

TRAINING

Recordings.

1. Goal

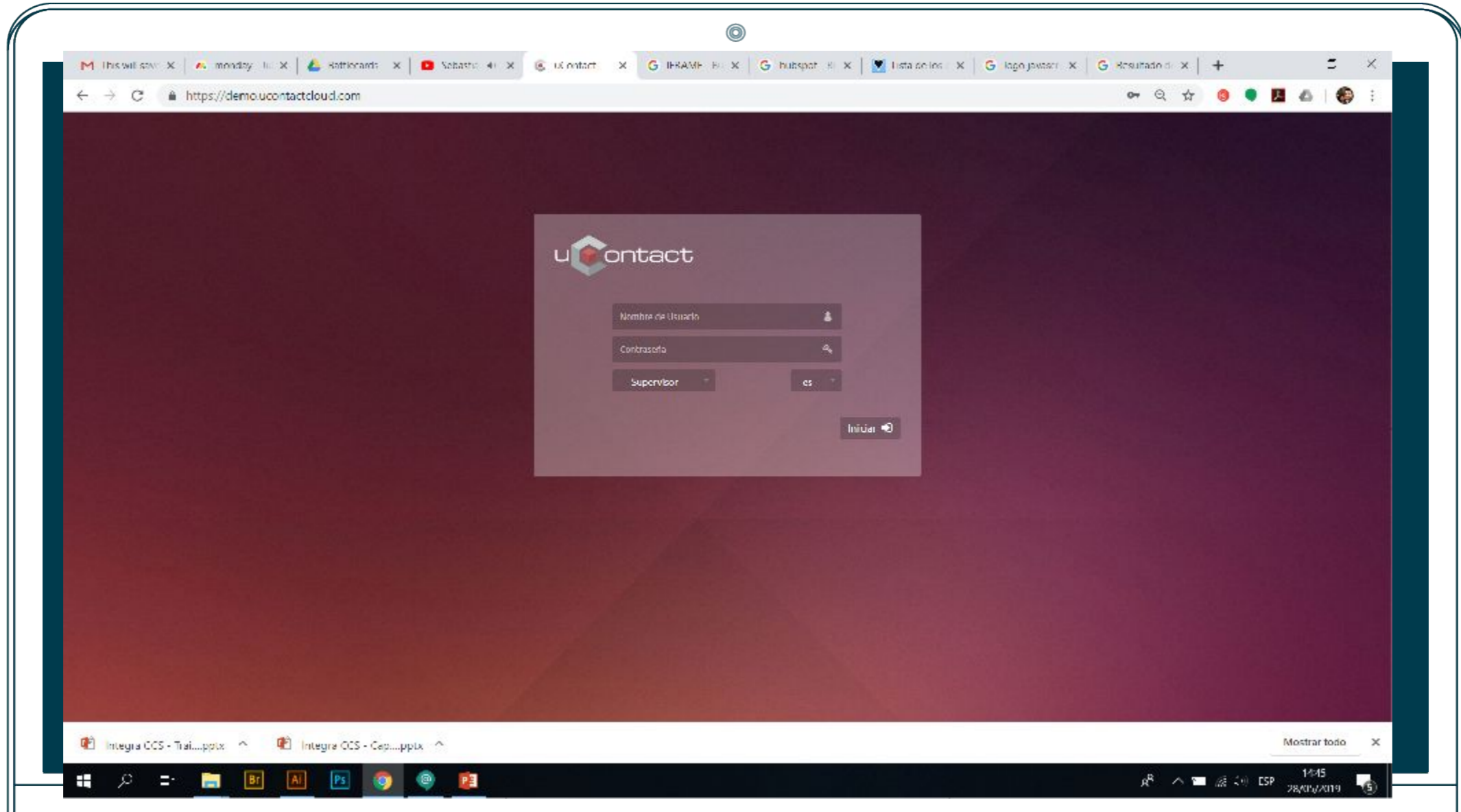
To know the process by which recordings are obtained and converted from the uContact API.

2. Requirements

To have a uContact Supervisor user.



In order to get access to the uContact API, it is required to have a user with a supervisor or administrator profile. System administrator should be created in the platform to be used only for this instance. Once this is verified, the API can be invoked.



Relative URL : Integra/resources/auth/UserLogin

Method: POST

content-type:application/x-www-form-urlencoded; charset=UTF-8

Parameters: user,password.

Result: JSON

IMPORTANT: If the user that made the API invocation has agent permissions, the token will be shown under the “md5secret” key:

```
“mailbox”：“”,  
“md5secret”：“QXBpVXNlcjozMTY4ZWMy05ZTQ4LTQ1ZjItOTEyOS0yOWY2YzlmMzViMDQ=”,  
“pickupgroup”：“”,
```

If the user has only Supervisor and/or Administrador profile, then the token will be located in the position shown below:

```
[
  {
    "userid": "Admin",
    "password": "AjsBbbpWkaUI8dz0nMTc0Q==",
    "idgroup": "SuperUser",
    "enabled": true,
    "lastchange": "Feb 29, 2012 10:05:06 AM"
  },
  {
    "idgroup": "SuperUser",
    "containers": "",
    "queues": "",
    "bigroups": "",
    "description": "Super Usuarios",
    "allowdownloads": 1,
    "managedialers": 1,
    "managequality": 1
  },
  "QWRtaW46NjBhM2FIM2EtZTcyNi00ZTBkLTk0MWMtYzBjODhjODU4MjQx"
```

How to invoke the APIKey from AJAX.



```
$.post({  
  "url": "https://demo.ucontactcloud.com/Integra/resources/auth/UserLogin",  
  "headers": {  
    "Content-Type": "application/x-www-form-urlencoded"  
  },  
  "data": {  
    "user": "IntegraUser",  
    "password": "password"  
  }  
});
```

After obtaining the APIKey it is needed to set the ajaxsetup to avoid the inclusion of this on each invocation.

```
$.ajaxSetup({  
  headers: {  
    'Authorization': "Basic" + "APIKey"  
  }  
});
```



Invoking the API to get recordings.

Relative URL: `Integra/resources/Cdr/getrecords`.

Method: POST

content-type: `application/x-www-form-urlencoded; charset=UTF-8`

Parameters: `lastrow` ejemplo 0 (gets 50 recordings from 0-50), 50 (gets from 51-100).

`filter` (Objeto filtro JSON).

`Random`: 1 (Siempre 1).

`searchLimit`: (number of records to show).

Result: JSON.

JSON Object (Objeto filtro JSON).

```
{  
  "caldatei": "2015-12-03 00:00:00",  
  "caldatef": "2016-02-24 23:59:59",  
  "agent": "",  
  "campaign": "",  
  "source": "",  
  "destination": "",  
  "data": "",  
  "range": "",  
  "rating": "",  
  "mindur": "",  
  "exclude": "",  
  "type": "record",  
  "cont": ""  
}
```

//Initial date
//Final date
//Agent
//Campaign
//Origin
//Destination
//Call Tag Data
//Range of hours
//Qualification
//Minimum Duration
//Exclude number
//Type of record always the same
//Number of times that number is found in the selected range

Example in AJAX

```
$.post({
  "url": "https://demo.ucontactcloud.com/Integra/resources/Cdr/getrecords",
  "headers": {
    "Content-Type": "application/x-www-form-urlencoded"
  },
  "data": {
    "lastrow": "0",
    "filter": '{"calldatei": "2019-05-21 00:00:00", "calldatef": "2019-05-21 23:59:59", "agent": "", "campaign": "", "source": "", "destination": "", "data": "", "range": "", "rating": "", "mindur": "", "exclude": "", "type": "record", "cont": ""}',
    "Random": "1",
    "searchLimit": "50"
  }
});
```

Example of JSON response.



```
[{"id": 1424356, "calldate": "2015-12-10 13:40:08.0", "clid": null, "src": null, "dst": "1234", "..."}, ...]
0: [{"id": 1424356, "calldate": "2015-12-10 13:40:08.0", "clid": null, "src": null, "dst": "1234", "...}
1: [{"id": 1424659, "calldate": "2015-12-16 16:06:29.0", "clid": "1009", "1009": null, "dst": "1234", "...}
2: [{"id": 1424659, "calldate": "2015-12-22 13:59:10.0", "clid": "1023", "1023": null, "dst": "1234", "...}
3: [{"id": 1424659, "calldate": "2015-12-22 14:02:19.0", "clid": "1023", "1023": null, "dst": "1234", "...}
  accountcode: "scasco"
  amaflags: 3
  billsec: 41
  calldate: "2015-12-22 14:02:19.0"
  campaign: "Reception<->"
  carrier: null
  causecode: "16"
  channel: "SIP/1023-0000028e"
  charged_balance: 0
  clid: "1023"
  contact: 0
  dcontext: "agentes"
  dialerbase: null
  direction: "internal"
  disposition: "ANSWERED"
  dst: "1023"
  dstchannel: "AgenteMarcosT"
  duration: 41
  finishtime: "2015-12-22 14:03:00.0"
  guid: "e4946037-a2ff-4fal-8379-24e34389cf01"
  id: 1424863
  lastapp: "Queue"
  lastdata: "CampTestl<->t, , , 400, , , Answered, ,"
  note: null
  rating: 0
  real_balance: 0
  src: "1023"
  uniqueid: "1450803739.526"
  userfield: null
4: [{"id": 1425249, "calldate": "2016-01-11 15:15:41.0", "clid": "1023", "1023": null, "dst": "1234", "...}
]
```

After obtaining the recordings, there are two possible places to look for them:

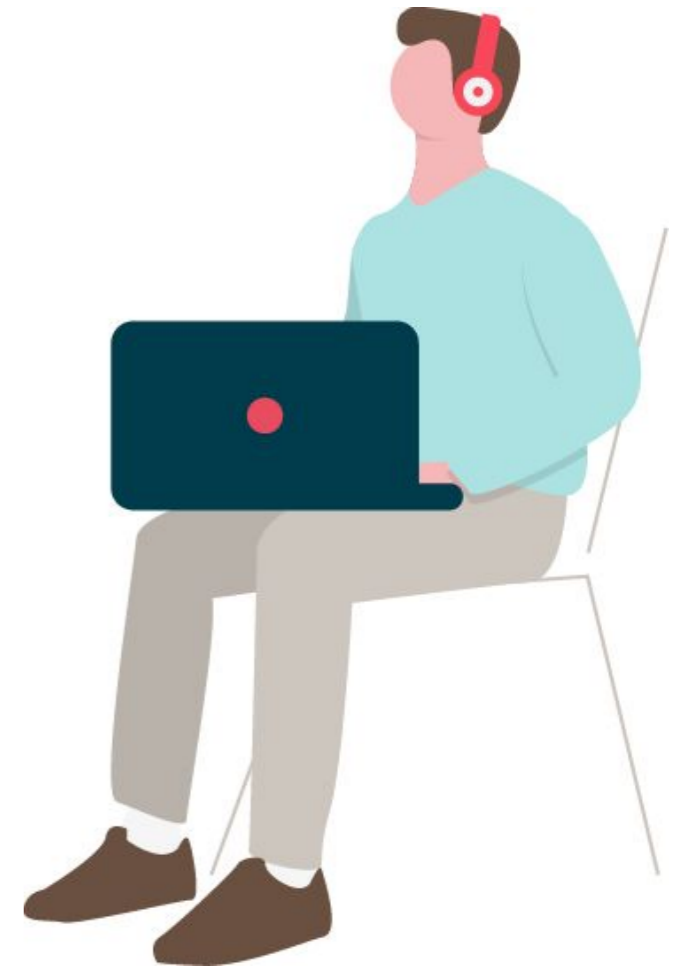
If the recording was generated the current day:

<https://demo.ucontactcloud.com/records/c2ff3b19-4c78-4556-871d-47a4b0d01b16.mp3>.

If the recording was generated on previous days:

<https://211.ucontactcloud.com/records/20190521/c2ff3b19-4c78-4556-871d-47a4b0d01b16.mp3>.

If the recordings on any of the previous cases are not found, invoke the API CONVERT RECORDINGS as shown next.





Convert

URL Relative: Integra/resources/Supervisor/convert

Method: POST

content-type:application/x-www-form-urlencoded; charset=UTF-8

Param: guid (Unique recording identifier)

folder (Example:20160118) It is the date of the recording in case it is in your directory.

Result: 1 for complete.

After the conversion, look for the recording again (see slide 13).

AJAX Example



```
$.post({  
  "url": "https://demo.ucontactcloud.com/Integra/resources/Supervisor/convert",  
  "headers": {  
    "Content-Type": "application/x-www-form-urlencoded"  
  },  
  "data": {  
    "guid": "6e4b3b4c-f25f-44c9-8037-d43d98f6b8ac",  
    "folder": "20190521"  
  }  
});
```

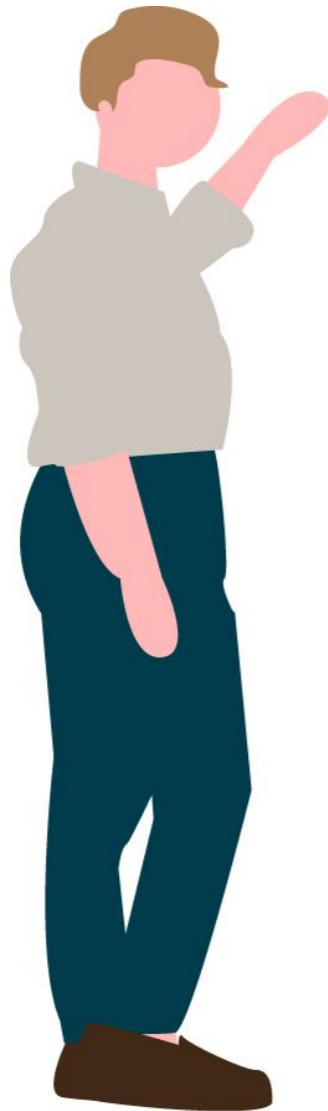
End Session (1)

Use the user name and token obtained previously as parameters to close the session.

```
Relative URL: Integra/resources/auth/EndSession  
Method: POST  
content-type: application/x-www-form-urlencoded; charset=UTF-8  
Params: user  
         token  
Result: 1 OK 0 ERROR
```



Example AJAX



```
$.post({  
  "url": "https://211.ucontactcloud.com/Integra/resources/auth/EndSession",  
  "headers": {  
    "Content-Type": "application/x-www-form-urlencoded"  
  },  
  "data": {  
    "token": "APIKey",  
    "user": "IntegraUser"  
  }  
});
```


Example html5 player.

```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <meta http-equiv="X-UA-Compatible" content="ie=edge">
  <title>Document</title>
</head>
<body>
  <audio
src="https://demo.ucontactcloud.com/records/20190521/c2ff3b19-4c78-4556-871d-47a4b0d01b16.
mp3" controls="controls" type="audio/mpeg">
```

Thank you!

