



11

Mute Call Recording

11. Mute Call Recording

Mute Call recording API allows clients who use Voicenter call recording service the ability to control in real time, whether a specific part of a call will be muted.

It is mostly used when in a specific part of a call, the caller provides the representative a restricted information (credit card number and etc.) which you prefer not to store in your call recording data base.

11.1. Mute by extension

When sending a Mute request by Voicenter extension SIP ID, all the active calls on this extension will be muted (multi calls can be in case of a conference calls, attended transfer calls and etc.).

Important. In case a Mute request by extension was sent, and after that the extension will made a new call, the initial Mute request will not include the new call and another mute request must be sent in order to mute the new call.

For example, a representative who speaks to a customer and he is about to get the customer credit card number. The representative will send a mute request in this stage so this part of the call will not be recorded. If after the representative sent the Mute request the customer will ask the representative to call another person to get the credit card details, this new call will not be muted, unless the representative will send another Mute call request.

API URL:

<https://monapisec.voicenter.co.il/Comet/API/MuteUnmuteCalls>

Example:

<https://monapisec.voicenter.co.il/Comet/API/MuteUnmuteCalls?extension=XXXXXXXX&state=1>

Acceptable request types:

1. POST
2. GET

Possible Response formats:

JSON

Mute REQUEST:

| Field name | Description | Type |
|------------|--------------------------|--------|
| extension | SIP ID of the extension. | String |
| state | 0 – Unmute 1 - Mute | String |

Mute RESPONSE:**Expected response:**

```
1 | {  
2 |     "ErrorCode": "200",  
3 |     "Message": "Success",  
4 |     "ActionID": "14d3b31988b247be8ff5818d1cad3d3"  
5 | }
```

Error responses:

1. Extension not found –
The given extension is not valid.

```
1 | {  
2 |     "ErrorCode": 400,  
3 |     "Message": "UniquelvrID not found"  
4 | }
```

2. Parameters are not valid -
Invalid request format or invalid parameters.

```
1 | {  
2 |     "ErrorCode": 400,  
3 |     "Message": "Parameters are not valid, should be \"ivrid\" and \"mute\" "  
4 | }
```

11.2. Mute by a specific call (IVR-ID)

A Mute request can be send to mute a specific call.
 In order to do so the Mute request must contain the call unique ID – ivrid.
 The call ID can be found in real-time by using:

1. Real-time API -

Real time API provides real time events of calls and call status changes as well as user status changes in your organization.
 One of the real time events parameters is “ivrid”.

2. Active call API

Active calls API can be used to get the details of every active calls at upon request.
 One of the active calls parameters is “ivrid”.

API URL:

<https://monapisec.voicenter.co.il/Comet/API/MuteUnmuteCalls>

Example:

<https://monapisec.voicenter.co.il/Comet/API/MuteUnmuteCalls?ivrid=XXXXXXXXXXXXXXXXXXXXXXXXXX&state=1>

Acceptable request types:

3. POST
4. GET

Possible Response formats:

JSON

Mute REQUEST:

| Field name | Description | Type |
|------------|------------------------|--------|
| ivrid | Unique ID of the call. | String |
| state | 0 – Unmute 1 - Mute | String |

Mute RESPONSE:



Expected response:

```
1 | {
2 |   "ErrorCode": "200",
3 |   "Message": "Success",
4 |   "ActionID": "14d3b31988b247be8ff5818d1cad3d3"
5 | }
```

Mute RESPONSE:

Expected response:

```
1 | {
2 |   "ErrorCode": "200",
3 |   "Message": "Success",
4 |   "ActionID": "14d3b31988b247be8ff5818d1cad3d3"
5 | }
```

Error responses:

1. UniquelvrID not found –
The given active call ID(ivrid) is not valid.

```
1 | {
2 |   "ErrorCode": 400,
3 |   "Message": "UniquelvrID not found"
4 | }
```

2. Parameters are not valid –
Invalid request format or invalid parameters.

```
1 | {
2 |   "ErrorCode": 400,
3 |   "Message": "Parameters are not valid, should be \"ivrid\" and \"mute\" "
4 | }
```