



# VCLogWebSDK

## Methods Description

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# Introduction

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VCLogWebSDK is a WCF service, install on server as Windows service. Please refer to following description for WebSDK Call Methods.

## Return Value

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All the return value method types are WebSDKReturn, WebSDKReturn The member' s types as shown in Table 1-1:

**Table 1-1** Member Type

| Member      | Type   | Description                                                                                                                                                              |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result      | Bool   | Indicates whether the operation is succeed.                                                                                                                              |
| Code        | Int    | Return code, please refer to Table 1-2                                                                                                                                   |
| Message     | String | If operation failed, obtain the fail message info from Message value.                                                                                                    |
| IntValue    | Int    | If operation succeed, current value indicate operation result, such as channel number, number of updated record, number of return search result and etc                  |
| StringValue | String | If the operation is successful, the value indicates the result of the operation, such as ReferenceID, recording playback address, number of return search result and etc |



## CAUTION

Client program can based on result of WebSDKReturn to determine whether the invoke method is successful; if successful, it will get operation result from IntValue or StringValue; If failed, it will get error code from Code properties, and get error message from message Properties.

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**Table 1-2** Return Code

| Return Value | Return Code              | Description                                 |
|--------------|--------------------------|---------------------------------------------|
| 0            | RET_SUCCESS              | Operation Succeed                           |
| -1           | RET_ERROR                | Error during operation                      |
| -2           | RET_NO_LICENSE           | No License                                  |
| -100         | RET_NOT_EXIST            | Reference ID or Extension Number not exist. |
| -110         | RET_VOICE_NOT_EXIST      | Recording server not exist                  |
| -120         | RET_CHAN_NOT_EXIST       | Channel not exist                           |
| -130         | RET_EXT_NOT_EXIST        | Extension not exist                         |
| -140         | RET_REFID_NOT_EXIST      | Reference ID not exist                      |
| -400         | RET_PARAM_INVALID        | Invalid Parameter                           |
| -500         | RET_CONFIG_INVALID       | Invalid Configuration Files                 |
| -600         | RET_FILE_NOT_EXIST       | File Not Exist                              |
| -700         | RET_DATABASE_ACCESS_FAIL | Database Access Failed                      |
| -900         | RET_NOT_IMPLIMENT        | Method not Implemented                      |

## NOTE

When Code value is -700, indicates database access failed. In some cases, the input json string field name is not correspond with the fields in the database, but also not found in configuration file, it may lead to access to the database fails, which return -700 values. If encounter -700 error, first to determine the json field names are correct.

## Method 1      GetRefID

---

**Definition:** WebSDKReturn GetRefID([string](#) Extension)

**Feature:** Get reference ID based on specified extension for last recording

**Parameter:** Extension string - extension number e.g: 99013

**Return Value:** StringValue indicates the reference ID obtained.

## Method 2      GetFileHttpPath

---

**Definition:** WebSDKReturn GetFileHttpPath([string](#) refid)

**Features:** Get recording file URL based on referenceID

If is screen recording file, Add "avi" after RefID.

e.g.: D0000020150105145143avi

If the recording file is encrypted, RefID format: RefID+ "psw" :+ base64 encoded password.

e.g.: D0000020150105145143psw:jlwMTEw

**Parameter:** RefID string, use GetRefID to obtain

**Return Value:** StringValue correspond to reference ID URL, e.g:

<http://127.0.0.1:2122/DAvMDc2L0UwMDA3NjlwMTEwNjMwMDk1NjI2.wav>



## CAUTION

Please make sure IP address and port number for download service is configured in SDK configuration page before using this method.

---

## Method 3    UpdateRecordDataByExt

---

**Definition:** WebSDKReturn UpdateRecordDataExt([string](#) Extension, [string](#) Data)

**Feature:** Update current extension recording data

**Parameter:** Extension - Customer Data

**Return Value:** IntValue indicates the number of recording data being updated.



## CAUTION

1. Customer Data: This string should be in standard json string, need to match the configured field with configuration files (CustomerFieldMapping.xml). If configuration file not exist, need to make sure it is match the field in record\_cf tables in CPCe database, e.g: {"CF1": "Value 1", "CF2": "Value 2"}.
  2. This method is unusable if CPCe is not implemented.
- 

# Method 4    UpdateRecordDataByID

---

**Definition:** WebSDKReturn UpdateRecordDataByID([string](#) RefID, [string](#) Data)

**Feature:** Update recording data by referenceID

**Parameter:** string refid – Reference ID

string data – Customer Data, similar with Method 3

UpdateRecordDataExt。

**Return Value:** IntValue indicates number of recording data being updated.



## CAUTION

在 This method is unusable of CF table is not implemented

---

## Method 5      StartRecord

---

**Definition:** WebSDKReturn StartRecord([string](#) Extension, [string](#) Data)

**Feature:** Start recording of corresponding extension

**Parameter:** Extension- Extension number

Data    Customer Data, Similar with Method 3 UpdateRecordDataExt。

**Return Value:** Operation succeed if Result = True



## CAUTION

1. Generally, it is not recommend to update customer data when start recording due to network delay issue. After start recording, SDK not able to get the latest reference ID immediately, thus update customer data before end call is the best time. You can call UpdateRecordDatabyExt before StopRecord method to update customer data. Just fill in the empty data in StartRecord method, e.g  

```
sdkClient.StartRecord( "10001" , " " );
```
  2. Without the CF table, customer data will not able to update. Just fill in the empty data in StartRecord method, e.g 

```
sdkClient.StartRecord( "10001" , " " );
```
- 

## Method 6 StopRecord

---

**Definition:** WebSDKReturn StopRecord([string](#) Extension, [string](#) Data)

**Feature:** Stop recording of corresponding extension

**Parameter:** Extension – Extension Number

Data Customer Data, Similar with Method 3 UpdateRecordDataExt。

**Return Value:** Operation succeed if Result = True



## CAUTION

Without the CF table, customer data will not be able to update. Just fill in the empty data in StopRecord method, e.g `sdkClient.StopRecord( "10001" , " " );`

---

## Method 7    PauseRecord

---

**Definition:** WebSDKReturn PauseRecord([string](#) Extension, [string](#) Data)

**Feature:** Pause recording of corresponding extension

**Parameter:** Extension – Extension Number

Data    Customer Data , Similar with Method 3 UpdateRecordDataExt.

**Return Value:** Operation succeed if Result = True



## CAUTION

Without the CF table, customer data will not be able to update. Just fill in the empty data in PauseRecord method, e.g `sdkClient.PauseRecord( "10001" , " " );`

---

## Method 8    ResumeRecord

---

**Definition:** WebSDKReturn ResumeRecord([string](#) Extension, [string](#) Data)

**Feature:** Resume recording of corresponding extension

**Parameter:** Extension – Extension Number

Data    Customer Data, Similar with Method 3 UpdateRecordDataExt.

**Return Value:** Operation succeed if Result = True



## CAUTION

Without the CF table, customer data will not be able to update. Just fill in the empty data in ResumeRecord method, e.g sdkClient.ResumeRecord("10001" , " " );

---

## Method 9 AgentLogin

---

**Definition:** WebSDKReturn AgentLogin([string](#) Extension, [string](#) AgentID)

**Feature:** Agent login into recording server

**Parameter:** Extension- Extension Number

AgentID string - Agent ID

**Return Value:** Operation succeed if Result = True

## Method 10 AgentLogout

---

**Definition:** WebSDKReturn Agentlogout([string](#) Extension)

**Feature:** Agent logout into recording server

**Parameter:** Extension- Extension Number

AgentID string    - Agent ID

**Return Value:** Operation succeed if Result = True

## Method 11      GetRecordList

---

**Definition:** WebSDKReturn GetRecordList(string from, string end, string JsonOtherConditions);

**Feature:** Based on recordinf start&stop time, extension number, caller & called ID as search condition.

**Parameter:** from - time format Json string, recording start time.

end - time format Json string, recording stop time.

JsonOtherConditions    - other search condition

**Return Value:**    StringValue indicates standard json format string collection of recording record search, IntValue indicates the number of recording query.



### CAUTION

1, Other search condition is standard json format string, field name need to be match with configuration file (SelectConditionMapping.xml) or RecordOriginalData table in VLogDB database.

2, When other search condition Json format string as { "Caller" : " " , " Ext" : " 1000" ,  
" Called" : " " } indicates caller and called is empty, but this field will not be ignored. If  
want to ignore this 2 fields, please fill in the Json string below: { " Ext" : " 1000" }

---

## Method 12

### GetFilePathbyReservedField

---

**Definition:** WebSDKReturn GetFilePathbyReservedField(string reservedFields);

**Feature:** Get recording file URL by reserved field (CTI ID);

**Parameter:** reservedFields - Condition String

**Return Value:** StringValue indicates recording files playback address.



#### CAUTION

- 1 Conditions string can be regular strings, it also can be Json string.
- 2 If json string, SDK will be based on the value on each field to find the corresponding recording's reference ID, and then return the recording file playback address.
- 3 If an ordinary string, SDK will based on the configuration file (ReservedFieldMapping.xml) of the first node of the field to find the reference ID, and return the recording file playback address. If without configuration files, by default it will be based on the value in ReservedFour input string and search for reference ID.

4 Please make sure the configuration file (ReservedFieldMapping.xml) is configured before calling this method. Please refer to “WebSDK Installation & User Manual” for the configuration guide.

---

## Method 13      GetChannelByExt

---

**Definition:** WebSDKReturnGetChannelByExt(string Extension)

**Feature:** Get channel by extension

**Parameter:** Extension number

**Return Value:** StringValue get Json string that included VoiceID and ChannelID

## Method 14

### GetRefIDByReservedField

---

**Definition:** WebSDKReturnGetRefIDByReservedField(string condition)

**Feature:** Get ReferenceID by Reserved Field

**Parameter:** condition Reserved Field

**Return Value:** StringValue will get ReferenceID

## Method 15      GetCallInfoByExt

---

**Definition:** WebSDKReturnGetCallInfoByExt(string extension)

**Feature:** Get latest recording information by extension, including RefID, direction, CallerID, start time, agentID.

**Parameter:** extension

**Return Value:** StringValue get standard Json string included call information.

## Method 16      GetCallInfoByRefID

---

**Definition:** WebSDKReturnGetCallInfoByRefID(string RefID)

**Feature:** Get recording information by RefID, including RefID, direction, CallerID, start time, agentID.

**Parameter:** RefID (Reference ID)

**Return Value:** StringValue get standard Json string included call information.

## Method 17      GetExtensionStatus

---

**Definition:** WebSDKReturnGetExtensionStatus(string extension)

**Feature:** Get extension status

**Parameter:** extension

**Return Value:** StringValue will get extension status

## Method 18

### GetRecordListByStartRecordTime

---

**Definition:** WebSDKReturnGetRecordListByStartRecordTime(string from,string end)

**Feature:** Get recording based on start record time

**Paramter:** From indicates Start Time, End indicate the end time

**Return Value:** StringValue get standard Json string included call information,  
IntValue get number of returned result.

## Method 19      GetVoiceIPByVoiceID

---

**Definition:** WebSDKReturnGetVoiceIPByVoiceID(intvoiceid)

**Features:** Get recording server IP address by Voice ID

**Parameter:** VoiceID indicates serial ID in recording server

**Return Value:** StringValue get IP address

## Method 20      StartRecordF

---

**Definition:** WebSDKReturn StartRecord([string](#) Extension, [string](#) Data)

**Feature:** Force start recording of extension

**Parameter:** Extension- Extension number

Data    Customer Data, Similar with Method 3 UpdateRecordDataExt。

**Return Value:** Operation succeed if Result = True



## CAUTION

1. Generally, it is not recommend to update customer data when start recording due to network delay issue. After start recording, SDK not able to get the latest reference ID immediately, thus update customer data before end call is the best time. You can call UpdateRecordDataExt before StopRecord method to update customer data. Just fill in the empty data in StartRecord method, e.g  
`sdkClient.StartRecord( "10001" , " " );`
  2. Without the CF table, customer data not able to update. Just fill in the empty data in StartRecordF method, e.g `sdkClient.StartRecord( "10001" , " " );`
- 

## Method 21      StopRecordF

---

**Definition:** WebSDKReturn StopRecord([string](#) Extension, [string](#) Data)

**Feature:** Force stop recording of corresponding extension

**Parameter:** Extension – Extension Number

Data Customer Data, Similar with Method 3 UpdateRecordDataExt。

**Return Value:** Operation succeed if Result = True



## CAUTION

Without the CF table, customer data not able to update. Just fill in the empty data in StopRecordF method, e.g sdkClient.StopRecord( "10001" , " " );

---

## Method 22      PauseRecordF

---

**Definition:** WebSDKReturn PauseRecord([string](#) Extension, [string](#) Data)

**Feature:** Pause recording of corresponding extension

**Parameter:** Extension – Extension Number

Data Customer Data, Similar with Method 3 UpdateRecordDataExt。

**Return Value:** Operation succeed if Result = True



## CAUTION

Without the CF table, customer data not able to update. Just fill in the empty data in PauseRecordF method, e.g sdkClient.PauseRecord( "10001" , " " );

---

## Method 23      ResumeRecordF

---

**Definition:** WebSDKReturn ResumeRecord([string](#) Extension, [string](#) Data)

**Feature:** Resume recording of corresponding extension

**Parameter:** Extension – Extension Number

Data    Customer Data, Similar with Method 3 UpdateRecordDataExt.

**Return Value:** Operation succeed if Result = True



## CAUTION

Without the CF table, customer data not able to update. Just fill in the empty data in ResumeRecordF method, e.g sdkClient.ResumeRecord( "10001" , " " );

---