



3

Call log

# 3. Call log (Version 0.1)

**CDR API allows you to get call record details by simple WEB request.**

This API allows you to run a specific query for call record details made by a specific user. In order to receive call record details automatically on an ongoing basis, please use the CDR notification API.

**URI:** <https://api1.voicenter.co.il/hub/cdr/>

**Request:**

accepts JSON and GET

**CDR request parameters:**

Parameter	Description
code	String Personal identifier, provided by Voicenter
format	String Format of the response Current possible options: • JSON • HTML
search	Array of search criteria * Search parameters described in following table
fields	Array of strings Describes which fields will be returned in response. Current possible options: • date • fromdate (e.g. 2014-11-18T16:31) • todate • phones • Type • DID • CallerNumber • CallerExtension • TargetNumber • TargetExtension • TargetPrefixName • Duration • Price • RecordURL • RecordExpect • RepresentativeName • RepresentativeCode • DTMFData • CallID • QueueName • DialStatus • DialStatus2 • RingTime • CustomData • DepartmentName • DepartmentId

**Search criteria options are**

Parameter	Description
fromdate	Date time in ISO 8601 format
todate	Date time in ISO 8601 format
phones	Array of strings. Each string is phone number to search include country code
extensions	Array of strings. Each string is Voicenter SIP trunk
IdentityCriteria	One of the following: Account, Hierarchical, Department, User

**Request example in JSON format:**

```

1  {
2  "code": "xxxxxxxxxxxxxxxx",
3  "format": "JSON",
4  "fields": [
5      "Date",
6      "Type",
7      "DID",
8      "CallerNumber",
9      "CallerExtension",
10     "TargetNumber",
11     "Duration",
12     "RecordURL",
13     "RepresentativeName"
14 ],
15 "search": {
16     "fromdate": "2015-05-14T08:00",
17     "todate": "2015-05-14T16:30",
18     "phones": ["97272776772"]
19 }
20 }
```

**Request example in GET format:**

<https://api1.voicenter.co.il/hub/cdr/?code=xxxxxxxxxxxxxxxxxxxxxxxx&format=JSON&todate=2014-11-18T16:31&fromdate=2014-11-11T16:31&phones=972547588535&phones=0500000000&extension=SipSip&fields=Date&fields=Type&Fields=DID&Fields=CallerNumber>

**Response:**

**JSON:**

Parameter	Description
ERROR_NUMBER	Integer Represents error number
ERROR_DESCRIPTION	String Represents error description
CDR_LIST	Array of objects Each object is call detailed record, as requested

**HTML:**

In case of HTMP the response is table-based HTML page

**Errors:**

ERROR_NUMBER	ERROR_DESCRIPTION
0	OK
1	Request limit exceeded. Please try again later.
2	Authorization failed.
3	CDR limit exceeded.
4	IP address xx.xx.xx.xx is not trusted.

## CDR request parameters:

#	Field	Description	Example
1	caller	Displays the caller's phone number. The number that will appear at the destination.	"caller": "0722776772"
2	target	Displays the destination of the call. Can be a phone number or the extension SIP code. The phone number value will be sent with the international country prefix.	"target": "AAPINFzL" / "target": "972722776772"
3	time	Displays the time that that the call was made in Epoch time.	"time": 1536855354
4	duration	Displays the duration of the call(seconds). This duration do not include the ringing duration only the actual time of the conversation that was made.	"duration": 33
5	ivruniqueid	Displays the ID code of the specific call.	"ivruniqueid": "201809131615530APIAPI-APIAc40c3d53"
6	type	Displays the type of Call. For example: if it is an incoming/outgoing call? There are several call types.	"type": "Incoming Call" / "type": "Extension Outgoing" / "type": "Click2Callleg1"
7	status	Displays what happened with the specific call? There are several call statuses.	"status": "ANSWER" / "status": "ABANDONE" / "status": "TE"
8	targetextension	Displays the extension SIP code that answered to the incoming call. Sometimes this value will be identical to the "target" field. There are cases that the incoming call is received not directly to the extension, so the "target" can display different value.	"targetextension": "AAPINFzL"
9	callerextension	Displays the extension SIP code that the call was dialed from. This value is different from the "caller" field. In the "caller" field we display the actual number that will appear at the destination.	"callerextension": "AAPINFzL"
10	did	Displays the origin phone number that the caller called to.	"did": "0722776772"
11	queueid	If the call was directed to a queue service, it displays the queue code ID. In case there is no queue, the value will be 0 (and not null).	"queueid": 12345
12	queuename	If the call was directed to a queue service, it displays the queue name.	"queuename": "Service Queue"
13	record	Displays a URL link to the call recording.	"record": "http://starkey-centrex-recordings.s3.amazonaws."
14	price	Displays the total price of the call in ILS cents (Agrot).	"price": 7
15	dialtime	Displays the ringing duration of the call(seconds). Not include the actual conversation duration.	"dialtime": 23
16	representative_name	Displays the Voicenter user name that the specific call was associated with.	"representative_name": "Walter Melon"
17	representative_code	Displays the Voicenter user ID code that the specific call was associated with.	"representative_code": "9996"
18	targetextension_name	Displays the Voicenter extension name that answered to the specific call.	"targetextension_name": "Walter Melon"
19	callerextension_name	Displays the Voicenter extension name that this specific call was made from.	"callerextension_name": "Walter Melon"
20	target_country	Displays the country name that this outgoing call was made to.	"target_country": "Israel"
21	caller_country	Displays the country name that this incoming call was made from.	"caller_country": "Israel"
22	seconds_waiting_in_queue	This field will only be sent in the json CDR, if the specific called was directed to a queue. It displays the duration(seconds) that the caller waited in the queue.	"seconds_waiting_in_queue": 5
23	OriginalIvrUniqueID	This field will only be sent in the json CDR, if the specific called was related to another call. It displays the origin call code ID. Sometimes calls are transferred in the organization.	"OriginalIvrUniqueID": "201809131730110122APIAPI-API"

## Call types:

#	CDR type name	Description
1	Incoming Call	A regular outgoing call(manually dialed from the phone).
2	CC	A call that was made through a calling card (Access number) service.
3	Extension Outgoing	A regular outgoing call(manually dialed from the phone).
4	Queue	An incoming call that was received by a queue.
5	Click2Call leg1	A call that was made by click2call(Not by Dialer). Leg 1 of the call. Leg 1 - the initial connection of the call to the extension.
6	Click2Call leg2	A call that was made by click2call(Not by Dialer). Leg 2 of the call. Leg 2 - the actual call that is being made to the destination.
7	VoiceMail	A call that was answered by voicenter voicemail.
8	Callference	A call that was made through Voicenter callference service.
9	XferCDR	A call that manually transferred from an extension to a DID/another extension.
10	ProductiveCall Leg1	A "leg 1" Agents Auto Dialer calls. Leg1 - the initial connection of the call to the extension.
11	ProductiveCall Leg2	A "leg 2" Agents Auto Dialer calls. Leg 2 -the actual call that is being made to the destination.
12	Scrubber	A call that was made through Voicenter's Scrubber service. *Not released yet.
13	Click 2 IVR	"Leg1" Predictive Dialer calls. Leg1 - the initial connection of the call to the extension.
14	Click 2 IVR Incoming	"Leg 2" Predictive Dialer calls. Leg2 - the actual call that is being made to the destination.
15	Click 2 Queue Incoming	"Leg2" Predictive Dialer calls that were made through a queue. Leg2 - the actual call that is being made to the destination.
16	FaxCdr	A call that was made through Voicenter's internal outgoing fax service. *Not released yet.
17	Attended CDR leg1	A call that was transferred with consultation.
18	Attended CDR leg2	A call that was transferred with consultation. This type will only be made in a case of an incoming call that was answered by representative "A", "A" will then put the call on hold and make another call(consult) to another person - "B". Afterward, "A" will transfer the initial call to "B". The "Leg 2" is the part of the call between "B" and the initial caller.
19	Auto forward	A call that was automatically transferred from an extension to a DID(usually representatives configure their phones manually to transfer calls when they are not available).

## Call statuses

#	CDR Status Name	Description
1	NOTDIALED	Hang-up occurred before the call was made.
2	ANSWER	A call is answered. A successful dial. The caller reached the callee. Whenever we receive an answer response signal, also when the call reached local voicemail service and etc.
3	BUSY	Busy signal. The dial command reached its number but the number is busy.
4	NOANSWER	No answer. The dial command reached its number, the number rang for too long, then the dial timed out
5	CANCEL	A call is canceled. The dial command reached its number but the caller hung up before the callee picked up.
6	ABANDONE	When using Voicenter's queue service, this status will appear in several cases. A caller hung up before the callee picked up. A caller while waiting in the queue, chose to exit from the queue. A call timeout in the queue.*In the future there will be a call status for each case.
7	VOEND	Hang-up during IVR without actual dialing. In this case, the caller waited in the IVR but hung up before the call rang in any extension.
8	TE	When an incoming call is directed to an IVR recording and afterward it configured to hung up the call.
9	NOTCALLED	A Leg2 Click2Call was not called. When using a click2call service and the caller hung up the call before it dialed at the destination.
10	NOTDIALED	An direct incoming call to an extension that did not reach and dialed at the extension.
11	VOICEMAIL	Call entered to Voicenter voicemail service.
	Error types	This error responses displays cases when there was a problem connecting to the target destinations. It mainly used for Voicenter internal Tracking.
12	CONGESTION	Congestion. This status is usually a sign that the dialed number is not recognized
13	CHANUNAVAIL	Channel unavailable. On SIP, peer may not be registered
14	INVALIDARGS	Error parsing dial command arguments
15	SSWPREAUTH	SSW outgoing call cancel before actual dial