



VCLogWebSDK

6.03.002

Concept Introduction

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I. VCLog WebSDK Introduction

VCLog WebSDK is a set of secondary development interface,, which provide a Standard Web Service interface for 3rd party system to access to VCLog recording system. Through WebSDK, 3rd party system can easily access to VCLog system, thus achieving recording control, get call information, search recording and other business requirement.

II. Related Concept

1. Web Service

Web Service is a web-based, distributed, modular components that perform specific tasks, to comply with specific technical specifications, which makes the Web Service can interoperate with other compatible components. Web Services use HTTP and SOAP protocol for data transfer on the Web, SOAP call business objects to execute remote function calls through HTTP. Web users can use SOAP and HTTP to call remote objects via Web Call method.

2. WCF (Windows Communication Foundation)

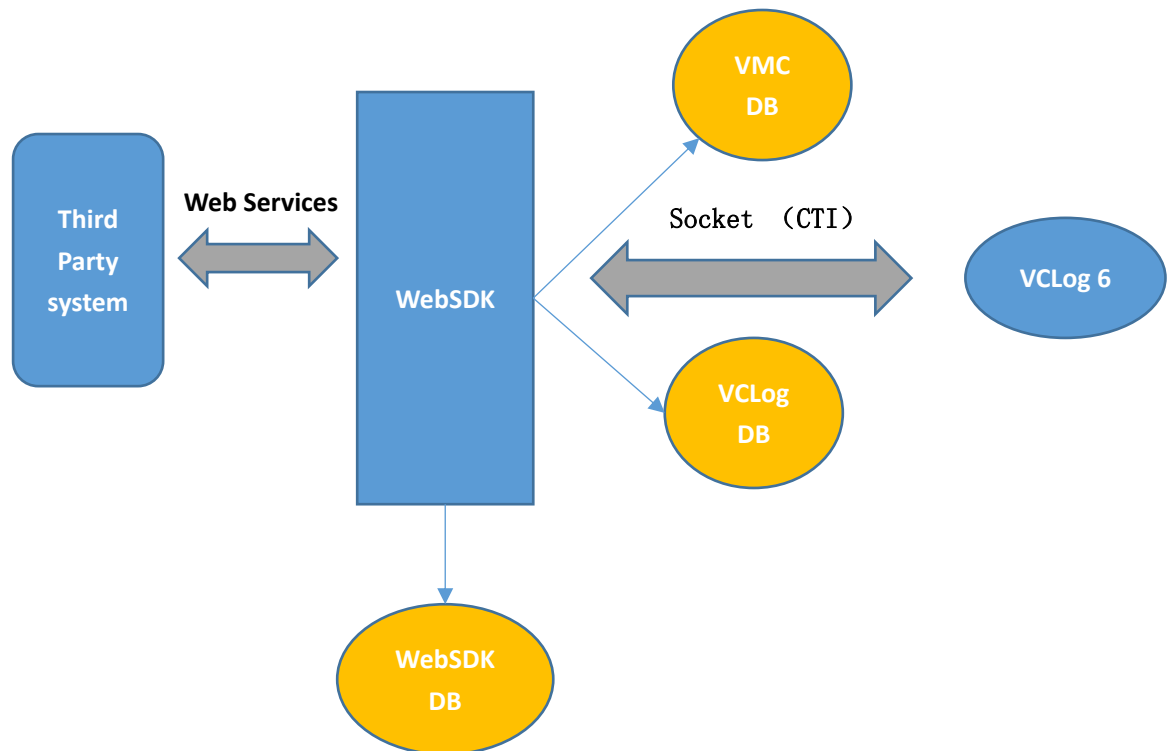
Windows Communication Foundation (WCF) is a framework for building service-oriented applications. With WCF, the data can be used as an asynchronous message sent from one service endpoint to another service endpoint. Service endpoints can be part of the IIS available service, it also can be services within the application. Endpoints are service client where service endpoints request data. Simple message such as single character or word can be send as XML, and complex message can be used binary data stream.

3. BasicHttpBinding, WSDualHttpBinding

BasicHttpBinding is most basic, and simplest binding method in WCF. By default, channel and message is not encrypted.

WSDualHttpBinding is similar to WSHttpBinding, but it supports two-way operations. Thus, client can request message and read message simultaneously.

III. System Architecture



IV. WebSDK Workflow

1. Service started, WebSDK as a Windows service. It will read configuration files to obtain configuration related information.
2. Connect to specific VLog6 service (CTI port) through Socket, to obtain call information.
3. Enable WCF service, to provide Web service to public.
4. 3rd party system request required operations (control recording, request call information, retrieve recording and etc) through the WebSDK interface.

V. WebSDK Interface

- Method1 Get RefID for the last recording
- Method 2 GetFileURL, based on RefID (If screen recording file, avi is tied with RefID)
- Method 3 UpdateRecordData by Extension
- Method 4 UpdateRecordData by RefID
- Method 5 StartRecord
- Method 6 StopRecord
- Method 7 PauseRecord
- Method 8 ResumeRecord
- Method 9 AgentLogin
- Method 10 AgentLogout
- Method 11 GetRecord by StartTime, Ext, CallerID and etc.
- Method 12 GetPlaybackAddress based on ReservedField.
- Method 13 GetChannel by Ext
- Method 14 GetRefID By Reserved Field
- Method 15 GetLatestRecordData By Ext; RefID, Direction,CallerID, Called ID, Start Time and AgentID.
- Method 16 GetRecordData By RefID; Direction, CalledID, Start/Stop Time, Agent ID.
- Method 17 GetChannelStatus
- Method 18 GetRecord By Time Range

- Method 19 GetRecordServerIP By VoiceID
- Method 20 Force StartRecord
- Method 21 Force StopRecord
- Method 22 Force PauseRecord
- Method 23 Force ResumeRecord