Genesys Interaction Recording API

Insertion API

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Insertion API

The Genesys Interaction Recording Insertion API allows users to insert records into the Genesys Interaction Recording system. You can use this API to update the GIR database with records of existing call recordings already stored at a WebDAV storage location, so that they are accessible from the Genesys Interaction Recording user interfaces.

Insert Recording

This request inserts one single record representing one recording into the GIR database.

Request URL	/internal-api/contact-centers/*{id}*/recordings
HTTP Method	POST
Required Features	api-supervisor-recording

Prerequisites

Contact Center ID

The HTTP request URI you use to insert a new recording contains a "contact-center-id" that represents the Business Unit for which the request is to be made. For more information about how to get the contact center ID for your deployment, see Configuring the Storage Credentials for Web Services in the Configuration for Voice Recordings section of the Genesys Interaction Recording Solution Guide.

Authentication

This API uses a different authentication model than the other Interaction Recording Web Services APIs. For those APIs, you make a request with a username and password that belong to a normal user of the Genesys environment who also exists in Configuration Server. To use this Genesys Interaction Recording Insertion API, the HTTP request must send a Basic Authentication header with the opsUsername and opsUserPassword defined in the application.yaml file.

Cross Site Request Forgery Protection Header

As with any POST request to Interaction Recording Web Services, you must add the Cross Site Request Forgery Protection (CSRF) headers to the requests. See Cross Site Request Forgery Protection for details about how to get the values for these HTTP headers.

Request Body

The request body contains information for one single recorded interaction. This API accepts only a body of the request with Content-Type "application/json", and the request body is a JSON object. The following is a description of the format of the JSON object.

Attribute	JSON Data Type	Description	Mandatory
id	String	This is the unique ID of the recording resource being created. If the ID does not already exist in the GIR database, a new record for this recording is created. If the ID already exists in the GIR database, it merges the existing record with information from the POST request. At this time, Genesys does not support updating an existing record by using an existing ID in the POST request, and it's the HTTP client's responsibility to ensure the ID is unique	Yes
callerPhoneNumber	String	The phone number for the caller who initiated the phone call.	Yes
dialedPhoneNumber	String	The phone number dialed to initiated the phone call.	Yes
region	String	The region in which the recording occurred.	Yes
mediaFiles	Array	A recording for a specific call may consist of one or more media files. See Media File Descriptor for details.	Yes
eventHistory	Array	A history of events relevant to the call recording that occurred during the lifetime of the call. See Event History Descriptor for details.	No
callType	String	Call type can be one of the following values: • Internal • Inbound • Outbound • Consult • Unknown	No

Media File Descriptor

The request body can contain one or more Media File Descriptors. Here is a description of the format of this structure:

Attribute	JSON Data Type	Description	Mandatory
callUUID	String	The call UUID associated with the given media file. It does not have to be unique. This value is not used by the GIR system and is simply be returned when the recording is queried.	Yes
startTime	String	The time at which the media file began recording. This must be in the ISO datetime format. For example: 2013-05-17T11:45:32.000-0800	Yes
stopTime	String	The time at which the media file finished recording. This must be in the ISO datetime format. For example: 2013-05-17T11:45:32.000-0800	Yes
mediaId	String	Unique identifier for the media file that is used by clients. It is the client's responsibility to ensure this ID is unique.	Yes*
type	String	The MIME type of the media file. For example: audio/mp3	No
duration	String	The duration of the media file, in milliseconds.	No
size	String	The size of the media file, in bytes.	No
tenant	String	The name of the tenant to which this recording belongs. It should match the name of a tenant on your Genesys Configuration Server.	No
ivrprofile	String	The name of the IVR Profile that serviced this recording.	No
parameters	JSON Object	This is some additional information related to the recording. You	Yes*

Attribute	JSON Data Type	Description	Mandatory
		should populate the parameters described in the following rows in order to realize full GIR functionality.	
parameters.username	String	If the media recording is recorded on an agent, set this parameter to the agent username as it exists in Configuration Server. Otherwise, don't include this parameter.	No
parameters.agentId	String	If parametres.username exists, set this paramter to the name of the agent login object in Configuration Server used on the switch for this recording. Otherwise, don't include this parameter.	No
parameters.recordDN	String	The DN the on which SIP Server pinned the recording. This can be the agent extension DN if parameters.username exists. If the recording is pinned on a Trunk DN or an IVR, parameters.username is not provided and parameters.recordDN is just a DN.	No
parameters.dnis	String	The number being dialed for this recording segment.	No
parameters.ani	String	The number from which the call was made for this recording segment.	No
parameters.callUuid	String	A unique ID for the call that generated this recording segment. It should match the callUUID for this media file.	Yes*
parameters.id	String	A unique ID used for external cross-referencing by SpeechMiner. You may use the CallUUID for this media file for this parameter.	Yes*

Attribute	JSON Data Type	Description	Mandatory
masks	JSON Array	A JSON array specifying the time stamps of the pause and resume periods if the recording is masked by a client application. Each object contains the time and type property. For example: `"masks": [ {"time": "2013-02-06T10:23:10.034Z", "type": "paused"}, {"time": "2013-02-06T10:32:14.034Z", "type": "resume"} ]`	No
pkcs7	String	If the media file is encrypted, this describes the PKCS7 envelop for the encryption performed on the media file. How the media file should be encrypted is out of scope for this API.	No
certAlias	JSON Array	An array of strings of the aliases for the certificates used to encrypt the media file.	No
partitions	JSON Array	A JSON array of strings specifying the partition to which this media file belongs. For more information about partitions, see Access Control for Genesys Interaction Recording Users in the GIR Interaction Recording Solution Guide.	No
accessgroups	JSON Array	A JSON array of strings specifying the Agent Hierarchy group(s) to which this recording belongs. For more information about agent hierarchy and access groups, Access Control for Genesys Interaction Recording Users in the GIR Interaction	No

Attribute	JSON Data Type	Description	Mandatory
		Recording Solution Guide.	
mediaDescriptor	JSON Object	A JSON object used to describe the media file.	Yes
mediaDescriptor.storage	String	The type of storage used for the media resource. The only supported value is: • webDAV	Yes
mediaDescriptor.storage_version	String	The version of the storage being used. It is for information use only.	No
mediaDescriptor.path	String	The storage-specific path to the location where the media is stored.	Yes

* - The API accepts a record without this field, but it is still considered mandatory for the GIR solution to function in a consistent way.

Event History Descriptor

The request body may contain one or more event descriptors. There are three types of events: "Joined", "Left" or "Data". Here is a description of the format of this structure:

Attribute	JSON Data Type	Description	Mandatory
occurredAt	String	The time at which the event happened. This must be in the ISO datetime format. For example: 2013-05-17T11:45:32.000-0800	Yes
event	String	The type of event. It must be one of the following values: • Left • Joined • Data	Yes
calluuid	String	The Call ID associated with this event.	No
contact	JSON Object	Contains information that describes the caller who joined or left the call.	Yes, if the event type is Left or Joined.

Attribute	JSON Data Type	Description	Mandatory
contact.type	String	The type of caller. It must be one of the following values: • User • External	Yes
contact.phoneNumber	String	The phone number for the caller.	Yes
contact.userName	String	The user name of the caller.	Yes, if the contact type is User.
contact.firstName	String	The first name of the caller.	Yes, if the contact type is User.*
contact.lastName	String	The last name of the caller.	Yes, if the contact type is User.*
eventId	String	An eventId used to identify the data event. This must be unique between all events across all the recording segments.	Yes, if the event type is Data.
data	JSON object	A JSON object representing the changes in data for an event of type Data. This free-form JSON object can be used to represent arbitrary data and operations (for example, added, deleted, updated, and so on).	Yes, if the event type is Data.

* - The API accepts a record without this field, but it is still considered mandatory for the GIR solution to function in a consistent way.

Post Insertion Operations

After inserting recording metadata into Interaction Recording Web Services (RWS), you must also post this metadata to the SpeechMiner Interaction Receiver to be able to access the recording through SpeechMiner. For more information, refer to Re-posting the Recordings to SpeechMiner.

Sample

Request

```
POST /internal-api/contact-centers/57c0b771-b57c-4ea8-8655-7ef6d3c58ccc/recordings
Content-Type: application/json

{
```

```
"id":"alex-test-id",
"callerPhoneNumber":"+14160000000",
"dialedPhoneNumber":"+14161111111",
"region":"Can-West",
"callType":"Inbound",
"mediaFiles":[
   {
      "callUUID":"123123",
      "startTime":"2015-06-15T23:59:00.000",
      "stopTime":"2015-06-15T23:59:59.000",
      "mediaId":"123123-FFAB-ABAD",
      "type":"audio/mp3",
      "duration":"59000",
      "size":"67324",
      "parameters":{
         "username":"agent.bob@example.com"
      },
      "masks":[
         {
            "time":"2015-06-15T23:59:10.034Z",
            "type":"paused"
         },
         {
            "time":"2013-06-15T23:59:20.034Z",
            "type":"resume"
         }
      ],
      "mediaDescriptor":{
         "storage":"webDAV",
         "path":"http://example.com/file1.mp3"
      }
   },
   {
      "callUUID":"234222",
      "startTime":"2015-06-15T23:58:00.000",
      "stopTime":"2015-06-15T23:58:59.000",
      "mediaId":"123123-FFAB-ABAC",
      "type":"audio/mp3",
      "mediaDescriptor":{
         "storage":"webDAV",
         "path":"http://example.com/file2.mp3"
      }
   }
],
"eventHistory":[
   {
      "occurredAt":"2015-06-15T23:58:30.000+0000",
      "calluuid":"234222",
      "eventId":"2015-09-10 13:31:00.887_011AP643CSAPR4FKQGQE31TAES00029B",
      "event":"Data",
      "data":{
         "added":{
            "drink":"cola",
            "food":"burger"
         }
      }
   },
   {
      "occurredAt":"2015-06-15T23:58:00.000",
      "calluuid":"234222",
      "event":"Joined",
      "contact":{
         "type":"User",
```

```
            "phoneNumber":"417001",
            "userName":"agent.bob@example.com",
            "firstName":"Bob",
            "lastName":"Smith"
         }
      }
   ]
}
```

Response

```
{
   "statusCode":0
}
```

Field	Description
statusCode	Indicates whether the request was correctly handled. It returns 0 if the response was correctly handled by the server, and other values if it was not correctly handled by the server. See Return Values for details.
statusMessage	For a status that is not 0, this message provides a human readable reason for reason of failure. See Return Values for details.