>
                                </extensionData>
                                <extensionData>
                                    <name>apkt:ucid</name>
                                    <values>
                                        <value>x-isr-ucid-1-28605@10.10.248.209</
value>
                                    </values>
                                </extensionData>
                            </extensionDataSets>
                        </session>
                        <participants>
                            <participant>
                                <siprecParticipantId>fhpR4z4qSy5x4H7aEzbsPg==DH</
siprecParticipantId>
                                <aor>sip:sipp_sd_siprec@10.138.217.108:5060</aor>
                                <name>sipp_sd_siprec</name>
                                <startTime>2017-10-25 14:44:39.0</startTime>
                                <extensionDataSets>
                                    <extensionData>
                                        <name>apkt:callingParty</name>
                                        <values>
                                            <value>true</value>
                                        </values>
                                    </extensionData>
                                </extensionDataSets>
                            </participant>
                            <participant>
                                <siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg==DH</
siprecParticipantId>
                                <aor>sip:rss_sd_siprec@10.138.217.108:5060</aor>
                                <name>rss_sd_siprec</name>
                                <startTime>2017-10-25 14:44:39.0</startTime>
                                <extensionDataSets>
                                    <extensionData>
                                        <name>apkt:callingParty</name>
                                        <values>
                                            <value>false</value>
                                        </values>
                                    </extensionData>
                                </extensionDataSets>
                            </participant>
                        </participants>
                        <streams>
                            <stream>
                                <mode/>
                                <participantId>13139573</participantId>
                                <siprecStreamId>4MNYDBh8R8JK+ULKGHBapw==DH</
siprecStreamId>
                                <startTime>2017-10-25 14:44:40.0</startTime>
                                <label>65537</label>
                                <extensionDataSets/>
                            </stream>
                            <stream>
```

```
                            <mode/>
                            <participantId>13139575</participantId>
                            <siprecStreamId>vPwZND2gStZcASJPa40xhQ==DH</
siprecStreamId>
                            <startTime>2017-10-25 14:44:40.0</startTime>
                            <label>65536</label>
                            <extensionDataSets/>
                        </stream>
                    </streams>
                </siprecData>
            </siprecDataSets>
            </segment>
        </segments>
    </recording>
</result>
```

Single Match JSON Example

```
{"result":
    {"code":0,
    "message":"ACK",
    "recording":
        {"recordingId":11905071,
        "ani":"sipp_sd_siprec",
        "dnis":"rss_sd_siprec",
        "account":"1",
        "duration":120075,
        "startTime":"2018-08-29 19:00:54.923",
        "rss":2,
        "route":1,
        "agentId":"",
        "sensitive":0,
        "deleteFlag":false,
        "isrUcid":"x-isr-ucid-1-28605@10.10.248.209",
        "ingressCallId":"1-28605@10.10.248.209",
        "customDataSets":[
            {"customData":
                {"customDataId":3,
                "name":"CustomDataField1",
                "value":"uniqueCustomDataValue01730"}}],
        "segments":[
            {"segmentId":1214965,
            "recordingId":11905071,
            "sequence":1,
            "filename":"rss_sd_siprec-1-28605@10.10.248.209.seg0.wav",
            "directory":"/2018-08-29/19/00",
            "fileStatus":0,
            "locationId":4,
            "accountId":1,
            "routeId":1,
            "start":"2018-08-29 19:00:54.923",
            "end":"2018-08-29 19:02:54.998",
            "checksumMismatch":false,
            "pauseLength":0,
```

```
            "pausedWithSilence":false,
            "securedMedia":0,
            "hasVideo":false,
            "archived":1,
            "archivalRemarks":"Recording was archived by archiver ID 2
process ID ap-isrdev-dh1-5.us.oracle.com16587116331 at Wed Aug 29 15:03:11
EDT 2018",
            "archivalFailCount":0,
            "archiverMode":"Primary",
            "archiverAction":0,
            "conversionStatus":0,
            "customDataSets":[
                {"customData":
                    {"customDataId":3,
                    "name":"CustomDataField1",
                    "value":"uniqueSegmentCustomDataFieldValue01810"}}],
            "dtmfDigits":[],
            "siprecDataSets":[
            {"siprecData":
                {"session":{"startTime":"2017-10-25 14:44:39.0",
                    "siprecCallId":"1-28605@10.10.248.209",
                    "siprecSessionId":"sIbybsXtQ7pivcNTRvEN4A==DH",
                    "extensionDataSets":[
                        {"extensionData":
                            {"name":"apkt:callerOrig",
                            "values":[
                                {"value":"true"}]}},
                        {"extensionData":
                            {"name":"apkt:ucid",
                            "values":[
                                {"value":"x-isr-
ucid-1-28605@10.10.248.209"}]}}]},
                    "participants":[
                        {"participant":
                            {"siprecParticipantId":"fhpR4z4qSy5x4H7aEzbsPg==DH",
                            "aor":"sip:sipp_sd_siprec@10.138.217.108:5060",
                            "name":"sipp_sd_siprec",
                            "startTime":"2017-10-25 14:44:39.0",
                            "extensionDataSets":[
                                {"extensionData":
                                    {"name":"apkt:callingParty",
                                    "values":[
                                        {"value":"true"}]}}]}},
                        {"participant":
                            {"siprecParticipantId":"PdDRRcWbSzl0nE7mP5W9Vg==DH",
                            "aor":"sip:rss_sd_siprec@10.138.217.108:5060",
                            "name":"rss_sd_siprec",
                            "startTime":"2017-10-25 14:44:39.0",
                            "extensionDataSets":[
                                {"extensionData":
                                    {"name":"apkt:callingParty",
                                    "values":[
                                        {"value":"false"}]}}]}}],
                    "streams":[
                        {"stream":
```

```
                    {"mode":"",
                    "participantId":"13139573",
                    "siprecStreamId":"4MNYDBh8R8JK+ULKGHBapw==DH",
                    "startTime":"2017-10-25 14:44:40.0",
                    "label":"65537",
                    "extensionDataSets":[]}},
                {"stream":
                    {"mode":"",
                    "participantId":"13139575",
                    "siprecStreamId":"vPwZND2gStZcASJPa40xhQ==DH",
                    "startTime":"2017-10-25 14:44:40.0",
                    "label":"65536",
                    "extensionDataSets":[]}}]}}],
        "segment":{}}]}}
```

Multiple Match XML Example

```
1) Audio Recordings with details.
curl -k -X POST "https://10.10.10.10:8443/Face/audioRecording/details?
token=9a37ac05-3cd6-4e81-b224-97cfbb85f912"
<?xml version="1.0" encoding="UTF-16"?>
<result>
<code>-1</code>
<message>Selection criteria insufficient to determine recording.
Returning all matches.</message>
<matches>
<match>
<recordingId>15</recordingId>
<isrUcid>x-isr-ucid-1-28520@1.2.3.4</isrUcid>
<ingressCallId>1-28520@1.2.3.4</ingressCallId>
<from>7777</from>
<to>5555</to>
<start>2021-01-18 06:37:27</start>
</match>
<match>
<recordingId>16</recordingId>
<isrUcid>x-isr-ucid-2-28520@1.2.3.4</isrUcid>
<ingressCallId>2-28520@1.2.3.4</ingressCallId>
<from>7777</from>
<to>5555</to>
<start>2021-01-18 06:37:37</start>
</match>
</matches>
</result>
2) Audio Recordings with segment details.
curl -k -X POST "https://10.10.10.10:8443/Face/audioRecording/segment/
details?token=9a37ac05-3cd6-4e81-b224-97cfbb85f912"
<?xml version="1.0" encoding="UTF-16"?>
<result>
<code>-1</code>
<message>Selection criteria insufficient to determine recording.
Returning all matches.</message>
<matches>
<match>
```

```
<segmentId>21</segmentId>
<recordingId>15</recordingId>
<filename>5555-1-28520@1.2.3.4.seg0.rpdd</filename>
<start>2021-01-18 06:37:27</start>
<end>2021-01-18 06:37:37</end>
<hasVideo>false</hasVideo>
</match>
<match>
<segmentId>22</segmentId>
<recordingId>16</recordingId>
<filename>5555-2-28520@1.2.3.4.seg0.rpdd</filename>
<start>2021-01-18 06:37:37</start>
<end>2021-01-18 06:37:47</end>
<hasVideo>false</hasVideo>
</match>
</matches>
</result>
```

Special Return Data Formatting

ISR offers the FACE API for users wishing to connect to ISR to extract recordings for use in other third party or homegrown applications. Some legacy recording vendors require recording metadata be delivered in a pre-defined format. Using Export Templates, you can create a defined format for data extraction and then call the FACE API, referencing the Template, to extract recording information in the defined format. Export Templates are version controlled and can be updated or replaced as needed. ISR provides the Verint ® Import Manager Template, by default.

URL Parameter	Description
format	The type of special formatting requested; currently only template is supported.
formatName	The name of the specific format/template (for example, Verint)
version	The version of the specified formatName to use to format the response. If special formatting is requested but version is not specified, the highest numbered version of that formatName is used by default.

> **Note:**
>
> For more information on creating Templates, see "Managing Templates" in the *Interactive Session Recorder Administrator Guide*.

file/download

The **file/download** command allows a FACE user to download a supplemental file (currently only video is supported).

Required Input Parameters

Parameter	Description
token	Authentication and authorization token.
filename	The name of the file to download (currently only supplemental and video files can be downloaded using this method).
supplementalFileId	The supplemental file ID of the file to download (this can be found in associated recording's audioRecording/details).

Optional Parameter

Parameter	Description
type	Specifies the type of supplemental file to download to help narrow the search. Do not this information unless you know the type with certainty (currently video is the only option supported).

eventNotify

The **eventNotify** command allows the Oracle Communications Interactive Session Recorderi and external systems to notify FACE that an event of interest has occurred. The RSS' Oracle Communications Interactive Session Recorderi API is typically used to notify FACE of events such as audio recording starting or stopping, or that a recording was paused, but third-party systems can use **eventNotify**, as well, to notify FACE of interesting Events such as a screen recording started or ended. Currently FACE supports **AudioRecordingStarted** and **AudioRecordingEnded** Events, although custom event types can be configured. See *FACE Policy System* for more information.

> **Note:**
>
> The Optional Input Parameters listed below are used in the currently supported Events. Other Events may require different parameters.

Required Input Parameters

Standard Implementation

Parameter	Value	Description
event	*<event type>*	The type of event

Optional Input Parameters

Parameter	Value	Description
calledAors	*<AORS List>*	The list of Addresses of Record (AOR) for the called parties of the session
ucid	*<ISR UCID>*	The Oracle Communications Interactive Session Recorderi UCID identifying the session

> **Note:**
>
> For more information about using Oracle Communications Interactive Session Recorderi UCIDs, see "Determining the Oracle Communications Interactive Session Recorderi UCID".

The following is an example of using the **eventNotify** REST API command.

Request:

```
https://1.2.3.4:8443/Face/eventNotify?
event=AudioRecordingStarted&ucid=fbd5715afe5aca679d1c9230dce37e73@1.2.3.5&cal
ledAors=sip:agentX@1.2.3.4.11,sip:agentY@1.2.3.4.13
```

Response:

```
<response>
   <Code>0</Code>
   <message>success</message>
</response>
```

StartScreenCapture

The **StartScreenCapture** command causes FACE to issue an ObserveIT **AgentRemoteControl** command to start a screen capture for a specified in-progress recording. To use this command, either the ScreenIp you are capturing must be known, or the AgentId must be registered with the Oracle Communications Interactive Session Recorderi in the thirdparty_service_params database table. IsrId is also required and should be the ISR_UCID for the session. If successful, the **StartScreenCapture** command also creates a correlation entry between the IsrId and the returned ObserveIT session ID for looking up recordings for playback.

Required Input Parameters

Standard Implementation

Parameter	Description
IsrId	UCID of the session

Parameter	Description
AgentId or ScreenIP	The registered DNIS or ANI of the Agent Screen to capture or the IP address of the agent screen to capture.

> **Note:**
>
> For more information about using Oracle Communications Interactive Session Recorderi UCIDs, see "Determining the Oracle Communications Interactive Session Recorderi UCID".

The following is an example of using the **StartScreenCapture** REST API command.

Request:

```
https://1.2.3.4:8443/Face/StartScreenCapture?IsrId=
fbd5715afe5aca679d1c9230dce37e73@1.2.3.5&AgentId=6789
```

Response:

```
<response>
   <Code>0</Code>
   <message>ACK</message>
</response>
```

StopScreenCapture

The **StopScreenCapture** command causes FACE to issue an ObserveIT **AgentRemoteControl** command to terminate a specified in-progress screen recording. To use this command, either the ScreenIp to capture must be known, or the AgentId must be registered with the Oracle Communications Interactive Session Recorderi in the thirdparty_service_params database table.

Required Input Parameters

Standard Implementation

Parameter	Description
AgentId or ScreenIP	The registered DNIS or ANI of the Agent Screen to capture or the IP address of the agent screen to stop capturing.

The following is an example of using the **StopScreenCapture** REST API command.

Request:

```
https://1.2.3.4:8443/Face/StopScreenCapture?AgentId=6789
```

Response:

```
<response>
   <Code>0</Code>
   <message>ACK</message>
</response>
```

version

The **version** command returns the version and build information for the current FACE API application.

Required Input Parameters

None

The following is an example of using the **version** REST API command.

Request:

```
https://1.2.3.4:8443/Face/version
```

Response:

```
<result>
    <version>5.2.0M0P0 build <build #></version>
</result>
```

Return Codes

As the FACE API has replaced the traditional RSS REST API, return codes are now concentrated around a standard where a code of "0" is returned for successful requests and "-1" for unsuccessful requests. The details of the response offered in the "message" string are now more helpful and critical for both logic and logging within the client application.

Return Code	Message
0	ACK
0	%command% command returned successfully (where %command% equals one of the supported commands)
0	This file has been renamed by the recorder, please use the following new filename for future commands: %filename%
-1	NACK
-1	%miscellaneous error message%

Return Code	Message
-1	Selection criteria insufficient to determine recording. Returning all matches.
	Note: It must be clearly explained that client applications may intentionally offer insufficient parameters with the expectation of a list of related recordings in the response, in which case the "-1" status code likely will be ignored. The "Common FACE Commands" section presents multiple examples of this type of implementation.
1	Feature Not Licensed
2	Host Not Authorized
3	Parameter Missing
4	Missing Command - command parameter is required
5	Invalid Command
6	Missing Parameter - ANI parameter is required
7	Missing Parameter - DNIS parameter is required
8	Missing Parameter - channelId parameter is required
9	Missing Parameter - fileId parameter is required
10	Error establishing database connection
11	Error retrieving filename for ANI %ANI% DNIS %DNIS% at timestamp of %timeStamp%
11	Error retrieving file info for ANI %ANI% DNIS %DNIS% at timestamp of %timeStamp%
11	Error retrieving file for ANI %ANI% DNIS %DNIS% at timestamp of %timeStamp%
11	Error retrieving file with supplied criteria
12	Recording has already started on this channel.
12	Recording is not paused, cannot unpause recording.
12	Recording is started by another session or not started, cannot pause recording.
12	Recording has already been paused, cannot pause recording.
12	Recording is started by another session or not started, cannot unpause recording.
13	Recording is started by another session or not started, cannot end recording.
14	Invalid Parameter for RecordEnd - fileId not found from recording index.
15	Error Indexing for RecordEnd - %SQLException%
16	Error Generating Token
17	Couldn't find route information
17	Route is not RecordAndSave application type
17	Couldn't find route information for ANI %ANI% DNIS %DNIS% or route is not RecordAndSave application type
18	ANI and DNIS are required for command SaveRecording

Return Code	Message
19	No recording found with supplied criteria
20	RSS could not successfully perform the operation
21	Cannot change name of file while recording is in progress
22	Cannot rename a file that is set to be deleted
23	Could not convert file to playable format
24	Timed out waiting for file conversion
25	Conversion already initiated by another user, please try again later
26	No session or file was found matching the provided UCID
27	Missing Parameter - %parameter% is required

FACE Policy System

Oracle Communications Interactive Session Recorderi FACE is able to create and handle Event Policies for the controlling and indexing of audio recordings, screen recordings, and their corresponding metadata. You can create policies to match specific events (for example, AudioRecordingStarted) which can generate a Policy Action (for example, InitiateScreenRecording). This allows FACE to have the power and flexibility to control both audio and screen recording based on your network and application setup.

For more information, see *Oracle Communications Interactive Session Recorderi External Event Notifications* in this guide to see which Oracle Communications Interactive Session Recorderi Events are currently supported and could be used to trigger FACE Policies.

FACE Policy Configurations

While the Oracle Communications Interactive Session Recorderi does not come with any existing Events, Oracle Communications Interactive Session Recorderi and FACE do follow some conventions and come with some default Event types and supported Policy Actions already configured. You can implement new Events to be used to initiate FACE Policy Actions.

Default Event Types

Event Name	Description
AudioRecordingStarted	Event fired by an external event notification when an RSS begins a new audio recording
AudioRecordingEnded	Event fired by an external event notification when an RSS finishes recording an audio file

When an Event with an associated Policy is matched, FACE can trigger an Action to complete a task, such as starting or stopping audio or screen recording, or notifying a third-party component of the Event.

Default Policy Actions

Action Name	Description
InitiateRecordScreen	Action initiated by FACE to begin ObserveIT Screen Recording
TerminateRecordScreen	Action initiated by FACE to end ObserveIT Screen Recording

> **Note:**
>
> When FACE is configured, it creates a Policy that, when audio recording starts or stops, triggers start or stop, respectively, of ObserveIT Screen Recording on the IP address contained in the first called participant's AOR.

Determining the UCID

The Unique Call Identifier (UCID) accurately identifies the specific session related to a request and is the recommended parameter when using any Oracle Communications Interactive Session Recorderi API. It can be one of two values associated with the session: the isr_ucid or ingress_callid. For the isr_ucid, the RSS pulls the SIP Header matching the configured X-ISR-UCID header name from the SIP Headers, if it is present. For a SIPREC session, if the <*:ucid> field is present in the extension data, the parameter value is used as the isr_ucid. In the case where both extension data and X-ISR-UCID SIP Headers are present, X-ISR-UCID SIP Header is used as the isr_ucid. The call-id from the SIP Headers of the initial INVITE is used for the ingress_callid.

There has been a lot of interest (both internal and field-wide) focused on populating SIPREC metadata with an X-ISR-UCID header or a SIPREC extension data field, mainly for purpose of API recording access and control. Currently, there are 2 SPL implementations to address populating the X-ISR-UCID field, one that properly sets the field with a provided UCID/GUID, and another that adds the value as a field in the SIPREC extension data.

The current Oracle Communications Interactive Session Recorderi release has been enhanced to now populate the primary recording X-ISR-UCID field regardless of SPL implementation. However, this has led to confusion with existing integrations.

When the SRC/SBC is configured for both the "AvayaCiscoUCID64" and the "SipHeaderExtensionMetadata.1.2.spl" SPL, the Oracle Communications Interactive Session Recorderi's UCID is now populated in the following order of precedence:

- X-ISR-UCID (or any other field name configured in the "<Sip><IsrUcidHeaderField>" tag of the RSS configuration file `/cxc/vmgConfig.xml`), for example:

```
<participant
id="hq18GJs3TtJdhjPsfPNV8A=="session="BYiC7uSZQGN3VQdzWI1HWw==">
<nameID aor="sip:sipp@192.168.10.1">
…
<extensiondata xmlns:apkt="http://acmepacket.com/siprec/
extensiondata">
…
<apkt:header label="X-ISR-UCID">
<value>X-ISR-UCID-1-150323161627-1979582260@0a0af9f9</value>
</apkt:header>
…
</extensiondata>
```

- Third-party UCID, for example:

```
<session id="/Bo3JDljRnZluCz1VhPHeg==">
<associate-time>2016-03-15T01:33:46</associate-time>
<extensiondata xmlns:apkt="http:/acmepacket.com/siprec/extensiondata">
<apkt:ucid>00FA080200000F56E7667A;encoding=hex</apkt:ucid>
<apkt:callerOrig>true</apkt:callerOrig>
```

- Note that Call-ID no longer populates X-ISR-UCID automatically, better reflecting behavior in versions prior to 5.1M6. If you prefer to populate the X-ISR-UCID with the Call-ID value, you can edit the `/opt/isr/rss/vmgConfig.xml` file in the following way:

```
<?xml version="1.0" encoding="UTF-8"?>
<configuration>
…
        <Sip>
…
<IsrUcidHeaderField>Call-ID</IsrUcidHeaderField>
…
        <Sip>
…
</configuration>
```

The following is an example value of Call-ID:

```
<participant
id="hq18GJs3TtJdhjPsfPNV8A=="session="BYiC7uSZQGN3VQdzWI1HWw==">
<nameID aor="sip:sipp@192.168.10.1">
…
<extensiondata xmlns:apkt="http://acmepacket.com/siprec/extensiondata">
…
<apkt:header label="Call-ID">
<value>1-150323161627-1979582260@0a0af9f9</value>
</apkt:header>
</extensiondata>
```

External Event Notifications

The External Event Notification feature provides a way to notify RESTful services of events occurring in the Oracle Communications Interactive Session Recorderi. It can be used in two ways: to notify third-party applications of new recordings, new sessions, and updates to existing sessions and recordings, or to notify new Oracle Communications Interactive Session Recorderi components, acting as integrations to third-party platforms, of critical Oracle Communications Interactive Session Recorderi events.

When communicating with third-party applications, the external event notification system propagates session and recording events to a separate server that interoperates with the ObserveIT Visual Session Recording solution (the Oracle Communications Interactive Session Recorderi FACE feature). The data provided in these notifications allows the service to coordinate Oracle Communications Interactive Session Recorderi recordings with ObserveIT screen capture recordings in order to provide simultaneous audio and video

playback on applications such as the Oracle Communications Interactive Session Recorderi Dashboard.

> **Note:**
>
> The Oracle Communications Interactive Session Recorderi encodes the URL parameter values in UTF-8 format before sending them to the external server. However, the base URL is left unencoded and the destination server must decode the URL into UTF-8 format.

External event notifications may be configured with a series of default settings for interoperation with Oracle Communications Interactive Session Recorderi FACE and the ObserveIT Visual Session Recording solution. For more information on the interaction between Oracle Communications Interactive Session Recorderi FACE and ObserveIT Visual Recording solution, see the "Face Policy System" section of this guide. If you require more extensive external event notification configuration, contact your Oracle representative.

Events and Notifications

The majority of the external event notifications handling Events and queueing and sending Notifications is implemented in the Oracle Communications Interactive Session Recorderi APIs.

Supported Events

The following Events are implemented in the current version of the external event notifications:

Event	Event Description
RECORDING_STARTED_EVENT	Recording has started
RECORDING_PAUSED_EVENT	Recording paused
RECORDING_RESUMED_EVENT	Recording has resumed
RECORDING_ENDED_EVENT	Recording has ended
SEGMENT_STARTED_EVENT	Recording segment has started
SEGMENT_ENDED_EVENT	Recording segment has ended

Notifications

When external event notification is configured, upon successful completion of a command, the API queues a Notification for a successful result for the Event. If a command is unsuccessful, the API queues a Notification for an unsuccessful result for the Event.

The API supports configuration of external event notification on a per Route, per Account, and per Realm basis. Global Events, which are delivered regardless of the Route, Account, or Realm of the Event, are also possible. The API supports multiple Notification destinations for an Event such that an Event that matches each Route, Account, and Realm configured generates Notifications for each of these matching criteria. Additionally, multiple destinations for the same Route, Account, and Realm can be configured for each supported event type.

For example:

Route, destination A, and Account, destination B (Both Route and Account for the Event have destinations configured)

Account, destination A, and Account, destination B (Redundant Event sinks for Account)

External Events Parameters Available by Event Type

This section lists the available sets of parameters available for each Event Type and the specific parameter sets for each Event Type.

> **Note:**
>
> To properly insert parameter values in the event requests, you must include the % character is required before and after the parameter name. The following example shows the URL Parameters field configured properly in the Dashboard for the file name value to be inserted in the Event URL.
>
> ```
> %FILENAME%
> ```
>
> For more information via the Dashboard, you can click the URL Parameters Help link (**?**) on the "External Event Destinations" settings page.

Event Type	Parameters
RECORDING_ENDED_EVENT	• RESULT • FILENAME • RECORDING_ID • TMP_RECORDING_ID • START_TIME • END_TIME • ISR_UCID • INGRESS_CALLID • EGRESS_CALLID • DURATION • PAUSE_LENGTH • DELETE_FLAG • ANI • DNIS • CALLING_AORS • CALLED_AORS

Event Type	Parameters
SEGMENT_ENDED_EVENT	• RESULT • FILENAME • SEGMENT_ID • TMP_SEGMENT_ID • TMP_RECORDING_ID • START_TIME • END_TIME • ISR_UCID • INGRESS_CALLID • EGRESS_CALLID • PAUSE_LENGTH • CALLING_AORS • CALLED_AORS
RECORDING_STARTED_EVENT	• RESULT • FILENAME • TMP_RECORDING_ID • START_TIME • ISR_UCID • INGRESS_CALLID • EGRESS_CALLID • ANI • DNIS • CALLING_AORS • CALLED_AORS
RECORDING_RESUMED_EVENT	• RESULT • FILENAME • TMP_RECORDING_ID • START_TIME • ISR_UCID • INGRESS_CALLID • EGRESS_CALLID • PAUSE_LENGTH • PAUSE_SILENCE • ANI • DNIS • CALLING_AORS • CALLED_AORS
RECORDING_PAUSED_EVENT	• RESULT • FILENAME • TMP_RECORDING_ID • START_TIME • ISR_UCID • INGRESS_CALLID • EGRESS_CALLID • PAUSE_SILENCE • ANI • DNIS • CALLING_AORS • CALLED_AORS

Event Type	Parameters
SEGMENT_STARTED_EVENT	• RESULT • FILENAME • TMP_SEGMENT_ID • TMP_RECORDING_ID • START_TIME • ISR_UCID • INGRESS_CALLID • EGRESS_CALLID • SESSION_ID • CALLING_AORS • CALLED_AORS

External Event Notification and Parameters Example

The following REST command shows an example of a **RECORDING_STARTED_EVENT** Notification Destination, along with the Event type, called party AORs, and ingress call ID parameters for the Notification:

```
https://1.2.3.4:8443/Face/eventNotify?
event=AudioRecordingStarted&calledAors=sip:7654321@1.2.3.1:5060&ucid=13-23132
@1.2.3.4
```

For more information on configuring External Events via the ISR Dashboard, see the *Administrators Guide*.

3
Common FACE Commands

This chapter provides several examples, meant as an introduction, to learn FACE and how to develope ISR client applications in the language(s) and on the platform(s) of your choice. These examples use "curl", an industry-standard command-line tool used to get and send files over a variety of Internet protocols and platforms.

Basic FACE Commands

This section describes the FACE commands used to obtain information about the version of Oracle Communications Interactive Session Recorderi you are running and FACE login credentials.

Version Info

Example Request:

```
$ curl -k https://<FACE_host_name_or_IP>:8443/Face/version
```

Example Response:

```
<result>
<version>5.2.0M1P0 build 2016.12.15_13.29</version>
</result>
```

Authentication

Example Request:

```
$ curl -k -X POST --data
'userEmail=israpi@acmepacket.com&password=Admin1234' https://
<FACE_host_name_or_IP>:8443/Face/login
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>
<result><code>0</code><message>ACK</message>
<token>0b007a4d-5593-4393-a8ef-bc7e6384e97</token><expiration>3600seconds</
expiration></result>
```

> **Note:**
>
> User emails are not case sensitive, therefore, in Authentication requests, user emails test@oracle.com and TEST@ORACLE.COM are both treated the same.

Fetch Recordings

This section describes the FACE commands for obtaining a list of recordings. The default total recording limit of response is 1000.

Get Recording Details

Example Request:

```
$ curl -k -X GET https://<FACE_host_name_or_IP>/Face/audioRecording/
details?token=c69864ea-3d62-4e4f-8983-27879e7db04a
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>
<result><code>-1</code><message>Selection criteria insufficient to
determine recording. Returning all matches.</
message><matches><match><recordingId>220</recordingId><isrUcid>x-isr-
ucid-1-6695@10.178.248.32</isrUcid><ingressCallId>1-6695@10.178.248.32</
ingressCallId><from>sipp_sd_siprec</from><to>rss_sd_siprec</
to><start>2019-12-12 03:08:43</start></match><match><recordingId>221</
recordingId><isrUcid>x-isr-ucid-1-6697@10.178.248.32</
isrUcid><ingressCallId>1-6697@10.178.248.32</
ingressCallId><from>sipp_sd_siprec</from><to>rss_sd_siprec</
to><start>2019-12-12 03:09:00</start></match>
…
</matches></result>
```

Example Request:

```
$ curl -k -X GET https://<FACE_host_name_or_IP>/Face/audioRecording/
segment/details?token=c69864ea-3d62-4e4f-8983-27879e7db04a
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>
<result><code>-1</code><message>Selection criteria insufficient to
determine recording. Returning all matches.</
message><matches><match><segmentId>262</segmentId><recordingId>220</
recordingId><filename>rss_sd_siprec-1-6695@10.178.248.32.wav</
filename><start>2019-12-12 03:08:43</start><end>2019-12-12 03:08:55</
end><hasVideo>false</hasVideo></match><match><segmentId>263</
segmentId><recordingId>221</
recordingId><filename>rss_sd_siprec-1-6697@10.178.248.32.wav</
```

```
filename><start>2019-12-12 03:09:00</start><end>2019-12-12 03:09:12</
end><hasVideo>false</hasVideo></match>
. . .
</matches></result>
```

Download Recorded Segment File by File Name

Command:

```
$ curl -k -X GET "https://<FACE_host_name_or_IP>:8443/Face/audioRecording/
segment/download?token=d4cf088e-b7b8-4f62-87d4-
e807dff450ae&filename=rss_sd_siprec-1-7452@10.10.248.119.wav" >
rss_sd_siprec-1-7452@10.10.248.119.wav
```

Get Segment Details by File Name

Example Request:

```
$ curl -k -X GET "https://<FACE_host_name_or_IP>:8443/Face/audioRecording/
segment/details?token=37451e58-
e60d-4e9f-8a5e-95f855fef6ac&filename=rss_sd_siprec-1-7452@10.10.248.119.wav"
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>
<result><code>0</code><message>ACK</message><segment><segmentId>2058</
segmentId><recordingId>2056</recordingId><sequence>1</
sequence><filename>rss_sd_siprec-1-7452@10.10.248.119.wav</
filename><fileStatus>0</fileStatus><location>1</location><accountId>1</
accountId><routeId>1</routeId><start>2018-08-30 14:51:38.31</
start><end>2018-08-30 14:53:38.382</end><checksumMismatch>false</
checksumMismatch><pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia><hasVideo>false</
hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</archiverMode><archiverAction>0</
archiverAction><conversionStatus>6</conversionStatus><customDataSets/
><dtmfDigits/><siprecDataSets><siprecData><session><startTime>2012-01-02
13:44:39.0</startTime><siprecCallId>1-7452@10.10.248.119</
siprecCallId><siprecSessionId>sIbybsXtQ7pivcNTRvEN4A1==</
siprecSessionId><extensionDataSets><extensionData><name>apkt:callerOrig</
name><values><value>true</value></values></
extensionData><extensionData><name>apkt:ucid</name><values><value>x-isr-
ucid-1-7452@10.10.248.119</value></values></extensionData></
extensionDataSets></
session><participants><participant><siprecParticipantId>fhpR4z4qSy5x4H7aEzbsP
g1==</siprecParticipantId><aor>sip:sipp_sd_siprec_1@10.10.248.119:5060</
aor><name>sipp_sd_siprec_1</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>true</value></values></extensionData></
extensionDataSets></
participant><participant><siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg1==</
siprecParticipantId><aor>sip:rss_sd_siprec@10.10.248.113:5060</
```

aor><name>rss_sd_siprec</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>false</value></values></extensionData></
extensionDataSets></participant></participants><streams><stream><mode/
><participantId>4155</
participantId><siprecStreamId>4MNYDBh8R8JK+ULKGHBapw1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65537</label><extensionDataSets/></
stream><stream><mode/><participantId>4156</
participantId><siprecStreamId>vPwZND2gStZcASJPa40xhQ1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65536</label><extensionDataSets/></stream></streams></
siprecData></siprecDataSets></result>

Get Single Recording Details by UCID

Example Request:

```
$ curl -k -X GET "https://<FACE_host_name_or_IP>:8443/Face/
audioRecording/details?
token=7653a545-9815-4e85-970a-14ff53b84a80&isrUcid=x-isr-
ucid-1-7452@10.10.248.119"
```

Example Response:


```
<?xml version="1.0" encoding="UTF-16"?>
<result><code>0</code><message>ACK</message><segment><segmentId>2058</
segmentId><recordingId>2056</recordingId><sequence>1</
sequence><filename>rss_sd_siprec-1-7452@10.10.248.119.wav</
filename><fileStatus>0</fileStatus><location>1</location><accountId>1</
accountId><routeId>1</routeId><start>2018-08-30 14:51:38.31</
start><end>2018-08-30 14:53:38.382</end><checksumMismatch>false</
checksumMismatch><pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia><hasVideo>false</
hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</
archiverMode><archiverAction>0</archiverAction><conversionStatus>6</
conversionStatus><customDataSets/><dtmfDigits/
><siprecDataSets><siprecData><session><startTime>2012-01-02 13:44:39.0</
startTime><siprecCallId>1-7452@10.10.248.119</
siprecCallId><siprecSessionId>sIbybsXtQ7pivcNTRvEN4A1==</
siprecSessionId><extensionDataSets><extensionData><name>apkt:callerOrig<
/name><values><value>true</value></values></
extensionData><extensionData><name>apkt:ucid</name><values><value>x-isr-
ucid-1-7452@10.10.248.119</value></values></extensionData></
extensionDataSets></
session><participants><participant><siprecParticipantId>fhpR4z4qSy5x4H7a
EzbsPg1==</
siprecParticipantId><aor>sip:sipp_sd_siprec_1@10.10.248.119:5060</
aor><name>sipp_sd_siprec_1</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>true</value></values></extensionData></
extensionDataSets></
```

```
participant><participant><siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg1==</
siprecParticipantId><aor>sip:rss_sd_siprec@10.10.248.113:5060</
aor><name>rss_sd_siprec</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>false</value></values></extensionData></
extensionDataSets></participant></participants><streams><stream><mode/
><participantId>4155</
participantId><siprecStreamId>4MNYDBh8R8JK+ULKGHBapw1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</startTime><label>65537</
label><extensionDataSets/></stream><stream><mode/><participantId>4156</
participantId><siprecStreamId>vPwZND2gStZcASJPa40xhQ1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</startTime><label>65536</
label><extensionDataSets/></stream></streams></siprecData></siprecDataSets></
segment></result>
```

Get Recordings by Date

Example Request:

```
curl -k -X GET "https://<FACE_host_name_or_IP>:8443/Face/audioRecording/
details?
token=7653a545-9815-4e85-970a-14ff53b84a80&earliestStart=2017-03-22T00:00:00&
latestStart=2017-03-22T23:59:59";echo;echo
```

Example Response:

```
<?xml version="1.0" encoding="UTF-8"?>
<result><code>-1</code><message>Selection criteria insufficient to determine
recording. Returning all matches.</message><matches><match><recordingId>671</
recordingId><isrUcid>x-isr-ucid-8701-24030@10.10.248.107</
isrUcid><ingressCallId>8701-24030@10.10.248.107</
ingressCallId><filename>dhtest.wav</filename><from>sipp_g711_ulaw</
from><to>rss_g711_ulaw</to><start>2017-03-22 15:06:59</start></
match><match><recordingId>672</recordingId><isrUcid>x-isr-
ucid-8745-24030@10.10.248.107</
isrUcid><ingressCallId>8745-24030@10.10.248.107</
ingressCallId><filename>dhtest.wav</filename><from>sipp_g711_ulaw</
from><to>rss_g711_ulaw</to><start>2017-03-22 15:14:18</start></
match><match><recordingId>673</recordingId><isrUcid>x-isr-
ucid-1-4355@10.10.248.107</isrUcid><ingressCallId>1-4355@10.10.248.107</
ingressCallId><filename>startstoptest.wav</filename><from>sipp_g711_ulaw</
from><to>rss_g711_ulaw</to><start>2017-03-22 16:02:17</start></match></
matches></result>
```

> **Note:**
>
> The default total recording limit of response is 1000.

Get Live Recordings

inProgress parameter is used to search live/completed recordings. When **true**, a search is performed for currently recording files only and when **false**, a search is performed for completed recordings only. By default this value is **false**.

Example Request (inProgress as false - to fetch completed recordings):

```
curl -k -X GET  "https://<FACE_host_name_or_IP>:8443/Face/
audioRecording/details?token=f25
bb6bf-b325-46e0-8e55-5e3b1fda4b9a&inProgress=false"
```

Example Response:

```
<?xml version="1.0"
      encoding="UTF-16"?><result><code>-1</code><message>Selection
criteria insufficient to
      determine recording. Returning all
      matches.</message><matches><match><recordingId>133</
recordingId><ingressCallId>004ECF4F-943E-EB11-AD6E-
C39D47FD71D4@10.166.170.217</ingressCallId><from>pattern3</
from><to>latest</to><start>2020-12-17
      05:10:26</start></match><match><recordingId>134</
recordingId><ingressCallId>004ECF4F-943E-EB11-AD6E-
C39D47FD71D4@10.166.170.217</ingressCallId><from>pattern3</
from><to>latest</to><start>2020-12-17
      05:10:46</start></match><match><recordingId>136</
recordingId><ingressCallId>00517F4B-E53E-
EB11-8F86-55CEF6D87006@10.166.187.204</ingressCallId><from>pattern3</
from><to>latest</to><start>2020-12-17
      14:50:03</start></match></matches></result>
```

Example Request (inProgress as true - to fetch ongoing/live recordings):

```
curl -k -X GET  https://<FACE_host_name_or_IP>:8443/Face/audioRecording/
details?token=f25bb
6bf-b325-46e0-8e55-5e3b1fda4b9a&inProgress=true
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?><result><code>0</
code><message>ACK</message><recording><tmpRecordingI
d>156</tmpRecordingId><ani>pattern3</ani><dnis>latest</dnis><account>1</
account><duration>0</duration><startTime>
2021-01-08
11:09:38.448</startTime><route>7</route><sensitive>0</
sensitive><deleteFlag>false</deleteFlag><ing
ressCallId>808DD088-1050-EB11-8E05
-A5D87DF3ADBE@10.191.219.86</ingressCallId><customDataSets/
><segments><segment><tmpSegmen
tId>183</tmpSegmentId><tmpRecordingId>156</tmpRecordingId><sequence>1</
sequence><filename>latest-808DD088-1050-EB11-8E05-
```

```
A5D87DF3ADBE@10.191.219.86.seg0.wav</filename><fileStatus>0</
fileStatus><locationId>1</locationId><accountId>1</accountId><routeId>7</
routeId><start>2021-01-08
11:09:38.448</start><checksumMismatch>false</
checksumMismatch><pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia><hasVideo>false</
hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</archiverMode><archiverAction>0</
archiverAction><conversionStatus>0</conversionStatus><customDataSets/
><siprecDataSets/></segment></segments></recording></result>
```

Recording Controls

This section describes the FACE commands used to start and stop ISR recordings.

Start Recording with From/To URIs

Example Request:

```
$ curl -k -X POST --data 'filename=startstoptest.wav' "https://
<FACE_host_name_or_IP>:8443/Face/audioRecording/start?
token=8c29980c-7400-4129-8813-
e58aa1eecd3c&from=sipp_g711_ulaw&to=rss_g711_ulaw"
```

Example Response:

```
<result><code>0</code><message>ACK</message><recording><tmpRecordingId>11</
tmpRecordingId><ani>sipp_sd_siprec_1</ani><dnis>rss_sd_siprec</
dnis><account>1</account><duration>0</duration><startTime>2018-08-30
14:58:57.149</startTime><rss>1</rss><route>1</route><agentId/><sensitive>0</
sensitive><deleteFlag>false</deleteFlag><isrUcid>x-isr-
ucid-1-7490@10.10.248.119</isrUcid><ingressCallId>1-7490@10.10.248.119</
ingressCallId><customDataSets/><segments><segment><tmpSegmentId>14</
tmpSegmentId><recordingId>11</recordingId><sequence>2</
sequence><filename>rss_sd_siprec-1-7490@10.10.248.119.seg1.rpdd</
filename><fileStatus>0</fileStatus><location>1</location><accountId>1</
accountId><routeId>1</routeId><start>2018-08-30 14:59:36.21</
start><checksumMismatch>false</checksumMismatch><pauseLength>0</
pauseLength><pausedWithSilence>false</pausedWithSilence><securedMedia>0</
securedMedia><hasVideo>false</hasVideo><archived>0</
archived><archivalFailCount>0</archivalFailCount><archiverMode>Primary</
archiverMode><archiverAction>0</archiverAction><conversionStatus>1</
conversionStatus><customDataSets/
><siprecDataSets><siprecData><session><startTime>2012-01-02 13:44:39.0</
startTime><siprecCallId>1-7490@10.10.248.119</
siprecCallId><siprecSessionId>sIbybsXtQ7pivcNTRvEN4A1==</
siprecSessionId><extensionDataSets><extensionData><name>apkt:callerOrig</
name><values><value>true</value></values></
extensionData><extensionData><name>apkt:ucid</name><values><value>x-isr-
ucid-1-7490@10.10.248.119</value></values></extensionData></
extensionDataSets></session><participants>
<participant><siprecParticipantId>fhpR4z4qSy5x4H7aEzbsPg1==</
```

```
siprecParticipantId><aor>sip:sipp_sd_siprec_1@10.10.248.119:5060</
aor><name>sipp_sd_siprec_1</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>true</value></values></extensionData></
extensionDataSets></
participant><participant><siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg1==<
/siprecParticipantId><aor>sip:rss_sd_siprec@10.10.248.113:5060</
aor><name>rss_sd_siprec</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>false</value></values></extensionData></
extensionDataSets></participant></participants><streams><stream><mode/
><participantId>4157</
participantId><siprecStreamId>4MNYDBh8R8JK+ULKGHBapw1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65537</label><extensionDataSets/></
stream><stream><mode/><participantId>4158</
participantId><siprecStreamId>vPwZND2gStZcASJPa40xhQ1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65536</label><extensionDataSets/></stream></streams></
siprecData></siprecDataSets></segment></segments></recording></result>
```

Stop Recording with From/To URIs

Example Request:

```
$ curl -k -X POST --data 'filename=startstoptest.wav' "https://
<FACE_host_name_or_IP>:8443/Face/audioRecording/stop?
token=7653a545-9815-4e85-970a-14ff53b84a80&from=sipp_g711_ulaw&to=rss_g7
11_ulaw"
```

Example Response:

```
<?xml version="1.0" encoding="UTF-8"?>
<result><code>0</code><message>ACK</
message><recording><recordingId>673</
recordingId><filename>startstoptest.wav</filename><fileStatus>0</
fileStatus><ani>sipp_g711_ulaw</ani><dnis>rss_g711_ulaw</
dnis><account>1</account><duration>19958</
duration><startTime>2017-03-22 16:02:17.558</startTime><rss>1</
rss><archived>0</archived><route>1</route><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</archiverMode><sensitive>0</
sensitive><pauseLength>0</pauseLength><deleteFlag>false</
deleteFlag><location>1</location><previousFilename>startstoptest.wav</
previousFilename><archiverAction>2</archiverAction><conversionStatus>0</
conversionStatus><isrUcid>x-isr-ucid-1-4355@10.10.248.107</
isrUcid><ingressCallId>1-4355@10.10.248.107</
ingressCallId><pausedWithSilence>false</
pausedWithSilence><customDataSets/><siprecDataSets/><dtmfDigits/></
recording></result>
```

Split Session Recording into Segments (Using UCID)

Example Request:

```
$ curl -k -X POST --data 'isrUcid=<e.g. isr-ucid-1-31237@10.10.248.123>'
"https://
<FACE_host_name_or_IP>:8443/Face/audioRecording/split?
token=7653a545-9815-4e85-970a-14ff53b84a80"
```

Example Response:

```
<result><code>0</code><message>ACK</message><recording><tmpRecordingId>11</
tmpRecordingId><ani>sipp_sd_siprec_1</ani><dnis>rss_sd_siprec</
dnis><account>1</account><duration>0</duration><startTime>2018-08-30
14:58:57.149</startTime><rss>1</rss><route>1</route><agentId/><sensitive>0</
sensitive><deleteFlag>false</deleteFlag><isrUcid>x-isr-
ucid-1-7490@10.10.248.119</isrUcid><ingressCallId>1-7490@10.10.248.119</
ingressCallId><customDataSets/><segments><segment><tmpSegmentId>14</
tmpSegmentId><recordingId>11</recordingId><sequence>2</
sequence><filename>rss_sd_siprec-1-7490@10.10.248.119.seg1.rpdd</
filename><fileStatus>0</fileStatus><location>1</location><accountId>1</
accountId><routeId>1</routeId><start>2018-08-30 14:59:36.21</
start><checksumMismatch>false</checksumMismatch><pauseLength>0</
pauseLength><pausedWithSilence>false</pausedWithSilence><securedMedia>0</
securedMedia><hasVideo>false</hasVideo><archived>0</
archived><archivalFailCount>0</archivalFailCount><archiverMode>Primary</
archiverMode><archiverAction>0</archiverAction><conversionStatus>1</
conversionStatus><customDataSets/
><siprecDataSets><siprecData><session><startTime>2012-01-02 13:44:39.0</
startTime><siprecCallId>1-7490@10.10.248.119</
siprecCallId><siprecSessionId>sIbybsXtQ7pivcNTRvEN4A1==</
siprecSessionId><extensionDataSets><extensionData><name>apkt:callerOrig</
name><values><value>true</value></values></
extensionData><extensionData><name>apkt:ucid</name><values><value>x-isr-
ucid-1-7490@10.10.248.119</value></values></extensionData></
extensionDataSets>
<participant><siprecParticipantId>fhpR4z4qSy5x4H7aEzbsPg1==</
siprecParticipantId><aor>sip:sipp_sd_siprec_1@10.10.248.119:5060</
aor><name>sipp_sd_siprec_1</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>true</value></values></extensionData></
extensionDataSets></
participant><participant><siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg1==</
siprecParticipantId><aor>sip:rss_sd_siprec@10.10.248.113:5060</
aor><name>rss_sd_siprec</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>false</value></values></extensionData></
extensionDataSets></participant></participants><streams><stream><mode/
><participantId>4157</
participantId><siprecStreamId>4MNYDBh8R8JK+ULKGHBapw1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</startTime><label>65537</
label><extensionDataSets/></stream><stream><mode/><participantId>4158</
participantId><siprecStreamId>vPwZND2gStZcASJPa40xhQ1==</
```

siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65536</label><extensionDataSets/></stream></streams></
siprecData></siprecDataSets><segmentId>2059</
segmentId><recordingId>11</recordingId><sequence>1</
sequence><filename>rss_sd_siprec-1-7490@10.10.248.119.seg0.rpdd</
filename><fileStatus>0</fileStatus><location>1</location><accountId>1</
accountId><routeId>1</routeId><start>2018-08-30 14:58:57.149</
start><end>2018-08-30 14:59:36.21</end><checksumMismatch>false</
checksumMismatch><pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia><hasVideo>false</
hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</
archiverMode><archiverAction>0</archiverAction><conversionStatus>1</
conversionStatus><customDataSets/><dtmfDigits/
><siprecDataSets><siprecData>
<session><startTime>2012-01-02 13:44:39.0</
startTime><siprecCallId>1-7490@10.10.248.119</
siprecCallId><siprecSessionId>sIbybsXtQ7pivcNTRvEN4A1==</
siprecSessionId><extensionDataSets><extensionData><name>apkt:callerOrig<
/name><values><value>true</value></values></
extensionData><extensionData><name>apkt:ucid</name><values><value>x-isr-
ucid-1-7490@10.10.248.119</value></values></extensionData></
extensionDataSets></
session><participants><participant><siprecParticipantId>fhpR4z4qSy5x4H7a
EzbsPg1==</
siprecParticipantId><aor>sip:sipp_sd_siprec_1@10.10.248.119:5060</
aor><name>sipp_sd_siprec_1</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>true</value></values></extensionData></
extensionDataSets></
participant><participant><siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg1==<
/siprecParticipantId><aor>sip:rss_sd_siprec@10.10.248.113:5060</
aor><name>rss_sd_siprec</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>false</value></values></extensionData></
extensionDataSets></participant></participants><streams><stream><mode/
><participantId>4157</
participantId><siprecStreamId>4MNYDBh8R8JK+ULKGHBapw1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65537</label><extensionDataSets/></
stream><stream><mode/><participantId>4158</
participantId><siprecStreamId>vPwZND2gStZcASJPa40xhQ1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65536</label><extensionDataSets/></stream></streams></
siprecData></siprecDataSets></segments></recording></result>

Custom Data

This section describes the custom data commands used to get recordings using Custom Data fields and values and update Custom Data field values.

Get Recordings Using Custom Data Fields and Values

Example Request:

```
$ curl -k -X GET "https://<FACE_host_name_or_IP>:8443/Face/audioRecording/
details?token=6060329a-3786-4d85-
a697-59845f8265fb&testCustomData1=testValue1"
```

Example Response:

```
<?xml version="1.0" encoding="UTF-8"?>
<result><code>0</code><message>ACK</message><recording><recordingId>671</
recordingId><filename>dhtest.wav</filename><fileStatus>0</
fileStatus><ani>sipp_g711_ulaw</ani><dnis>rss_g711_ulaw</dnis><account>1</
account><duration>3551</duration><startTime>2017-03-22 15:06:59.842</
startTime><rss>1</rss><archived>0</archived><route>1</
route><archivalFailCount>0</archivalFailCount><archiverMode>Primary</
archiverMode><sensitive>0</sensitive><pauseLength>0</
pauseLength><deleteFlag>false</deleteFlag><location>1</
location><archiverAction>0</archiverAction><conversionStatus>0</
conversionStatus><isrUcid>x-isr-ucid-8701-24030@10.10.248.107</
isrUcid><ingressCallId>8701-24030@10.10.248.107</
ingressCallId><pausedWithSilence>false</
pausedWithSilence><customDataSets><customData><name>testCustomData1</
name><value>testValue1</value></customData></customDataSets><siprecDataSets/
><dtmfDigits/></recording></result>
```

Add Custom Data Field Values to Recording

Example Request:

```
curl -k -X POST --data 'foo=recbar1' "https://<FACE_host_name_or_IP>:8443/
Face/audioRecording/details?token=d4cf088e-b7b8-4f62-87d4-
e807dff450ae&isrUcid=x-isr-ucid-1-7452@10.10.248.119"
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>
<result><code>0</code><message>ACK</message><recording><recordingId>2056</
recordingId><ani>sipp_sd_siprec_1</ani><dnis>rss_sd_siprec</dnis><account>1</
account><duration>120072</duration><startTime>2018-08-30 14:51:38.31</
startTime><rss>1</rss><route>1</route><agentId/><sensitive>0</
sensitive><deleteFlag>false</deleteFlag><isrUcid>x-isr-
ucid-1-7452@10.10.248.119</isrUcid><ingressCallId>1-7452@10.10.248.119</
ingressCallId><customDataSets><customData><customDataId>1</
customDataId><name>foo</name><value>bar</value></
customData><customData><customDataId>4</customDataId><name>foo</
name><value>recbar1</value></customData></
customDataSets><segments><segment><segmentId>2058</
segmentId><recordingId>2056</recordingId><sequence>1</
sequence><filename>rss_sd_siprec-1-7452@10.10.248.119.wav</
```

filename><fileStatus>0</fileStatus><location>1</location><accountId>1</
accountId><routeId>1</routeId><start>2018-08-30 14:51:38.31</
start><end>2018-08-30 14:53:38.382</end><checksumMismatch>false</
checksumMismatch><pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia><hasVideo>false</
hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</
archiverMode><archiverAction>0</archiverAction><conversionStatus>6</
conversionStatus><customDataSets><customData><customDataId>2</
customDataId><name>foo</name><value>segbar</value></
customData><customData><customDataId>3</customDataId><name>foo</
name><value>segbar1</value></customData></customDataSets><dtmfDigits/
><siprecDataSets><siprecData><session><startTime>2012-01-02 13:44:39.0</
startTime><siprecCallId>1-7452@10.10.248.119</
siprecCallId><siprecSessionId>sIbybsXtQ7pivcNTRvEN4A1==</
siprecSessionId><extensionDataSets><extensionData><name>apkt:callerOrig<
/name><values><value>true</value></values></
extensionData><extensionData><name>apkt:ucid</name><values><value>x-isr-
ucid-1-7452@10.10.248.119</value></values></extensionData></
extensionDataSets></
session><participants><participant><siprecParticipantId>fhpR4z4qSy5x4H7a
EzbsPg1==</
siprecParticipantId><aor>sip:sipp_sd_siprec_1@10.10.248.119:5060</
aor><name>sipp_sd_siprec_1</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>true</value></values></extensionData></
extensionDataSets></
participant><participant><siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg1==<
/siprecParticipantId><aor>sip:rss_sd_siprec@10.10.248.113:5060</
aor><name>rss_sd_siprec</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>false</value></values></extensionData></
extensionDataSets></participant></participants><streams><stream><mode/
><participantId>4155</
participantId><siprecStreamId>4MNYDBh8R8JK+ULKGHBapw1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65537</label><extensionDataSets/></
stream><stream><mode/><participantId>4156</
participantId><siprecStreamId>vPwZND2gStZcASJPa40xhQ1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</
startTime><label>65536</label><extensionDataSets/></stream></streams></
siprecData></siprecDataSets></segments></recording></result>

Add Custom Data Field Values to Segment

Example Request:

```
$ curl -k -X POST --data 'foo=segbar1' "https://
<FACE_host_name_or_IP>:8443/Face/audioRecording/segment/details?
token=d4cf088e-b7b8-4f62-87d4-
e807dff450ae&filename=rss_sd_siprec-1-7452@10.10.248.119.wav"
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>
<result><code>0</code><message>ACK</message><segment><segmentId>2058</
segmentId><recordingId>2056</recordingId><sequence>1</
sequence><filename>rss_sd_siprec-1-7452@10.10.248.119.wav</
filename><fileStatus>0</fileStatus><location>1</location><accountId>1</
accountId><routeId>1</routeId><start>2018-08-30 14:51:38.31</
start><end>2018-08-30 14:53:38.382</end><checksumMismatch>false</
checksumMismatch><pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia><hasVideo>false</
hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</archiverMode><archiverAction>0</
archiverAction><conversionStatus>6</
conversionStatus><customDataSets><customData><customDataId>2</
customDataId><name>foo</name><value>segbar</value></
customData><customData><customDataId>3</customDataId><name>foo</
name><value>segbar1</value></customData></customDataSets><dtmfDigits/
><siprecDataSets><siprecData><session><startTime>2012-01-02 13:44:39.0</
startTime><siprecCallId>1-7452@10.10.248.119</
siprecCallId><siprecSessionId>sIbybsXtQ7pivcNTRvEN4A1==</
siprecSessionId><extensionDataSets><extensionData><name>apkt:callerOrig</
name><values><value>true</value></values></
extensionData><extensionData><name>apkt:ucid</name><values><value>x-isr-
ucid-1-7452@10.10.248.119</value></values></extensionData></
extensionDataSets></
session><participants><participant><siprecParticipantId>fhpR4z4qSy5x4H7aEzbsP
g1==</siprecParticipantId><aor>sip:sipp_sd_siprec_1@10.10.248.119:5060</
aor><name>sipp_sd_siprec_1</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>true</value></values></extensionData></
extensionDataSets></
participant><participant><siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg1==</
siprecParticipantId><aor>sip:rss_sd_siprec@10.10.248.113:5060</
aor><name>rss_sd_siprec</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>false</value></values></extensionData></
extensionDataSets></participant></participants><streams><stream><mode/
><participantId>4155</
participantId><siprecStreamId>4MNYDBh8R8JK+ULKGHBapw1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</startTime><label>65537</
label><extensionDataSets/></stream><stream><mode/><participantId>4156</
participantId><siprecStreamId>vPwZND2gStZcASJPa40xhQ1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</startTime><label>65536</
label><extensionDataSets/></stream></streams></siprecData></siprecDataSets></
segment></result>
```

Update Custom Data Value for Recording

Example Request (using <customDataId>4</customDataId>

```
curl -k -X POST --data 'foo[4]=recbar2' "https://
<FACE_host_name_or_IP>:8443/Face/audioRecording/details?token=d4cf088e-
b7b8-4f62-87d4-e807dff450ae&isrUcid=x-isr-ucid-1-7452@10.10.248.119"
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>
<result><code>0</code><message>ACK</
message><recording><recordingId>2056</
recordingId><ani>sipp_sd_siprec_1</ani><dnis>rss_sd_siprec</
dnis><account>1</account><duration>120072</
duration><startTime>2018-08-30 14:51:38.31</startTime><rss>1</
rss><route>1</route><agentId/><sensitive>0</
sensitive><deleteFlag>false</deleteFlag><isrUcid>x-isr-
ucid-1-7452@10.10.248.119</isrUcid><ingressCallId>1-7452@10.10.248.119</
ingressCallId><customDataSets><customData><customDataId>1</
customDataId><name>foo</name><value>bar</value></
customData><customData><customDataId>4</customDataId><name>foo</
name><value>recbar2</value></customData></
customDataSets><segments><segment><segmentId>2058</
segmentId><recordingId>2056</recordingId><sequence>1</
sequence><filename>rss_sd_siprec-1-7452@10.10.248.119.wav</
filename><fileStatus>0</fileStatus><location>1</location><accountId>1</
accountId><routeId>1</routeId><start>2018-08-30 14:51:38.31</
start><end>2018-08-30 14:53:38.382</end><checksumMismatch>false</
checksumMismatch><pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia><hasVideo>false</
hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</
archiverMode><archiverAction>0</archiverAction><conversionStatus>6</
conversionStatus><customDataSets><customData><customDataId>2</
customDataId><name>foo</name><value>segbar</value></
customData><customData><customDataId>3</customDataId><name>foo</
name><value>segbar1</value></customData></customDataSets><dtmfDigits/
><siprecDataSets><siprecData><session><startTime>2012-01-02 13:44:39.0</
startTime><siprecCallId>1-7452@10.10.248.119</
siprecCallId><siprecSessionId>sIbybsXtQ7pivcNTRvEN4A1==</
siprecSessionId><extensionDataSets><extensionData><name>apkt:callerOrig<
/name><values><value>true</value></values></
extensionData><extensionData><name>apkt:ucid</name><values><value>x-isr-
ucid-1-7452@10.10.248.119</value></values></extensionData></
extensionDataSets></
session><participants><participant><siprecParticipantId>fhpR4z4qSy5x4H7a
EzbsPg1==</
siprecParticipantId><aor>sip:sipp_sd_siprec_1@10.10.248.119:5060</
aor><name>sipp_sd_siprec_1</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>true</value></values></extensionData></
extensionDataSets></
```

```
participant><participant><siprecParticipantId>PdDRRcWbSzl0nE7mP5W9Vg1==</
siprecParticipantId><aor>sip:rss_sd_siprec@10.10.248.113:5060</
aor><name>rss_sd_siprec</name><startTime>2012-01-02 13:44:39.0</
startTime><extensionDataSets><extensionData><name>apkt:callingParty</
name><values><value>false</value></values></extensionData></
extensionDataSets></participant></participants><streams><stream><mode/
><participantId>4155</
participantId><siprecStreamId>4MNYDBh8R8JK+ULKGHBapw1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</startTime><label>65537</
label><extensionDataSets/></stream><stream><mode/><participantId>4156</
participantId><siprecStreamId>vPwZND2gStZcASJPa40xhQ1==</
siprecStreamId><startTime>2012-01-02 13:44:40.0</startTime><label>65536</
label><extensionDataSets/></stream></streams></siprecData></siprecDataSets></
segment></segments></recording></result>
```

Format Responses in JSON

Example Request:

```
$ curl -k -X GET -H "Accept: application/json" "https://
<FACE_host_name_or_IP>:8443/Face/audioRecording/details?
token=6060329a-3786-4d85-a697-59845f8265fb&testCustomData1=testValue1"
```

Example Response:

```
{"result":{"code":-1,"message":"Selection criteria insufficient to determine
recording. Returning all matches.","matches":[{"match":
{"recordingId":671,"isrUcid":"x-isr-
ucid-8701-24030@10.10.248.107","ingressCallId":"8701-24030@10.10.248.107","fi
lename":"dhtest.wav","from":"sipp_g711_ulaw","to":"rss_g711_ulaw","start":"20
17-03-22 15:06:59"}},{"match":{"recordingId":673,"isrUcid":"x-isr-
ucid-1-4355@10.10.248.107","ingressCallId":"1-4355@10.10.248.107","filename":
"startstoptest3.wav","from":"sipp_g711_ulaw","to":"rss_g711_ulaw","start":"20
17-03-22 16:02:17"}}]}}
```

Format Responses In the Default "verint" Template

Example Request:

```
curl -k -X GET "https://<FACE_host_name_or_IP>:8443/Face/audioRecording/
details?token=6060329a-3786-4d85-
a697-59845f8265fb&testCustomData1=testValue1&isrUcid=x-isr-
ucid-1-4355@10.10.248.107&format=template&formatName=verint"
```

Example Response:

```
<Call xmlns:xsi=" http://www.w3.org/2001/XMLSchema-
instance"><Data><audio><audio_segment><channel_id>false</
channel_id><recording_order>1</recording_order><audio_url>http://
10.10.249.103:8080/Recordings//rss_g7996-2034@10.10.248.107.wav</
audio_url><StartTime>2017-06-20T19:46:00</StartTime><Duration>6</Duration></
```

```
audio_segment></audio><ani>sipp_g711_ulaw</ani><dnis>rss_g711_ulaw</
dnis><unique_identifier>1000</unique_identifier><time_offset>0</
time_offset><direction>0</direction></Data></Call>
```

Get Live Recordings

inProgress parameter is used to search live/completed recordings. When **true**, a search is performed for currently recording files only and when **false**, a search is performed for completed recordings only. By default this value is **false**.

Example Request (inProgress as false - to fetch completed recordings):

```
curl -k -X GET  "https://<FACE_host_name_or_IP>:8443/Face/
audioRecording/details?token=f25
bb6bf-b325-46e0-8e55-5e3b1fda4b9a&inProgress=false"
```

Example Response:

```
<?xml version="1.0"
      encoding="UTF-16"?><result><code>-1</code><message>Selection
criteria insufficient to
      determine recording. Returning all
      matches.</message><matches><match><recordingId>133</
recordingId><ingressCallId>004ECF4F-943E-EB11-AD6E-
C39D47FD71D4@10.166.170.217</ingressCallId><from>pattern3</
from><to>latest</to><start>2020-12-17
      05:10:26</start></match><match><recordingId>134</
recordingId><ingressCallId>004ECF4F-943E-EB11-AD6E-
C39D47FD71D4@10.166.170.217</ingressCallId><from>pattern3</
from><to>latest</to><start>2020-12-17
      05:10:46</start></match><match><recordingId>136</
recordingId><ingressCallId>00517F4B-E53E-
EB11-8F86-55CEF6D87006@10.166.187.204</ingressCallId><from>pattern3</
from><to>latest</to><start>2020-12-17
      14:50:03</start></match></matches></result>
```

Example Request (inProgress as true - to fetch ongoing/live recordings):

```
curl -k -X GET  https://<FACE_host_name_or_IP>:8443/Face/audioRecording/
details?token=f25bb
6bf-b325-46e0-8e55-5e3b1fda4b9a&inProgress=true
```

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?><result><code>0</
code><message>ACK</message><recording><tmpRecordingI
d>156</tmpRecordingId><ani>pattern3</ani><dnis>latest</dnis><account>1</
account><duration>0</duration><startTime>
2021-01-08
11:09:38.448</startTime><route>7</route><sensitive>0</
sensitive><deleteFlag>false</deleteFlag><ing
ressCallId>808DD088-1050-EB11-8E05
```

```
-A5D87DF3ADBE@10.191.219.86</ingressCallId><customDataSets/
><segments><segment><tmpSegmen
tId>183</tmpSegmentId><tmpRecordingId>156</tmpRecordingId><sequence>1</
sequence><filename>latest-808DD088-1050-EB11-8E05-
A5D87DF3ADBE@10.191.219.86.seg0.wav</filename><fileStatus>0</
fileStatus><locationId>1</locationId><accountId>1</accountId><routeId>7</
routeId><start>2021-01-08
11:09:38.448</start><checksumMismatch>false</
checksumMismatch><pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia><hasVideo>false</
hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</archiverMode><archiverAction>0</
archiverAction><conversionStatus>0</conversionStatus><customDataSets/
><siprecDataSets/></segment></segments></recording></result>
```

Segmentation Use Cases: Get Recordings

This section provides example use cases for Get Recordings.

Use Case 1

Segmentation Enabled/Disabled

- Only one recording (with multiple segments) in DB

Example Request:

```
curl -k -X GET https://10.184.18.144:8443/Face/audioRecording/details?
token=9c866ba8-4516-405c-86ac-d941b57de4b8"
```

- Multiple recordings in DB, filtered to a particular recording with multiple segments

Example Request:

```
curl -k -X GET https://10.184.18.144:8443/Face/audioRecording/details?
token=9c866ba8-4516-405c-86ac-d941b57de4b8&recordingId=128"
```

Response fields are the same in all scenarios above.

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>

<result><code>0</code><message>ACK</message><recording><recordingId>128</
recordingId><ani>pattern3</ani>
<dnis>calldnis</dnis><account>1</account><duration>8651</
duration><startTime>2021-09-04 21:53:42.925</startTime>
<route>1</route><sensitive>0</sensitive><deleteFlag>false</
deleteFlag><ingressCallId>0007B88F-9E1A-EC11-99E6-
0806A2B19C96@10.76.48.215</ingressCallId><customDataSets/
><segments><segment><segmentId>186</segmentId>
<recordingId>128</recordingId><sequence>1</
sequence><filename>calldnis-0007B88F-9E1A-EC11-99E6-
0806A2B19C96@10.76.48.215.seg0.wav</filename><fileStatus>0</
```

```
fileStatus><locationId>3</locationId><accountId>1</accountId>
<routeId>1</routeId><start>2021-09-04 21:53:42.925</
start><end>2021-09-04 21:53:46.762</end>
<checksumMismatch>false</checksumMismatch><pauseLength>0</
pauseLength><pausedWithSilence>false</pausedWithSilence>
<securedMedia>0</securedMedia><hasVideo>false</hasVideo><archived>0</
archived><archivalFailCount>0</archivalFailCount>
<archiverMode>Primary</archiverMode><archiverAction>0</
archiverAction><conversionStatus>0</conversionStatus><customDataSets/>
<dtmfDigits/><siprecDataSets/></segment><segment><segmentId>187</
segmentId><recordingId>128</recordingId>
<sequence>2</sequence><filename>calldnis-0007B88F-9E1A-
EC11-99E6-0806A2B19C96@10.76.48.215.seg1.wav</filename>
<fileStatus>0</fileStatus><locationId>3</locationId><accountId>1</
accountId><routeId>1</routeId><start>2021-09-04
21:53:46.762</start><end>2021-09-04 21:53:51.576</
end><checksumMismatch>false</checksumMismatch>
<pauseLength>0</pauseLength><pausedWithSilence>false</
pausedWithSilence><securedMedia>0</securedMedia>
<hasVideo>false</hasVideo><archived>0</archived><archivalFailCount>0</
archivalFailCount><archiverMode>Primary</archiverMode>
<archiverAction>0</archiverAction><conversionStatus>0</
conversionStatus><customDataSets/><dtmfDigits/><siprecDataSets/>
</segment></segments></recording></result>
```

Use Case 2

Segmentation **Enabled**

- Only one recording (with a single segment) in DB

Example Request:

```
curl -k -X GET "https://10.184.18.144:8443/Face/audioRecording/details?
token=9c866ba8-4516-405c-86ac-d941b57de4b8"
```

- Multiple recordings, filtered to a particular recording with a single segment

Example Request:

```
curl -k -X GET "https://10.184.18.144:8443/Face/audioRecording/details?
token=9c866ba8-4516-405c-86ac-d941b57de4b8&recordingId=129"
```

Response fields are the same in all scenarios above.

```
<?xml version="1.0" encoding="UTF-16"?>

<result><code>0</code><message>ACK</
message><recording><recordingId>129</recordingId><ani>pattern3</ani>
<dnis>calldnis</dnis><account>1</account><duration>3017</
duration><startTime>2021-09-04 21:57:55.849</startTime>
<route>1</route><agentId/><sensitive>0</sensitive><deleteFlag>false</
deleteFlag><ingressCallId>80F0B527-9F1A-EC11-99E8-
0806A2B19C96@10.76.48.215</ingressCallId><customDataSets/
```

```
><segments><segment><segmentId>188</segmentId>
<recordingId>129</recordingId><sequence>1</
sequence><filename>calldnis-80F0B527-9F1A-EC11-99E8-
0806A2B19C96@10.76.48.215.seg0.wav</filename><fileStatus>0</
fileStatus><locationId>3</locationId><accountId>1</accountId>
<routeId>1</routeId><start>2021-09-04 21:57:55.849</start><end>2021-09-04
21:57:58.866</end>
<checksumMismatch>false</checksumMismatch><pauseLength>0</
pauseLength><pausedWithSilence>false</pausedWithSilence>
<securedMedia>0</securedMedia><hasVideo>false</hasVideo><archived>0</
archived><archivalFailCount>0</archivalFailCount>
<archiverMode>Primary</archiverMode><archiverAction>0</
archiverAction><conversionStatus>0</conversionStatus><customDataSets/>
<dtmfDigits/><siprecDataSets/></segment></segments></recording></result>
```

Use Case 3

Segmentation **Disabled**

- Only one recording, with a single segment, in DB

Example Request:

```
curl -k -X GET "https://10.184.18.144:8443/Face/audioRecording/details?
token=9c866ba8-4516-405c-86ac-d941b57de4b8"
```

- Multiple recordings, filtered to a particular recording with a single segment

Example Request:

```
curl -k -X GET "https://10.184.18.144:8443/Face/audioRecording/details?
token=9c866ba8-4516-405c-86ac-d941b57de4b8&recordingId=129"
```

Response fields are the same in all scenarios above.

Example Response:

```
<?xml version="1.0" encoding="UTF-16"?>

<result><code>0</code><message>ACK</message><recording><recordingId>129</
recordingId><filename>calldnis-80F0B527-9F1A-EC11-
99E8-0806A2B19C96@10.76.48.215.seg0.wav</filename><fileStatus>0</
fileStatus><ani>pattern3</ani><dnis>calldnis</dnis>
<account>1</account><duration>3017</duration><startTime>2021-09-04
21:57:55.849</startTime><rss>2</rss><archived>0</archived>
<route>1</route><archivalFailCount>0</archivalFailCount><agentId/
><archiverMode>Primary</archiverMode><sensitive>0</sensitive>
<pauseLength>0</pauseLength><deleteFlag>false</deleteFlag><location>3</
location><archiverAction>0</archiverAction>
<conversionStatus>0</conversionStatus><ingressCallId>80F0B527-9F1A-
EC11-99E8-0806A2B19C96@10.76.48.215</ingressCallId>
<pausedWithSilence>false</pausedWithSilence><hasVideo>false</
hasVideo><checksumMismatch>false</checksumMismatch>
<customDataSets/><siprecDataSets/><dtmfDigits/></recording></result>
```

4
ISR Provisioning API

The Oracle Communications Interactive Session Recorderi supports REST APIs to provision the following features:

- Recording Format Profiles
- Routes
- Users
- Accounts

The provisioning API feature is available for all user types except Tenant Users and API Users and can configure all parameters within each feature except for **Email** and **Password**.

All of the provision APIs use HTTPS standards. Any HTTP request is redirected to HTTPS before sending to ensure data privacy. The JWT token generated for Provision APIs is valid for 1 hour (default) from the time it is generated. JWT token expiry time can be configured in the application.properties file. The value needs to be changed for the **jwt.token.validityInSec=3600** field. For the changes to take effect, you must restart the provapi server.

> **Note:**
>
> You must send the complete object for the specified API PUT requests. If any field is missing, the application changes the missing value to the default value. For sending an incomplete object with missing fields, PATCH request functionality is available.

ISR Provisioning API Startup Commands

- To verify ISR Provisioning API service status, use the following command:

  ```
  #service provapi status
  ```

- In the case where you need to disable provapi service permanently, use the following command:

  ```
  #sudo systemctl disable provapi
  ```

  Then verify that the provapi service is disabled as follows:

  ```
  #systemctl list-unit-files --type service provapi.service
  ```

  Once you've disabled the provapi service this way, the service will not start up automatically after a FACE server reboot.

- To enable and start the provapi service, use the following commands:

```
#sudo systemctl enable provapi
#service provapi restart
```

> **Note:**
>
> During application startup, tomcat attempts to connect to each database 3 times. If both databases are down, the application does not come up and it is in a failed state. The provapi service should be manually restarted once you have proper Database connectivity.
> When the application is running, if either database goes down, the application attempts to connect to the other database. In a case where both databases are down, the application fails.

ISR Provisioning API Database Failure

To support a High Availability (HA) Index environment, the Oracle Communications Interactive Session Recorder (ISR) provapi supports both primary and secondary production databases.

For provapi to work in an HA environment, the Secondary Database IP must be added in the application.properties file manually as follows:

```
dbSecondary=<Secondary DB IP>
```

> **Note:**
>
> The Secondary Database IP must be added without any spaces.

The provapi always attempts to connect to the Primary Index first and the Secondary Database is used only when the provapi fails to connect to the Primary Database. The default **ConnectTimeOut** value is `1500` milliseconds before provapi tries connecting to the Secondary Database. If the provapi cannot connect to the Secondary Index Database, theISR displays an error.

To change the default connection timeout, you must configure the **dbConnectTimeOut=1500** value in the application.properties file and restart the provapi service.

Account Provisioning API

The following table lists the Provisioning API fields for Accounts, their accepted byte values, and the meaning of those values.

Field	Accepted Value	Meaning
recordingEnabled	0,1	• 0 : Disabled • 1: Enabled
announceEnabled	0,1	• 0 : Disabled • 1: Enabled
callMetaDataSrc	0,1	N/A
optOutEnabled	0,1	• 0 : Disabled • 1: Enabled
defaultRecordingType	N/A	N/A
agentIdEditableFlag	0,1	• 0 : No • 1 : Yes
ratingEditableFlag	0,1	• 0 : No • 1 : Yes
completedEditableFlag	0,1	• 0 : No • 1 : Yes
notesEditableFlag	0,1	• 0 : No • 1 : Yes
playBeepBeforeRecord	N/A	N/A
terminateOnDTMF	N/A	N/A
terminateOnEOS	N/A	N/A
recurringBeepEnabled	N/A	• 0 : Disabled • 1: Enabled
showApplianceTabinRouteView	N/A	N/A
storeDTMFSetting	-1,0,1	• -1 : Use System Account's Setting • 0: No • 1: Yes
downloadRecordingPermission	0,1	• 0 : No • 1 : Yes
playBackRecordingPermission	0,1	• 0 : No • 1 : Yes
deleteRecordingPermission	0,1	• 0 : No • 1 : Yes
videoRecordingEnabled	0,1	• 0 : Disabled • 1: Enabled
videoAccessEnabled	0,1	• 0 : Disabled • 1: Enabled
recSegmentationState	0,1,2	• 0 : Disabled • 1: Enabled • 2 : Ad-Hoc Only

User Provisioning API

The following table lists the Provisioning API fields for Users, their accepted values, and the meaning of those values.

> **Note:**
>
> The configured **Locale** value must be valid to update Users using provisioning APIs.

Field	Accepted Value	Meaning
deletePermission	0,1	• 0 : No • 1 : Yes
loginDisabled	0,1	• 0 : Enabled • 1 : Disabled
auditViewPermission	0,1	• 0 : No • 1 : Yes
allRoutesInAccountAccess	0,1	• 0 : No • 1 : Yes
editRecordingDataPermission	0,1	• 0 : No • 1 : Yes
downloadRecordingPermission	0,1	• 0 : No • 1 : Yes
playbackRecordingPermission	0,1	• 0 : No • 1 : Yes
notesAndScoringPermission	0,1	• 0 : No • 1 : Yes
videoAccessEnabled	0,1	• 0 : No • 1 : Yes
isPasswordExpiryDisabled	0,1	• 0 : No • 1 : Yes

Route Provisioning API

The following table lists the Provisioning API fields for Routes, their accepted values, and the meaning of those values.

Field	Accepted Value	Meaning
routeType	0,1,2	• 0 : From • 1 : To • 2 : From/To
recordingEnabled	0,1	• 0 : Disabled • 1 : Enabled
defaultRecordingType		
announceEnabled		• 0 : Disabled • 1 : Enabled
optOutEnabled		• 0 : Disabled • 1 : Enabled
terminateOnDtmf		
playBeepBeforeRecord		
terminateOnEos		

Field	Accepted Value	Meaning
agentIdEditableFlag	0,1	• 0 : No • 1 : Yes
ratingEditableFlag	0,1	• 0 : No • 1 : Yes
completedEditableFlag	0,1	• 0 : No • 1 : Yes
notesEditableFlag	0,1	• 0 : No • 1 : Yes
storeDtmfSetting	-1,0,1	• -1 : Use System Account's Setting • 0 : No • 1 : Yes
downloadRecordingPermission	0,1	• 0 : No • 1 : Yes
playbackRecordingPermission	0,1	• 0 : No • 1 : Yes
deleteRecordingPermission	0,1	• 0 : No • 1 : Yes
videoRecordingEnabled	0,1	• 0 : No • 1 : Yes
videoAccessEnabled	0,1	• 0 : No • 1 : Yes
recSegmentationState	0,1, 2	• 0 : Disabled • 1 : Enabled • 2 : Ad-Hoc Only

Curl

```
curl -X -k -i GET "https://<URL>" -H "accept: */*" -H "Authorization:
<TOKEN>"
curl -X -k -i POST "https://<URL>" -H "accept: */*" -H "Authorization:
<TOKEN>" -H "Content-Type: application/json" -d '{ "prop1": "string",
"prop2": "string"}'
curl -X -k -i DELETE "https://<URL>" -H "accept: */*" -H "Authorization:
<TOKEN>"
curl -X -k -i PATCH "https://<URL>" -H "accept: */*" -H "Authorization:
<TOKEN>" -H "Content-Type: application/json" -d '{ "additionalProp1":
"string", "additionalProp2": "string", "additionalProp3": "string"}'
```

Provisioning API Examples

The following sections provide examples of Provisioning API requests and responses.

Authentication

```
REST URL - https://<IP>:<port>/provapi/authenticate

SUPPORTED METHOD -  POST

HEADER - Authorization
```

Sample Request Body

```
{
"password": "string",
"username": "string"
}
```

Sample Response Body

```
{ "token": "string" }
```

Sample Input Body

```
{
"password": "Admin1234!",
"username": "isradmin@oracle.com"
}
```

Sample Output Response

```
{ "token":
"eyJhbGciOiJIUzUxMiJ9.eyJzdWIiOiJpc3JhZG1pbkBvcmFjbGUuY29tIiwiaWF0IjoxNT
gzMjE0MjkyLCJleHAiOjE1ODMyMzIyOTJ9.bJUgy9P8SDbQl-
ulxm53q-5oxRuk28ulinyZc1vTjj30HWQZoa8GUlK-F-
a4hW_ha013HV1KiwmXAUHlI9ZHZw" }
```

Accounts

GET

```
REST URL - https://<IP>:<port>/provapi/accounts

SUPPORTED METHOD -  GET

HEADER - Authorization
```

Sample Request Body - Not required

Sample Response Body


```
[ { "accountDescription": "string", "accountId": 0, "accountMisc": "string",
"accountName": "string", "acctPortLimit": 0, "agentIdEditableFlag": byte,
"announceEnabled": byte, "application": "string", "callMetaDataSrc": byte,
"codecProfileId": 0, "completedEditableFlag": byte,
"defaultAnnounceAudioFile": "string", "defaultAnnounceAudioText": "string",
"defaultOptOutVxmlFile": "string", "defaultRecordingType": byte,
"deleteRecordingPermission": byte, "downloadRecordingPermission": byte,
"forceRpdd": 0, "maximumNumberOfPorts": 0, "notesEditableFlag": byte,
"numberOfBurstPorts": 0, "optOutEnabled": byte, "percentToRecord": 0,
"playBackRecordingPermission": byte, "playBeepBeforeRecord": byte,
"ratingEditableFlag": byte, "recSegmentationState": byte, "recordSaveDTMF":
"string", "recorderState": 0, "recordingEnabled": byte,
"recurringBeepEnabled": byte, "recurringBeepFile": "string",
"recurringBeepInterval": 0, "showApplianceTabinRouteView": byte,
"storeDTMFSetting": byte, "terminateOnDTMF": byte, "terminateOnEOS": byte,
"videoAccessEnabled": byte, "videoRecordingEnabled": byte } ]
```


Example


```
[ { "accountId": 1, "accountName": "System", "accountDescription": "System",
"accountMisc": "System", "percentToRecord": 100, "recordingEnabled": 1,
"announceEnabled": 0, "defaultAnnounceAudioFile": "",
"defaultAnnounceAudioText": "", "defaultOptOutVxmlFile": "opt_out.jsp",
"optOutEnabled": 0, "recorderState": 1, "defaultRecordingType": 8,
"agentIdEditableFlag": 0, "ratingEditableFlag": 0, "completedEditableFlag":
0, "notesEditableFlag": 0, "application": "conference",
"playBeepBeforeRecord": 0, "terminateOnDTMF": 0, "terminateOnEOS": -1,
"recurringBeepEnabled": 0, "recurringBeepInterval": 30, "recurringBeepFile":
"beep.wav", "recordSaveDTMF": "#", "maximumNumberOfPorts": 24,
"numberOfBurstPorts": 6, "acctPortLimit": -1, "showApplianceTabinRouteView":
0, "codecProfileId": 1, "forceRpdd": 0, "storeDTMFSetting": -1,
"downloadRecordingPermission": 1, "playBackRecordingPermission": 1,
"deleteRecordingPermission": 1, "videoRecordingEnabled": 1,
"videoAccessEnabled": 1, "recSegmentationState": 0, "callMetaDataSrc": 0 }]
```


POST

```
REST URL - https://<IP>:<port>/provapi/accounts

SUPPORTED METHOD -  POST

HEADER - Authorization
```

Sample Request Body


```
{
"accountDescription": "string",
"accountMisc": "string",
"accountName": "string",
"acctPortLimit": 0,
```

```
"recSegmentationState": byte,
"recorderState": 0
}
```

Sample Response Body

```
{

  "accountDescription": "string",
  "accountId": 0,
  "accountMisc": "string",
  "accountName": "string",
  "acctPortLimit": 0,
  "agentIdEditableFlag": "string",
  "announceEnabled": "string",
  "application": "string",
  "callMetaDataSrc": "string",
  "codecProfileId": 0,
  "completedEditableFlag": "string",
  "defaultAnnounceAudioFile": "string",
  "defaultAnnounceAudioText": "string",
  "defaultOptOutVxmlFile": "string",
  "defaultRecordingType": "string",
  "deleteRecordingPermission": "string",
  "downloadRecordingPermission": "string",
  "forceRpdd": 0,
  "maximumNumberOfPorts": 0,
  "notesEditableFlag": "string",
  "numberOfBurstPorts": 0,
  "optOutEnabled": "string",
  "percentToRecord": 0,
  "playBackRecordingPermission": "string",
  "playBeepBeforeRecord": "string",
  "ratingEditableFlag": "string",
  "recSegmentationState": "string",
  "recordSaveDTMF": "string",
  "recorderState": 0,
  "recordingEnabled": "string",
  "recurringBeepEnabled": "string",
  "recurringBeepFile": "string",
  "recurringBeepInterval": 0,
  "showApplianceTabinRouteView": "string",
  "storeDTMFSetting": "string",
  "terminateOnDTMF": "string",
  "terminateOnEOS": "string",
  "videoAccessEnabled": "string",
  "videoRecordingEnabled": "string"
}
```

Sample Input Body

```
{
"accountDescription": "New Account",
"accountMisc": "Misc",
```

```
"accountName": "New Account",
"acctPortLimit": -1,
"recSegmentationState": 1,
"recorderState": 0
}
```

Sample Output Response

```
{ "accountId": 4, "accountName": "New Account", "accountDescription": "New
Account", "accountMisc": "Misc", "percentToRecord": 100, "recordingEnabled":
1, "announceEnabled": 0, "defaultAnnounceAudioFile": null,
"defaultAnnounceAudioText": null, "defaultOptOutVxmlFile": null,
"optOutEnabled": 0, "recorderState": 0, "defaultRecordingType": 8,
"agentIdEditableFlag": 0, "ratingEditableFlag": 0, "completedEditableFlag":
0, "notesEditableFlag": 0, "application": null, "playBeepBeforeRecord": 0,
"terminateOnDTMF": 0, "terminateOnEOS": -1, "recurringBeepEnabled": 0,
"recurringBeepInterval": 30, "recurringBeepFile": "beep.wav",
"recordSaveDTMF": "#", "maximumNumberOfPorts": 24, "numberOfBurstPorts": 6,
"acctPortLimit": -1, "showApplianceTabinRouteView": 0, "codecProfileId": 1,
"forceRpdd": 0, "storeDTMFSetting": -1, "downloadRecordingPermission": 1,
"playBackRecordingPermission": 1, "deleteRecordingPermission": 1,
"videoRecordingEnabled": 0, "videoAccessEnabled": 1, "recSegmentationState":
1, "callMetaDataSrc": 0 }
```

DELETE

```
REST URL - https://<IP>:<port>/provapi/accounts/{accountID}

SUPPORTED METHOD -  DELETE

HEADER - Authorization

PATH PARAMETER - accountID
```

Sample Request Body - Not required

Sample Response Body

```
Account with ID <accountID> has been deleted
```

Example

```
Account with ID 3 has been deleted
```

POST

```
REST URL - https://<IP>:<port>/provapi/accounts/search

SUPPORTED METHOD -  POST
```

```
HEADER - Authorization
```

Sample Request Body

```
{"accountName": "System"}
```

Sample Response Body


```
{
"accountId": 1,
"accountName": "System",
"accountDescription": "System",
"accountMisc": "System",
"percentToRecord": 100,
"recordingEnabled": 1,
"callMetaDataSrc": 0,
"announceEnabled": 0,
"defaultAnnounceAudioFile": "",
"defaultAnnounceAudioText": "",
"defaultOptOutVxmlFile": "opt_out.jsp",
"optOutEnabled": 0,
"recorderState": 1,
"defaultRecordingType": 8,
"agentIdEditableFlag": 0,
"ratingEditableFlag": 0,
"completedEditableFlag": 0,
"notesEditableFlag": 0,
"application": "conference",
"playBeepBeforeRecord": 0,
"terminateOnDTMF": 0,
"terminateOnEOS": -1,
"recurringBeepEnabled": 0,
"recurringBeepInterval": 30,
"recurringBeepFile": "beep.wav",
"recordSaveDTMF": "#",
"maximumNumberOfPorts": 24,
"numberOfBurstPorts": 6,
"acctPortLimit": -1,
"showApplianceTabinRouteView": 0,
"codecProfileId": 1,
"forceRpdd": 0,
"storeDTMFSetting": 0,
"downloadRecordingPermission": 1,
"playBackRecordingPermission": 1,
"deleteRecordingPermission": 1,
"videoRecordingEnabled": 0,
"videoAccessEnabled": 1,
"recSegmentationState": 0
}
```

Sample Output Response


```
[ { "accountId": 1, "accountName": "System", "accountDescription": "System",
"accountMisc": "System", "percentToRecord": 100, "recordingEnabled": 1,
"callMetaDataSrc": 0, "announceEnabled": 0, "defaultAnnounceAudioFile": "",
"defaultAnnounceAudioText": "", "defaultOptOutVxmlFile": "opt_out.jsp",
"optOutEnabled": 0, "recorderState": 1, "defaultRecordingType": 8,
"agentIdEditableFlag": 0, "ratingEditableFlag": 0, "completedEditableFlag":
0, "notesEditableFlag": 0, "application": "conference",
"playBeepBeforeRecord": 0, "terminateOnDTMF": 0, "terminateOnEOS": -1,
"recurringBeepEnabled": 0, "recurringBeepInterval": 30, "recurringBeepFile":
"beep.wav", "recordSaveDTMF": "#", "maximumNumberOfPorts": 24,
"numberOfBurstPorts": 6, "acctPortLimit": -1, "showApplianceTabinRouteView":
0, "codecProfileId": 1, "forceRpdd": 0, "storeDTMFSetting": 0,
"downloadRecordingPermission": 1, "playBackRecordingPermission": 1,
"deleteRecordingPermission": 1, "videoRecordingEnabled": 0,
"videoAccessEnabled": 1, "recSegmentationState": 0 } ]
```


POST

```
REST URL - https://<IP>:<port>/provapi/accounts/upload

SUPPORTED METHOD -  POST

HEADER - Authorization

PATH PARAMETER -No params
```

Sample Request Body - Create a CSV file with the following data to be imported:

- account_name
- account_description
- account_misc
- percent_to_record
- recording_enabled
- recorder_state
- default_recording_type
- agent_id_editable_flag
- rating_editable_flag
- completed_editable_flag
- notes_editable_flag
- application
- maximum_number_of_ports
- number_of_urst_ports
- acct_port_limit

Output Response

```
Accounts imported successfully
```

GET

```
REST URL - https://<IP>:<port>/provapi/accounts/{accountID}

SUPPORTED METHOD -  GET

HEADER - Authorization

PATH PARAMETER - accountID
```

Sample Request Body - Not required

Sample Resonse Body

```
{

  "accountDescription": "string",
  "accountId": 0,
  "accountMisc": "string",
  "accountName": "string",
  "acctPortLimit": 0,
  "agentIdEditableFlag": "string",
  "announceEnabled": "string",
  "application": "string",
  "callMetaDataSrc": "string",
  "codecProfileId": 0,
  "completedEditableFlag": "string",
  "defaultAnnounceAudioFile": "string",
  "defaultAnnounceAudioText": "string",
  "defaultOptOutVxmlFile": "string",
  "defaultRecordingType": "string",
  "deleteRecordingPermission": "string",
  "downloadRecordingPermission": "string",
  "forceRpdd": 0,
  "maximumNumberOfPorts": 0,
  "notesEditableFlag": "string",
  "numberOfBurstPorts": 0,
  "optOutEnabled": "string",
  "percentToRecord": 0,
  "playBackRecordingPermission": "string",
  "playBeepBeforeRecord": "string",
  "ratingEditableFlag": "string",
  "recSegmentationState": "string",
  "recordSaveDTMF": "string",
  "recorderState": 0,
  "recordingEnabled": "string",
  "recurringBeepEnabled": "string",
  "recurringBeepFile": "string",
  "recurringBeepInterval": 0,
  "showApplianceTabinRouteView": "string",
```

```
  "storeDTMFSetting": "string",
  "terminateOnDTMF": "string",
  "terminateOnEOS": "string",
  "videoAccessEnabled": "string",
  "videoRecordingEnabled": "string"
}
```

Sample Output Response

```
{ "accountId": 3, "accountName": "OC", "accountDescription": "Oracle as an
company", "accountMisc": "", "percentToRecord": 50, "recordingEnabled": 1,
"announceEnabled": 0, "defaultAnnounceAudioFile": null,
"defaultAnnounceAudioText": null, "defaultOptOutVxmlFile": null,
"optOutEnabled": 0, "recorderState": 1, "defaultRecordingType": 8,
"agentIdEditableFlag": 0, "ratingEditableFlag": 0, "completedEditableFlag":
0, "notesEditableFlag": 0, "application": "conference",
"playBeepBeforeRecord": 0, "terminateOnDTMF": 0, "terminateOnEOS": -1,
"recurringBeepEnabled": 0, "recurringBeepInterval": 30, "recurringBeepFile":
"beep.wav", "recordSaveDTMF": "#", "maximumNumberOfPorts": 24,
"numberOfBurstPorts": 6, "acctPortLimit": 6, "showApplianceTabinRouteView":
0, "codecProfileId": 1, "forceRpdd": 0, "storeDTMFSetting": -1,
"downloadRecordingPermission": 1, "playBackRecordingPermission": 1,
"deleteRecordingPermission": 1, "videoRecordingEnabled": 1,
"videoAccessEnabled": 1, "recSegmentationState": 1, "callMetaDataSrc": 0 }
```

GET

```
REST URL - https://<IP>:<port>/provapi/accounts/{accountID}/routes

SUPPORTED METHOD -  GET

HEADER - Authorization

PATH PARAMETER - accountID
```

Sample Request Body - Not required

Sample Response Body

```
{
"routeId": 0,
"accountId": 0,
"routeType": 0,
"routePattern": "string",
"virtualRoutePattern": "string",
"label": "",
"priority": 0,
"application": "string",
"recordingEnabled": 0,
"recSegmentationState": 0,
"percentToRecord": 0,
"forceRpdd": 0,
"codecProfileId": 0,
```

```
"storeDtmfSetting": 0,
"videoRecordingEnabled": 0,
"videoAccessEnabled": 0,
"agentIdEditableFlag": 0,
"ratingEditableFlag": 0,
"completedEditableFlag": 0,
"notesEditableFlag": 0,
"recordSaveDTMF": "#",
"minimumStorageDays": 1,
"maximumNumberOfPorts": 0,
"numberOfBurstPorts": 0,
"playbackRecordingPermission": 0,
"downloadRecordingPermission": 0,
"deleteRecordingPermission": 0
}
```

Sample Output Response

```
[ { "routeId": 74930, "accountId": 1, "routeType": 1, "routePattern":
"asdasdasd", "virtualRoutePattern": "asdasdasd", "label": "",
"priority": 5, "application": "conference", "recordingEnabled": 1,
"recSegmentationState": 0, "percentToRecord": 100, "forceRpdd": 0,
"codecProfileId": 1, "storeDtmfSetting": 0, "videoRecordingEnabled": 0,
"videoAccessEnabled": 1, "agentIdEditableFlag": 0,
"ratingEditableFlag": 0, "completedEditableFlag": 0,
"notesEditableFlag": 0, "recordSaveDTMF": "#", "minimumStorageDays":
90, "maximumNumberOfPorts": 24, "numberOfBurstPorts": 6,
"playbackRecordingPermission": 1, "downloadRecordingPermission": 1,
"deleteRecordingPermission": 1 }, { "routeId": 74931, "accountId": 1,
"routeType": 1, "routePattern": "sdfsdfsdf", "virtualRoutePattern":
"sdfsdfsdf", "label": "", "priority": 5, "application": "conference",
"recordingEnabled": 1, "recSegmentationState": 0, "percentToRecord":
100, "forceRpdd": 0, "codecProfileId": 1, "storeDtmfSetting": 0,
"videoRecordingEnabled": 0, "videoAccessEnabled": 1,
"agentIdEditableFlag": 0, "ratingEditableFlag": 0,
"completedEditableFlag": 0, "notesEditableFlag": 0, "recordSaveDTMF":
"#", "minimumStorageDays": 90, "maximumNumberOfPorts": 24,
"numberOfBurstPorts": 6, "playbackRecordingPermission": 1,
"downloadRecordingPermission": 1, "deleteRecordingPermission": 1 } ]
```

PATCH

```
REST URL - https://<IP>:<port>/provapi/accounts/{accountID}

SUPPORTED METHOD -  PATCH

HEADER - Authorization

PATH PARAMETER - accountID
```

Sample Request Body - Any permissible key values for update

Sample Response Body


```
{

  "accountDescription": "string",
  "accountId": 0,
  "accountMisc": "string",
  "accountName": "string",
  "acctPortLimit": 0,
  "agentIdEditableFlag": "string",
  "announceEnabled": "string",
  "application": "string",
  "callMetaDataSrc": "string",
  "codecProfileId": 0,
  "completedEditableFlag": "string",
  "defaultAnnounceAudioFile": "string",
  "defaultAnnounceAudioText": "string",
  "defaultOptOutVxmlFile": "string",
  "defaultRecordingType": "string",
  "deleteRecordingPermission": "string",
  "downloadRecordingPermission": "string",
  "forceRpdd": 0,
  "maximumNumberOfPorts": 0,
  "notesEditableFlag": "string",
  "numberOfBurstPorts": 0,
  "optOutEnabled": "string",
  "percentToRecord": 0,
  "playBackRecordingPermission": "string",
  "playBeepBeforeRecord": "string",
  "ratingEditableFlag": "string",
  "recSegmentationState": "string",
  "recordSaveDTMF": "string",
  "recorderState": 0,
  "recordingEnabled": "string",
  "recurringBeepEnabled": "string",
  "recurringBeepFile": "string",
  "recurringBeepInterval": 0,
  "showApplianceTabinRouteView": "string",
  "storeDTMFSetting": "string",
  "terminateOnDTMF": "string",
  "terminateOnEOS": "string",
  "videoAccessEnabled": "string",
  "videoRecordingEnabled": "string"
}
```


Sample Input Body


```
{
"accountDescription": "Updated desc",
"accountMisc": "misc has been updated"

}
```

Sample Output Response


```
{ "accountId": 3, "accountName": "OC", "accountDescription": "Updated
desc", "accountMisc": "misc has been updated", "percentToRecord": 50,
"recordingEnabled": 1, "announceEnabled": 0,
"defaultAnnounceAudioFile": null, "defaultAnnounceAudioText": null,
"defaultOptOutVxmlFile": null, "optOutEnabled": 0, "recorderState": 1,
"defaultRecordingType": 8, "agentIdEditableFlag": 0,
"ratingEditableFlag": 0, "completedEditableFlag": 0,
"notesEditableFlag": 0, "application": "conference",
"playBeepBeforeRecord": 0, "terminateOnDTMF": 0, "terminateOnEOS": -1,
"recurringBeepEnabled": 0, "recurringBeepInterval": 30,
"recurringBeepFile": "beep.wav", "recordSaveDTMF": "#",
"maximumNumberOfPorts": 24, "numberOfBurstPorts": 6, "acctPortLimit":
6, "showApplianceTabinRouteView": 0, "codecProfileId": 1, "forceRpdd":
0, "storeDTMFSetting": -1, "downloadRecordingPermission": 1,
"playBackRecordingPermission": 1, "deleteRecordingPermission": 1,
"videoRecordingEnabled": 1, "videoAccessEnabled": 1,
"recSegmentationState": 1, "callMetaDataSrc": 0 }
```


PUT

```
REST URL - https://<IP>:<port>/provapi/accounts/{accountID}

SUPPORTED METHOD -  PUT

HEADER - Authorization

PATH PARAMETER - accountID
```

Sample Request Body


```
{
"accountDescription": "string",
"accountId": 0,
"accountMisc": "string",
"accountName": "string",
"acctPortLimit": 0,
"agentIdEditableFlag": "string",
"application": "string",
"codecProfileId": 0,
"completedEditableFlag": "string",
"deleteRecordingPermission": "string",
"downloadRecordingPermission": "string",
"forceRpdd": 0,
"maximumNumberOfPorts": 0,
"notesEditableFlag": "string",
"numberOfBurstPorts": 0,
"percentToRecord": 0,
"playBackRecordingPermission": "string",
"ratingEditableFlag": "string",
"recSegmentationState": "string",
"recordSaveDTMF": "string",
```

```
"recorderState": 0,
"recordingEnabled": "string",
"storeDTMFSetting": "string",
"videoAccessEnabled": "string",
"videoRecordingEnabled": "string"
}
```

Sample Response Body

```
{

  "accountDescription": "string",
  "accountId": 0,
  "accountMisc": "string",
  "accountName": "string",
  "acctPortLimit": 0,
  "agentIdEditableFlag": "string",
  "announceEnabled": "string",
  "application": "string",
  "callMetaDataSrc": "string",
  "codecProfileId": 0,
  "completedEditableFlag": "string",
  "defaultAnnounceAudioFile": "string",
  "defaultAnnounceAudioText": "string",
  "defaultOptOutVxmlFile": "string",
  "defaultRecordingType": "string",
  "deleteRecordingPermission": "string",
  "downloadRecordingPermission": "string",
  "forceRpdd": 0,
  "maximumNumberOfPorts": 0,
  "notesEditableFlag": "string",
  "numberOfBurstPorts": 0,
  "optOutEnabled": "string",
  "percentToRecord": 0,
  "playBackRecordingPermission": "string",
  "playBeepBeforeRecord": "string",
  "ratingEditableFlag": "string",
  "recSegmentationState": "string",
  "recordSaveDTMF": "string",
  "recorderState": 0,
  "recordingEnabled": "string",
  "recurringBeepEnabled": "string",
  "recurringBeepFile": "string",
  "recurringBeepInterval": 0,
  "showApplianceTabinRouteView": "string",
  "storeDTMFSetting": "string",
  "terminateOnDTMF": "string",
  "terminateOnEOS": "string",
  "videoAccessEnabled": "string",
  "videoRecordingEnabled": "string"
}
```

Sample Input Body


```
{ "accountId": 3, "accountName": "OC", "accountDescription": "Updated
desc", "accountMisc": "misc has been updated", "percentToRecord": 50,
"recordingEnabled": 1, "announceEnabled": 0,
"defaultAnnounceAudioFile": null, "defaultAnnounceAudioText": null,
"defaultOptOutVxmlFile": null, "optOutEnabled": 0, "recorderState": 1,
"defaultRecordingType": 8, "agentIdEditableFlag": 0,
"ratingEditableFlag": 0, "completedEditableFlag": 0,
"notesEditableFlag": 0, "application": "conference",
"playBeepBeforeRecord": 0, "terminateOnDTMF": 0, "terminateOnEOS": -1,
"recurringBeepEnabled": 0, "recurringBeepInterval": 30,
"recurringBeepFile": "beep.wav", "recordSaveDTMF": "#",
"maximumNumberOfPorts": 24, "numberOfBurstPorts": 6, "acctPortLimit":
6, "showApplianceTabinRouteView": 0, "codecProfileId": 1, "forceRpdd":
0, "storeDTMFSetting": -1, "downloadRecordingPermission": 1,
"playBackRecordingPermission": 1, "deleteRecordingPermission": 1,
"videoRecordingEnabled": 1, "videoAccessEnabled": 1,
"recSegmentationState": 1, "callMetaDataSrc": 0 }
```


Sample Output Response


```
{ "accountId": 3, "accountName": "OC", "accountDescription": "Updated
desc", "accountMisc": "misc has been updated", "percentToRecord": 50,
"recordingEnabled": 1, "announceEnabled": 0,
"defaultAnnounceAudioFile": null, "defaultAnnounceAudioText": null,
"defaultOptOutVxmlFile": null, "optOutEnabled": 0, "recorderState": 1,
"defaultRecordingType": 8, "agentIdEditableFlag": 0,
"ratingEditableFlag": 0, "completedEditableFlag": 0,
"notesEditableFlag": 0, "application": "conference",
"playBeepBeforeRecord": 0, "terminateOnDTMF": 0, "terminateOnEOS": -1,
"recurringBeepEnabled": 0, "recurringBeepInterval": 30,
"recurringBeepFile": "beep.wav", "recordSaveDTMF": "#",
"maximumNumberOfPorts": 24, "numberOfBurstPorts": 6, "acctPortLimit":
6, "showApplianceTabinRouteView": 0, "codecProfileId": 1, "forceRpdd":
0, "storeDTMFSetting": -1, "downloadRecordingPermission": 1,
"playBackRecordingPermission": 1, "deleteRecordingPermission": 1,
"videoRecordingEnabled": 1, "videoAccessEnabled": 1,
"recSegmentationState": 1, "callMetaDataSrc": 0 }
```


PATCH

```
REST URL - https://<IP>:<port>/provapi/accounts/{accountID}/
archiveByAccount

SUPPORTED METHOD -  PATCH

HEADER - Authorization

PATH PARAMETER - accountID
```

Sample Request Body


```
{
"sourceDirectory": "sring",
"name": "string",
"converterIp": "string",
"wwwServedFrom": null,
"converterWebServiceSSLEnabled": 0,
"accountId": 0,
"accessType": 0,
"deleteEnabled": 0,
"dirDateStructure": 0,
"dirAccountStructure": 0,
"moveNonExistingRecord": 0,
"createEmptyRecordings": 0,
"conversionMode": 0,
"conversionPercentage": 0,
"host": "string",
"sftpPort": 0,
"credentialsUser": "string",
"credentialsPass": "string",
"checksumOptions": 0
}
```


Sample Response Body


```
{
"sourceDirectory": "sring",
"name": "string",
"converterIp": "string",
"wwwServedFrom": null,
"converterWebServiceSSLEnabled": 0,
"accountId": 0,
"accessType": 0,
"deleteEnabled": 0,
"dirDateStructure": 0,
"dirAccountStructure": 0,
"moveNonExistingRecord": 0,
"createEmptyRecordings": 0,
"conversionMode": 0,
"conversionPercentage": 0,
"host": "string",
"sftpPort": 0,
"credentialsUser": "string",
"credentialsPass": "string",
"checksumOptions": 0
}
```


Sample Input Body


```
{
"sourceDirectory" : "/opt/isr/recordings",
"name" : "System" ,
"accessType": 0
```

```
}
```

Sample Output Body

```
{ "sourceDirectory": "/opt/isr/recordings", "name": "System",
"converterIp": "10.178.248.21", "wwwServedFrom": null,
"converterWebServiceSSLEnabled": 1, "accountId": 1, "accessType": 0,
"deleteEnabled": 1, "dirDateStructure": 1, "dirAccountStructure": 0,
"moveNonExistingRecord": 0, "createEmptyRecordings": 0,
"conversionMode": 2, "conversionPercentage": 100, "host":
"10.178.248.22", "credentialsUser": "root", "credentialsPass":
"isradm", "checksumOptions": 0 }
```

Codec Profile

GET

```
REST URL - https://<IP>:<port>/provapi/codecProfile

SUPPORTED METHOD -  GET

HEADER - Authorization
```

Sample Request Body - Not required

Sample Response Body

```
[ { "codecProfileId": 0, "preferences": 0, "codecMaps":
[ { "codecMapId": 0, "codecProfileId": 0, "recordingFormatId": 0,
"transmissionCodecId": 0 }, { "codecMapId": 0, "codecProfileId": 0,
"recordingFormatId": 0, "transmissionCodecId": 0}, { "codecMapId": 0,
"codecProfileId": 0, "recordingFormatId": 0, "transmissionCodecId":
0 }, { "codecMapId": 0, "codecProfileId": 0, "recordingFormatId": 0,
"transmissionCodecId": 0 }, { "codecMapId": 0, "codecProfileId": 0,
"recordingFormatId": 0, "transmissionCodecId": 0 } ], "name": "string",
"description": "string" }]
```

Example

```
[ { "codecProfileId": 1, "preferences": 50, "codecMaps":
[ { "codecMapId": 1, "codecProfileId": 1, "recordingFormatId": 6,
"transmissionCodecId": 1 }, { "codecMapId": 2, "codecProfileId": 1,
"recordingFormatId": 19, "transmissionCodecId": 2 }, { "codecMapId": 3,
"codecProfileId": 1, "recordingFormatId": 7, "transmissionCodecId":
3 }, { "codecMapId": 4, "codecProfileId": 1, "recordingFormatId": 12,
"transmissionCodecId": 4 }, { "codecMapId": 21, "codecProfileId": 1,
"recordingFormatId": 13, "transmissionCodecId": 5 } ], "name":
"Default", "description": "The default profile" }, { "codecProfileId":
2, "preferences": 0, "codecMaps": [ { "codecMapId": 5,
"codecProfileId": 2, "recordingFormatId": 20, "transmissionCodecId":
```

1 }, { "codecMapId": 6, "codecProfileId": 2, "recordingFormatId": 20,
"transmissionCodecId": 2 }, { "codecMapId": 7, "codecProfileId": 2,
"recordingFormatId": 20, "transmissionCodecId": 3 }, { "codecMapId": 8,
"codecProfileId": 2, "recordingFormatId": 20, "transmissionCodecId": 4 },
{ "codecMapId": 22, "codecProfileId": 2, "recordingFormatId": 2,
"transmissionCodecId": 5 }], "name": "Smallest", "description": "The
smallest file size" }, { "codecProfileId": 3, "preferences": 30,
"codecMaps": [{ "codecMapId": 9, "codecProfileId": 3, "recordingFormatId":
16, "transmissionCodecId": 1 }, { "codecMapId": 10, "codecProfileId": 3,
"recordingFormatId": 19, "transmissionCodecId": 2 }, { "codecMapId": 11,
"codecProfileId": 3, "recordingFormatId": 7, "transmissionCodecId": 3 },
{ "codecMapId": 12, "codecProfileId": 3, "recordingFormatId": 22,
"transmissionCodecId": 4 }, { "codecMapId": 23, "codecProfileId": 3,
"recordingFormatId": 7, "transmissionCodecId": 5 }], "name": "Small",
"description": "A blend of small files and good quality" },
{ "codecProfileId": 4, "preferences": 100, "codecMaps": [{ "codecMapId":
13, "codecProfileId": 4, "recordingFormatId": 16, "transmissionCodecId":
1 }, { "codecMapId": 14, "codecProfileId": 4, "recordingFormatId": 19,
"transmissionCodecId": 2 }, { "codecMapId": 15, "codecProfileId": 4,
"recordingFormatId": 13, "transmissionCodecId": 3 }, { "codecMapId": 16,
"codecProfileId": 4, "recordingFormatId": 16, "transmissionCodecId": 4 },
{ "codecMapId": 24, "codecProfileId": 4, "recordingFormatId": 13,
"transmissionCodecId": 5 }], "name": "Best Quality", "description": "The
best quality recordings" }, { "codecProfileId": 5, "preferences": 50,
"codecMaps": [{ "codecMapId": 17, "codecProfileId": 5, "recordingFormatId":
13, "transmissionCodecId": 1 }, { "codecMapId": 18, "codecProfileId": 5,
"recordingFormatId": 13, "transmissionCodecId": 2 }, { "codecMapId": 19,
"codecProfileId": 5, "recordingFormatId": 13, "transmissionCodecId": 3 },
{ "codecMapId": 20, "codecProfileId": 5, "recordingFormatId": 13,
"transmissionCodecId": 4 }, { "codecMapId": 25, "codecProfileId": 5,
"recordingFormatId": 13, "transmissionCodecId": 5 }], "name": "Firefox
Compatible", "description": "This Codec Profile is for use to support
recording playback in modern versions of the Firefox Web Browser." },
{ "codecProfileId": 7, "preferences": 50, "codecMaps": [{ "codecMapId": 31,
"codecProfileId": 7, "recordingFormatId": 2, "transmissionCodecId": 1 },
{ "codecMapId": 32, "codecProfileId": 7, "recordingFormatId": 2,
"transmissionCodecId": 2 }, { "codecMapId": 33, "codecProfileId": 7,
"recordingFormatId": 2, "transmissionCodecId": 3 }, { "codecMapId": 34,
"codecProfileId": 7, "recordingFormatId": 2, "transmissionCodecId": 4 },
{ "codecMapId": 35, "codecProfileId": 7, "recordingFormatId": 2,
"transmissionCodecId": 5 }], "name": "new format", "description": "re" }]

POST

REST URL - https://<IP>:<port>/provapi/codecProfile

SUPPORTED METHOD - POST

HEADER - Authorization

Sample Request Body

```
{
"description": "string",
"name": "string"
}
```

Sample Response Body

```
{ "codecProfileId": 0, "description": "string", "name": "string",
"preferences": 0 }
```

Sample Input Body

```
{
"description": "New codec",
"name": "Codec Description"
}
```

Sample Output Response

```
{ "codecProfileId": 15, "name": "Codec Description", "description":
"New codec", "preferences": 50 }
```

PUT

```
REST URL - https://<IP>:<port>/provapi/codecProfile/{codecProfileID}

SUPPORTED METHOD -  PUT

HEADER - Authorization

PATH PARAMETER - codecProfileID
```

Sample Request Body

```
{
"description": "string",
"name": "string",
"preferences": 0
}
```

Sample Response Body

```
{ "codecProfileId": 0, "description": "string", "name": "string",
"preferences": 0 }
```

Sample Input Body

```
{
"description": "Updated desc",
"name": "New codec",
"preferences": 100
}
```

Sample Output Response

```
{
"description": "Updated desc",
"name": "New codec",
"preferences": 100
}
```

DELETE

```
REST URL - https://<IP>:<port>/provapi/codecProfile/{codecProfileID}

SUPPORTED METHOD -  DELETE

HEADER - Authorization

PATH PARAMETER - codecProfileID
```

Sample Request Body - Not required

Sample Response Body

```
Codec Profile with ID <codecProfileID> has been deleted
```

Example

```
Codec Profile with ID 3 has been deleted
```

PUT

```
REST URL - https://<IP>:<port>/provapi/codecProfile/codecMapEntry/
{codecMapID}/recordingFormat/{recordingFormatID}

SUPPORTED METHOD -  PUT

HEADER - Authorization

PATH PARAMETER - codecMapID, recordingFormatID
```

Sample Request Body - Not required

Sample Response Body

```
{ "codecMapId": 0, "codecProfileId": 0, "recordingFormatId": 0,
"transmissionCodecId": 0}
```

Sample Input URL

```
https://10.128.248.23:9443/provapi/codecProfile/codecMapEntry/23/
recordingFormat/11
```

Sample Output Response

```
{ "codecMapId": 23, "codecProfileId": 3, "recordingFormatId": 11,
"transmissionCodecId": 5 }
```

GET

```
REST URL - https://<IP>:<port>/provapi/codecProfile/codecProfileName/
{codecProfileName}

SUPPORTED METHOD -  GET

HEADER - Authorization
```

Sample Request Body - Not required

Sample Response Body

```
{ "codecProfileId": 0, "preferences": 0, "codecMaps": [ { "codecMapId":
0, "codecProfileId": 0, "recordingFormatId": 0, "transmissionCodecId":
0 }, { "codecMapId": 0, "codecProfileId": 0, "recordingFormatId": 0,
"transmissionCodecId": 0}, { "codecMapId": 0, "codecProfileId": 0,
"recordingFormatId": 0, "transmissionCodecId": 0 }, { "codecMapId": 0,
"codecProfileId": 0, "recordingFormatId": 0, "transmissionCodecId":
0 }, { "codecMapId": 0, "codecProfileId": 0, "recordingFormatId": 0,
"transmissionCodecId": 0 } ], "name": "string", "description":
"string" }
```

Sample Input URL

```
https://10.128.248.23:9443/provapi/codecProfile/codecProfileName/Default
```

Sample Output Response

```
{ "codecProfileId": 1, "preferences": 50, "codecMaps":
[ { "codecMapId": 1, "codecProfileId": 1, "recordingFormatId": 6,
"transmissionCodecId": 1 }, { "codecMapId": 2, "codecProfileId": 1,
"recordingFormatId": 19, "transmissionCodecId": 2 }, { "codecMapId": 3,
"codecProfileId": 1, "recordingFormatId": 7, "transmissionCodecId":
3 }, { "codecMapId": 4, "codecProfileId": 1, "recordingFormatId": 12,
```

```
"transmissionCodecId": 4 }, { "codecMapId": 21, "codecProfileId": 1,
"recordingFormatId": 13, "transmissionCodecId": 5 } ], "name": "Default",
"description": "The default profile" }
```

GET

```
REST URL - https://<IP>:<port>/provapi/codecProfile/recordingFormat

SUPPORTED METHOD -  GET

HEADER - Authorization
```

Sample Request Body - Not required

Sample Response Body

```
[ { "recordingFormatId": 0, "name": "string" }]
```

Example

```
[ { "recordingFormatId": 1, "name": "RDPP changed" }, { "recordingFormatId":
2, "name": "RAW ulaw" }, { "recordingFormatId": 3, "name": "RAW alaw" },
{ "recordingFormatId": 4, "name": "RAW PCM" }, { "recordingFormatId": 5,
"name": "WAVE PCM (8bit 8Khz) mono" }, { "recordingFormatId": 6, "name":
"WAVE PCM (8bit 8Khz) stereo" }, { "recordingFormatId": 7, "name": "WAVE PCM
(8bit 8Khz)" }, { "recordingFormatId": 8, "name": "WAVE PCM (16bit 8Khz)
mono" }, { "recordingFormatId": 9, "name": "WAVE PCM (16bit 8Khz) stereo" },
{ "recordingFormatId": 10, "name": "WAVE PCM (16bit 8Khz)" },
{ "recordingFormatId": 11, "name": "WAVE PCM (16bit 16Khz) mono" },
{ "recordingFormatId": 12, "name": "WAVE PCM (16bit 16Khz) stereo" },
{ "recordingFormatId": 13, "name": "WAVE PCM (16bit 16Khz)" },
{ "recordingFormatId": 14, "name": "WAVE ulaw (8bit 8Khz) mono" },
{ "recordingFormatId": 15, "name": "WAVE ulaw (8bit 8Khz) stereo" },
{ "recordingFormatId": 16, "name": "WAVE ulaw (8bit 8Khz)" },
{ "recordingFormatId": 17, "name": "WAVE alaw (8bit 8Khz) mono" },
{ "recordingFormatId": 18, "name": "WAVE alaw (8bit 8Khz) stereo" },
{ "recordingFormatId": 19, "name": "WAVE alaw (8bit 8Khz)" },
{ "recordingFormatId": 20, "name": "WAVE ADPCM (4bit 8Khz) mono" },
{ "recordingFormatId": 21, "name": "WAVE ADPCM (4bit 8Khz) stereo" },
{ "recordingFormatId": 22, "name": "WAVE ADPCM (4bit 8Khz)" } ]
```

GET

```
REST URL - https://<IP>:<port>/provapi/codecProfile/transmissionCodec

SUPPORTED METHOD -  GET

HEADER - Authorization
```

Sample Request Body - Not required

Sample Response Body

```
[ { "transmissionCodecId": 0, "name": "string" }]
```

Example

```
[ { "transmissionCodecId": 1, "name": "g.711 mulaw" },
{ "transmissionCodecId": 2, "name": "g.711 alaw" },
{ "transmissionCodecId": 3, "name": "g.722" }, { "transmissionCodecId":
4, "name": "g.729" }, { "transmissionCodecId": 5, "name": "AMR-WB/
16000/1" } ]
```

GET

```
REST URL - https://<IP>:<port>/provapi/codecProfile/{codecProfileID}

SUPPORTED METHOD -  GET

HEADER - Authorization

PATH PARAMETER - codecProfileID
```

Sample Request Body - Not required

Sample Response Body

```
{ "codecProfileId": 0, "preferences": 0, "codecMaps": [ { "codecMapId":
0, "codecProfileId": 0, "recordingFormatId": 0, "transmissionCodecId":
0 }, { "codecMapId": 0, "codecProfileId": 0, "recordingFormatId": 0,
"transmissionCodecId": 0}, { "codecMapId": 0, "codecProfileId": 0,
"recordingFormatId": 0, "transmissionCodecId": 0 }, { "codecMapId": 0,
"codecProfileId": 0, "recordingFormatId": 0, "transmissionCodecId":
0 }, { "codecMapId": 0, "codecProfileId": 0, "recordingFormatId": 0,
"transmissionCodecId": 0 } ], "name": "string", "description":
"string" }
```

Example

```
{ "codecProfileId": 1, "preferences": 50, "codecMaps":
[ { "codecMapId": 1, "codecProfileId": 1, "recordingFormatId": 6,
"transmissionCodecId": 1 }, { "codecMapId": 2, "codecProfileId": 1,
"recordingFormatId": 19, "transmissionCodecId": 2 }, { "codecMapId": 3,
"codecProfileId": 1, "recordingFormatId": 7, "transmissionCodecId":
3 }, { "codecMapId": 4, "codecProfileId": 1, "recordingFormatId": 12,
"transmissionCodecId": 4 }, { "codecMapId": 21, "codecProfileId": 1,
"recordingFormatId": 13, "transmissionCodecId": 5 } ], "name":
"Default", "description": "The default profile" }
```

Users

GET

```
REST URL - https://<IP>:<port>/provapi/users

SUPPORTED METHOD -  GET

HEADER - Authorization
```

Sample Request Body - Not required

Sample Response Body

```
[ { "userTypeId": 0, "accountId": 0, "timeFormat": "string", "description":
"string", "timeZone": "string", "userEmail": "string",
"isPasswordExpiryDisabled": byte, "locale": "string", "userName": "string",
"userId": 0 } ]
```

Example

```
[ { "userTypeId": 1, "accountId": 1, "timeFormat": "%I", "description":
"string", "timeZone": "Kolkata", "userEmail": "isradmin@oracle.com",
"isPasswordExpiryDisabled": 1, "locale": "en", "userName": "Admin",
"userId": 1 } ]
```

POST

```
REST URL - https://<IP>:<port>/provapi/users

SUPPORTED METHOD -  POST

HEADER - Authorization
```

Path Parameter - No parameters

Sample Request Body - Create a CSV file with the following data to be imported:

- user_name
- user_email
- description
- password
- user_type
- account_name
- login_disabled
- time_zone_locale
- audit_view_permission

- call_control_permission
- edit_recording_data_permission
- notes_and_scoring_permission
- access_to_all_routes_in_account
- time_format

Sample Output Response

```
Uaera imported successfully
```

POST

```
REST URL - https://<IP>:<port>/provapi/users

SUPPORTED METHOD -  POST

HEADER - Authorization
```

Sample Request Body

```
{
"accountId": 0,
"description": "string",
"isPasswordExpiryDisabled": byte,
"locale": "string",
"loginDisabled": byte,
"timeFormat": "string",
"timeZone": "string",
"userEmail": "string",
"userName": "string",
"userPass": "string",
"userTypeId": 0
}
```

Sample Response Body

```
{ "accountId": 0, "allRoutesInAccountAccess": byte, "deletePermission":
byte, "description": "string", "downloadRecordingPermission": byte,
"editRecordingDataPermission": byte, "isPasswordExpiryDisabled": byte,
"locale": "string", "loginDisabled": byte, "notesAndScoringPermission":
byte, "playbackRecordingPermission": byte, "timeFormat": "string",
"timeZone": "string", "userId": 0, "userName": "string", "userTypeId":
0, "videoAccessEnabled": byte }
```

Sample Input Body

```
{
"accountId": 1,
"description": "New user",
"isPasswordExpiryDisabled": 1,
"locale": "en",
```

```
"loginDisabled": 0,
"timeFormat": "%I",
"timeZone": "Kolkata",
"userEmail": "newUser@oracle.com",
"userName": "New User",
"userPass": "Admin1234!",
"userTypeId": 2
}
```

Sample Output Response

```
{ "userId": 14, "accountId": 1, "userName": "New User", "description": "New
user", "userTypeId": 2, "loginDisabled": 0, "allRoutesInAccountAccess": 0,
"deletePermission": 1, "editRecordingDataPermission": 0,
"downloadRecordingPermission": 1, "playbackRecordingPermission": 1,
"notesAndScoringPermission": 0, "videoAccessEnabled": 1, "timeZone":
"Kolkata", "timeFormat": "%I", "locale": "en", "isPasswordExpiryDisabled":
0 }
```

GET

```
REST URL - https://<IP>:<port>/provapi/users/userName/{userName}

SUPPORTED METHOD -  GET

HEADER - Authorization

PATH PARAMETER - userName
```

Sample Request Body - Not required

Sample Response Body

```
[ { "userTypeId": 0, "accountId": 0, "timeFormat": "string", "description":
"string", "timeZone": "string", "userEmail": "string",
"isPasswordExpiryDisabled": byte, "locale": "string", "userName": "string",
"userId": 0 } ]
```

Sample Input URL

```
https://10.128.248.23:9443/provapi/users/userName/new%20User
```

Sample Output Response

```
{ "userTypeId": 2, "accountId": 1, "timeFormat": "%I", "description": "New
user", "timeZone": "Kolkata", "userEmail": "newUser@oracle.com",
"isPasswordExpiryDisabled": 1, "locale": "en", "userName": "New User",
"userId": 14 }
```

DELETE

```
REST URL - https://<IP>:<port>/provapi/users/{userID}

SUPPORTED METHOD -  DELETE

HEADER - Authorization

PATH PARAMETER - userID
```

Sample Request Body - Not required

Sample Response Body

```
User with ID <userID> has been deleted
```

Example

```
User with ID 3 has been deleted
```

GET

```
REST URL - https://<IP>:<port>/provapi/users/userID

SUPPORTED METHOD -  GET

HEADER - Authorization

PATH PARAMETER - userID
```

Sample Request Body - Not required

Sample Response Body

```
[ { "userTypeId": 0, "accountId": 0, "timeFormat": "string",
"description": "string", "timeZone": "string", "userEmail": "string",
"isPasswordExpiryDisabled": byte, "locale": "string", "userName":
"string", "userId": 0 } ]
```

Example

```
{ "userTypeId": 2, "accountId": 1, "timeFormat": "%I", "description":
"New user", "timeZone": "Kolkata", "userEmail": "newUser@oracle.com",
"isPasswordExpiryDisabled": 1, "locale": "en", "userName": "New User",
"userId": 14 }
```

PATCH

```
REST URL - https://<IP>:<port>/provapi/users/{userID}

SUPPORTED METHOD -  PATCH
```

```
HEADER - Authorization

PATH PARAMETER - userID
```

Sample Request Body - Any permissible key values for update

Sample Response Body

```
{ "accountId": 0, "allRoutesInAccountAccess": "string", "deletePermission":
"string", "description": "string", "downloadRecordingPermission": "string",
"editRecordingDataPermission": "string", "isPasswordExpiryDisabled":
"string", "locale": "string", "loginDisabled": "string",
"notesAndScoringPermission": "string", "playbackRecordingPermission":
"string", "timeFormat": "string", "timeZone": "string", "userId": 0,
"userName": "string", "userTypeId": 0, "videoAccessEnabled": "string" }
```

Sample Input Body

```
{

"description": "Updated desc",
"isPasswordExpiryDisabled": 1

}
```

Sample Output Response

```
{ "userId": 14, "accountId": 1, "userName": "New User", "description":
"Updated desc", "userTypeId": 2, "loginDisabled": 0,
"allRoutesInAccountAccess": 0, "deletePermission": 1,
"editRecordingDataPermission": 0, "downloadRecordingPermission": 1,
"playbackRecordingPermission": 1, "notesAndScoringPermission": 0,
"videoAccessEnabled": 1, "timeZone": "Kolkata", "timeFormat": "%I",
"locale": "en", "isPasswordExpiryDisabled": 1 }
```

PUT

```
REST URL - https://<IP>:<port>/provapi/users/userID

SUPPORTED METHOD -  PUT

HEADER - Authorization

PATH PARAMETER - userID
```

Sample Request Body

```
{
"accountId": 0,
"allRoutesInAccountAccess": byte,
"deletePermission": byte,
```

```
"description": "string",
"downloadRecordingPermission": byte,
"editRecordingDataPermission": byte,
"isPasswordExpiryDisabled": byte,
"locale": "string",
"loginDisabled": byte,
"notesAndScoringPermission": byte,
"playbackRecordingPermission": byte,
"timeFormat": "string",
"timeZone": "string",
"userId": 0,
"userName": "string",
"userTypeId": 0,
"videoAccessEnabled": byte
}
```

Sample Response Body

```
{ "accountId": 0, "allRoutesInAccountAccess": "byte",
"deletePermission": byte, "description": "string",
"downloadRecordingPermission": byte, "editRecordingDataPermission":
byte, "isPasswordExpiryDisabled": byte, "locale": "string",
"loginDisabled": byte, "notesAndScoringPermission": byte,
"playbackRecordingPermission": byte, "timeFormat": "string",
"timeZone": "string", "userId": 0, "userName": "string", "userTypeId":
0, "videoAccessEnabled": byte }
```

Sample Input Body

```
{ "userId": 14, "accountId": 1, "userName": "New User", "description":
"updated user", "userTypeId": 2, "loginDisabled": 0,
"allRoutesInAccountAccess": 0, "deletePermission": 1,
"editRecordingDataPermission": 0, "downloadRecordingPermission": 1,
"playbackRecordingPermission": 1, "notesAndScoringPermission": 0,
"videoAccessEnabled": 1, "timeZone": "Kolkata", "timeFormat": "%I",
"locale": "en", "isPasswordExpiryDisabled": 0 }
```

Sample Output Response

```
{ "userId": 14, "accountId": 1, "userName": "New User", "description":
"updated user", "userTypeId": 2, "loginDisabled": 0,
"allRoutesInAccountAccess": 0, "deletePermission": 1,
"editRecordingDataPermission": 0, "downloadRecordingPermission": 1,
"playbackRecordingPermission": 1, "notesAndScoringPermission": 0,
"videoAccessEnabled": 1, "timeZone": "Kolkata", "timeFormat": "%I",
"locale": "en", "isPasswordExpiryDisabled": 0 }
```

DELETE

```
REST URL - https://<IP>:<port>/provapi/users/{userID}/userAccount/
{accountID}
```

```
SUPPORTED METHOD -  DELETE

HEADER - Authorization

PATH PARAMETER - userID,accountID
```

Sample Request Body - Not required

Sample Response Body

```
User account with ID <accountID> is deleted
```

Sample Input URL

```
https://10.128.248.23:9443/provapi/users/2/userAccount/3
```

Sample Output Response

```
User account with ID 3 is deleted
```

PUT

```
REST URL - https://<IP>:<port>/provapi/users/{userID}/userAccount/{accountID}

SUPPORTED METHOD -  PUT

HEADER - Authorization

PATH PARAMETER - userID, accountID
```

Sample Request Body - Not required

Sample Response Body

```
{ "allRoutesInAccountAccess": "string", "userAccountIdentity":
{ "accountId": 0, "userId": 0 } }
```

Sample Input URL

```
https://10.128.248.23:9443/provapi/users/2/userAccount/3
```

Sample Output Response

```
{ "allRoutesInAccountAccess": 1, "userAccountIdentity": { "accountId": 3,
"userId": 2 } }
```

DELETE

```
REST URL - https://<IP>:<port>/provapi/users/{userID}/userRoute/{userRouteID}
```

```
SUPPORTED METHOD -  DELETE

HEADER - Authorization

PATH PARAMETER - userID, userRoute
```

Sample Request Body - Not required

Sample Response Body

```
User route with ID <userRouteID> is deleted
```

Sample Input URL

```
https://10.128.248.23:9443/provapi/users/2/userRoute/3
```

Sample Output Response

```
User routewith ID 3 is deleted
```

PUT

```
REST URL - https://<IP>:<port>/provapi/users/{userID}/userRoute/
{userRouteID}

SUPPORTED METHOD -  PUT

HEADER - Authorization

PATH PARAMETER - userID, routeID
```

Sample Request Body - Not required

Sample Response Body

```
{ "userRoutesIdentity": { "routeId": 0, "userId": 0 } }
```

Sample Input URL

```
https://10.128.248.23:9443/provapi/users/2/userRoute/3
```

Sample Output Response

```
{ "userRoutesIdentity": { "routeId": 3, "userId": 2 } }
```

Routes

GET

```
 REST URL - https://<IP>:<port>/provapi/routes

SUPPORTED METHOD -  GET

HEADER - Authorization
```

Sample Request Body -Not required

Sample Response Body

```
[ { "accountId": 0, "agentIdEditableFlag": byte, "application": "string",
"codecProfileId": 0, "completedEditableFlag": byte,
"deleteRecordingPermission": byte, "downloadRecordingPermission": byte,
"forceRpdd": 0, "label": "string", "maximumNumberOfPorts": 0,
"minimumStorageDays": 0, "notesEditableFlag": byte, "numberOfBurstPorts": 0,
"percentToRecord": 0, "playbackRecordingPermission": byte, "priority": 0,
"ratingEditableFlag": byte, "recSegmentationState": byte, "recordSaveDTMF":
byte, "recordingEnabled": byte, "routeId": 0, "routePattern": "string",
"routeType": byte, "storeDtmfSetting": byte, "videoAccessEnabled": byte,
"videoRecordingEnabled": byte, "virtualRoutePattern": "string" } ]
```

Example

```
[ { "routeId": 4, "accountId": 1, "routeType": 1, "routePattern": "%",
"virtualRoutePattern": "%DNIS%", "label": "", "priority": 5, "application":
"conference", "recordingEnabled": 1, "recSegmentationState": 1,
"percentToRecord": 100, "forceRpdd": 0, "codecProfileId": 1,
"storeDtmfSetting": 1, "videoRecordingEnabled": 1, "videoAccessEnabled": 0,
"agentIdEditableFlag": 0, "ratingEditableFlag": 0, "completedEditableFlag":
0, "notesEditableFlag": 0, "recordSaveDTMF": "#", "minimumStorageDays": 90,
"maximumNumberOfPorts": 24, "numberOfBurstPorts": 6,
"playbackRecordingPermission": 1, "downloadRecordingPermission": 1,
"deleteRecordingPermission": 1 } ]
```

POST

```
REST URL - https://<IP>:<port>/provapi/routes

SUPPORTED METHOD -  POST

HEADER - Authorization
```

Path Parameter - No parameters

Sample Request Body - Create a file with the following data to be imported:

- route_type

- route_pattern
- virtual_route_pattern
- label
- priority
- account_name
- percent_to_record
- recording_enabled
- default_recording_type
- agent_id_editable_flag
- rating_editable_flag
- completed_editable_flag
- notes_editable_flag
- application
- maximum_number_of_ports
- number_of_burst_ports
- minimum_storage_days

Sample Output Response

```
Routes imported successfully
```

POST

```
REST URL - https://<IP>:<port>/provapi/routes

SUPPORTED METHOD -  POST

HEADER - Authorization
```

Sample Request Body

```
{

"accountId": 0,
"label": "string",
"priority": 0,
"routePattern": "string",
"routeType": byte,
"virtualRoutePattern": "string"
}
```

Sample Response Body

```
{ "accountId": 0, "agentIdEditableFlag": byte, "application": "string",
"codecProfileId": 0, "completedEditableFlag": byte,
"deleteRecordingPermission": byte, "downloadRecordingPermission": byte,
```

"forceRpdd": 0, "label": "string", "maximumNumberOfPorts": 0,
"minimumStorageDays": 0, "notesEditableFlag": byte, "numberOfBurstPorts": 0,
"percentToRecord": 0, "playbackRecordingPermission": byte, "priority": 0,
"ratingEditableFlag": byte, "recSegmentationState": byte, "recordSaveDTMF":
byte, "recordingEnabled": byte, "routeId": 0, "routePattern": "string",
"routeType": "string", "storeDtmfSetting": byte, "videoAccessEnabled": byte,
"videoRecordingEnabled": byte, "virtualRoutePattern": "string" }

Sample Input Body

{

"accountId": 1,
"label": "New Route",
"priority": 1,
"routePattern": "%%",
"routeType": 1,
"virtualRoutePattern": "%%"
}

Sample Output Response

{ "routeId": 5, "accountId": 1, "routeType": 1, "routePattern": "%%",
"virtualRoutePattern": "%%", "label": "New Route", "priority": 1,
"application": "conference", "recordingEnabled": 1, "recSegmentationState":
0, "percentToRecord": 100, "forceRpdd": 0, "codecProfileId": 1,
"storeDtmfSetting": -1, "videoRecordingEnabled": 1, "videoAccessEnabled": 1,
"agentIdEditableFlag": 0, "ratingEditableFlag": 0, "completedEditableFlag":
0, "notesEditableFlag": 0, "recordSaveDTMF": "#", "minimumStorageDays": 90,
"maximumNumberOfPorts": 24, "numberOfBurstPorts": 6,
"playbackRecordingPermission": 1, "downloadRecordingPermission": 1,
"deleteRecordingPermission": 1 }

DELETE

REST URL - https://<IP>:<port>/provapi/routes/{routeID}

SUPPORTED METHOD - DELETE

HEADER - Authorization

PATH PARAMETER - routeID

Sample Request Body - Not Required

Sample Response Body

Route with ID <routeID> is deleted

Example

Route with ID 3 is deleted

GET

```
REST URL - https://<IP>:<port>/provapi/routes/{routeID}

SUPPORTED METHOD -  GET

HEADER - Authorization

PATH PARAMETER - routeID
```

Sample Request Body - Not required

Sample Response Body

```
{ "accountId": 0, "agentIdEditableFlag": byte, "application": "string",
"codecProfileId": 0, "completedEditableFlag": byte,
"deleteRecordingPermission": byte, "downloadRecordingPermission": byte,
"forceRpdd": 0, "label": "string", "maximumNumberOfPorts": 0,
"minimumStorageDays": 0, "notesEditableFlag": byte,
"numberOfBurstPorts": 0, "percentToRecord": 0,
"playbackRecordingPermission": byte, "priority": 0,
"ratingEditableFlag": byte, "recSegmentationState": byte,
"recordSaveDTMF": byte, "recordingEnabled": byte, "routeId": 0,
"routePattern": "string", "routeType": byte, "storeDtmfSetting": byte,
"videoAccessEnabled": byte, "videoRecordingEnabled": byte,
"virtualRoutePattern": "string" }
```

Example

```
{ "routeId": 4, "accountId": 1, "routeType": 1, "routePattern": "%",
"virtualRoutePattern": "%DNIS%", "label": "", "priority": 5,
"application": "conference", "recordingEnabled": 1,
"recSegmentationState": 1, "percentToRecord": 100, "forceRpdd": 0,
"codecProfileId": 1, "storeDtmfSetting": 1, "videoRecordingEnabled": 1,
"videoAccessEnabled": 0, "agentIdEditableFlag": 0,
"ratingEditableFlag": 0, "completedEditableFlag": 0,
"notesEditableFlag": 0, "recordSaveDTMF": "#", "minimumStorageDays":
90, "maximumNumberOfPorts": 24, "numberOfBurstPorts": 6,
"playbackRecordingPermission": 1, "downloadRecordingPermission": 1,
"deleteRecordingPermission": 1 }
```

PATCH

```
REST URL - https://<IP>:<port>/provapi/routes/{routeID}

SUPPORTED METHOD -  PATCH

HEADER - Authorization

PATH PARAMETER - routesID
```

Sample Request Body - Any permissible key values for update

Sample Response Body


```
{ "accountId": 0, "agentIdEditableFlag": byte, "application": "string",
"codecProfileId": 0, "completedEditableFlag": byte,
"deleteRecordingPermission": byte, "downloadRecordingPermission": byte,
"forceRpdd": 0, "label": "string", "maximumNumberOfPorts": 0,
"minimumStorageDays": 0, "notesEditableFlag": byte, "numberOfBurstPorts": 0,
"percentToRecord": 0, "playbackRecordingPermission": byte, "priority": 0,
"ratingEditableFlag": byte, "recSegmentationState": byte, "recordSaveDTMF":
byte, "recordingEnabled": byte, "routeId": 0, "routePattern": "string",
"routeType": "string", "storeDtmfSetting": byte, "videoAccessEnabled": byte,
"videoRecordingEnabled": byte, "virtualRoutePattern": "string" }
```


Sample Input Body


```
{

"completedEditableFlag": 1,

"label": "Sample label"

}
```


Sample Output Response


```
{ "routeId": 4, "accountId": 1, "routeType": 1, "routePattern": "%",
"virtualRoutePattern": "%DNIS%", "label": "Sample label", "priority": 5,
"application": "conference", "recordingEnabled": 1, "recSegmentationState":
1, "percentToRecord": 100, "forceRpdd": 0, "codecProfileId": 1,
"storeDtmfSetting": 1, "videoRecordingEnabled": 1, "videoAccessEnabled": 0,
"agentIdEditableFlag": 0, "ratingEditableFlag": 0, "completedEditableFlag":
1, "notesEditableFlag": 0, "recordSaveDTMF": "#", "minimumStorageDays": 90,
"maximumNumberOfPorts": 24, "numberOfBurstPorts": 6,
"playbackRecordingPermission": 1, "downloadRecordingPermission": 1,
"deleteRecordingPermission": 1 }
```


GET

```
REST URL - https://<IP>:<port>/provapi/routes/{routeID}/routeGroup

SUPPORTED METHOD -  GET

HEADER - Authorization

PATH PARAMETER - routeID
```

Sample Request Body - Not required

Sample Response Body

```
[ { "routeMasterId": 0, "routeMemberId": 0, "routePattern": "string",
"virtualRoutePattern": "string" } ]
```

Example

```
[ { "routeMemberId": 2, "routeMasterId": 5, "routePattern": "$",
"virtualRoutePattern": "$" } ]
```

POST

```
REST URL - https://<IP>:<port>/provapi/routes/{routeID}/routeGroup

SUPPORTED METHOD -  POST

HEADER - Authorization
```

Sample Request Body

```
{

"routePattern": "string",
"virtualPattern": "string"
}
```

Sample Response Body

```
{ "routeMasterId": 0, "routeMemberId": 0, "routePattern": "string",
"virtualRoutePattern": "string"  }
```

Sample Input Body

```
{

"routePattern": "%%",
"virtualPattern": "%%"
}
```

Sample Output Response

```
{ "routeMemberId": 3, "routeMasterId": 5, "routePattern": "%$",
"virtualRoutePattern": "%$" }
```

DELETE

```
REST URL - https://<IP>:<port>/provapi/routes/{routeID}/routeGroup/
{memberID}

SUPPORTED METHOD -  DELETE
```

```
HEADER - Authorization

PATH PARAMETER - routeID, memberID
```

Sample Request Body - Not required

Sample Response Body

```
Member Route Successfully Removed
```

Example

```
Member Route Successfully Removed
```

REST API Sample Workflow

This section provides a sample Provisional API workflow and important information regarding the REST APIs.

- `POST /authenticate`
  Authentication is the initial process for all API requests and is a mandatory step. Enter the required username and password to access the authentication token. These are the same credentials used to access the Dashboard.

  > **Note:**
  >
  > Ensure you have a valid token before accessing the API. Authentication tokens are only valid for a certain amount of time.

- `GET /accounts`
  Provides a list of accounts for the signed in user only.
- `POST /accounts`
  Provides the required information to create an account. Account details are provided by the user except **accountId**, which is generated by the system.
- `POST /accounts/search`
  Search any account by providing valid fields in the request.
- `POST /accounts/upload`
  Import a CSV file with a list of accounts.
- `DELETE /accounts/`
  Deletes the specified account. You can access a list of accounts using the `GET /accounts` API. Once you delete an account it is permanently deleted and cannot be retrieved.
- `GET /accounts/{accountId}`
  Get account details for the specified account. You can access a list of accounts using the `GET /accounts` API.
- `PATCH /accounts/{accountId}`
  Update the specified account with this patch. You can access a list of accounts using the `GET /accounts` API.

- `PUT /accounts/{accountId}`
  Update the data for the specified account. You can access a list of accounts using the `GET /accounts` API.
- `PATCH /accounts/{accountId}/routes`
  Archive all of the recordings for the specified account in the provided location.
- `GET /accounts/{accountId}/routes`
  Provides you with the routes list for the account. You can access a list of accounts using the `GET /accounts` API.
- `GET /codecProfile`
  Provides a list of codecProfiles.
- `POST /codecProfile`
  Provides the required information to create the codecProfile.
- `PUT /codecProfile/codecMapEntry/{codecMapId}/recordingFormat/{recordingFormatId}`
  Updates recording formats. Use the `GET /codecProfile/codecProfileName/{codecProfileName}` API to retrieve the codec map ID and Recording format ID. Use the GET `/codecProfile/transmissionCodec` API to retrieve transmission codecs.
- `GET /codecProfile/codecProfileName/{codecProfileName}`
  Retrieves the details of the recording format profile. Provides the list of transmission codecs and recording format set for each of the transmission codecs.
- `GET /codecProfile/recordingFormat`
  Provides a list of supported recording formats.
- `GET /codecProfile/transmissionCodec`
  Provides a list of transmission codecs.
- `DELETE /codecProfile/{codecProfileId}`
  Deletes a specified recording. Use the `GET /codecProfile/codecProfileName/{codecProfileName}` API to retrieve the codec profile ID.
- `GET /codecProfile/{codecProfileId }`
  Provides you with the details of the specified codec profile. Use the `GET /codecProfile/codecProfileName/{codecProfileName}` API to retrieve the codecProfile ID.
- `PUT /codecProfile/{codecProfileId}`
  Updates the details of the specified codecProfile. Use the `GET /codecProfile` API to retrieve a list of codecProfiles.
- `GET /routes`
  Provides a list of routes in the system.
- `POST /routes`
  Provides the required information to create a route.
- `POST /routes/search`
  Search any route by providing valid fields in the request.
- `POST /routes/upload`
  Import a CSV file with a list of routes.
- `DELETE /routes/{routeId}`

Delete the specified route from the system. Use the `GET /routes` API to retrieve a list of routes.

- `GET /routes/{routeId}`
  Provides you with the details for the specified route. Use the `GET /routes` API to retrieve a list of routes.
- `PATCH /routes/{routeId}`
  Update the specified route with this patch. Use the `GET /routes` API to retrieve a list of routes.
- `PUT /routes/{routeId}`
  Update the data for the specified route. Use the `GET /routes` API to retrieve a list of routes.
- `GET /routes/{routeId}/routeGroup`
  Provides a list of route groups associated with the specified route. Use the `GET /routes` API to retrieve a list of routes.
- `POST /routes/{routeId}/routeGroup`
  Creates a specific routeGroup for a particular route. Use the `GET /routes` API to retrieve a list of routes.
- `DELETE /routes/{routeId}/routegroup/{memberId}`
  Deletes a specified routeGroup. Use the `GET /routes/{routeId}/routeGroup` API to retrieve a list of routeGroups.
- `GET /users`
  Provides a list of users.
- `POST /users`
  Provides the required information to create a user.
- `POST /users/upload`
  Import a CSV file with a list of users.
- `GET /users/userName/{userName}`
  Provides details of the specified user.
- `DELETE /users/{userID}`
  Deletes the specified user. Use the `GET /users` API to get the User ID.
- `GET /users/{userId}`
  Provides you with the details for the specified user. Use the `GET /users` API to retrieve a list of users.
- `PATCH /users/{userId}`
  Update the specified user with this patch. Use the `GET /users` API to retrieve a list of users.
- `DELETE /users/{userId}/userAccount/{accountId}`
  Deletes the specified user account. Use the `GET /users` API to retrieve a list of users. Use the `POST /account/search` API to get the account ID.
- `PUT /users/{userId}/userAccount/{accountId}`
  Adds the specified user to the specified account. Use the `GET /users` API to retrieve a list of users. Use the `POST /account/search` API to get the account ID.
- `PUT /users/{userId}/userRoute/{routeId}`
  Adds the specified user to the specified route. Use the `GET /users` API to retrieve a list of users. Use the `POST /routes/search` API to get the route ID.

- `DELETE /users/{userId}/userRoute/{routeId)`
  Deletes the specified user from the specified route. Use the `GET /users` API to retrieve a list of users. Use the `POST /routes/search` API to get the route ID.