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Web Services API Reference

Complete Record

5/9/2025

Complete Record

This operation is part of the [Outbound API](#) section of the [Web Services API](#).

Overview

Completes the specified outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	CompleteRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
callResult	String	Possible values: - Ok - QueueFull - NoProgress - TransferFailed - NoRingBack - ConferenceOverflow - NoEstablishedDetected - GeneralAbandon - PartyDetected - SystemRedirected - WrongParty - RemoteRelease - DialError - Busy - ConsultCallDropError - NoAnswer - PickedUpSwitchError - SITDetected - NoFreePortError	

Parameter	Type	Value	Required
		• AnsweringMachineAnswerError • AllTrunksBusyStale • SITInvalidOverlaidAgentCallbackError • SITVacationConversationGroupCallbackError • SITOperationalDeafened • SITUnknownSilence Held • SITNoCircle Answer DoNotCall • SITRecord Not Tone CancelRecord • FaxDetected Not WrongNumber	
phoneNumber	String	The phone number of the record that is being completed.	No
devicePath	String	The relative path to device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records/12
{
  'operationName': 'CompleteRecord',
  'devicePath': '/devices/42e3alc6-fc5e-425b-9411-125f536fde00',
  'callingList': 'CallingList1',
  'applicationId': 134,
  'campaignName': 'Campaign1',
  'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
  {
    'data':
    {
      'record':
      {
        'campaignName': 'Campaign1',
        'devicePath': '/devices/
42e3a1c6-fc5e-425b-9411-125f536fde00',
        'callingList': 'CallingList1',
        'applicationId': 134,
        'recordHandle': 12
      },
      'notificationType': 'RecordProcessedAcknowledge',
      'messageType': 'OutboundRecordMessage',
      'referenceId': '123456789'
    },
    'channel': '/v2/me/outbound'
  },
  {
    'data':
    {
      'metrics':
      {
        'eventProcessing':
        {
          'serverGenerationTimestamp': 1433915429118,
          'nodeProcessingTimeNanos': 3641862,
          'serverProcessingTimeTotalMs': 4
        }
      },
      'userData':
      {
        'GSW_CALLING_LIST': 'CallingList1',
        'GSW_APPLICATION_ID': 134,
        'GSW_RECORD_HANDLE': 12,
        'GSW_USER_EVENT': 'RecordProcessedAcknowledge',
        'GSW_CALL_RESULT': 33,
        'GSW_CAMPAIGN_NAME': 'Campaign1'
      },
      'deviceId': '42e3a1c6-fc5e-425b-9411-125f536fde00',
      'messageType': 'DeviceUserEventMessage'
    },
    'channel': '/me/internal'
  },
  {
    'successful': True,
    'advice':
    {
      'interval': 0,
      'timeout': 30000,
      'reconnect': 'retry'
    },
  },
]
```

```
    'id': '19',  
    'channel': '/meta/connect'  
  }  
]
```