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Web Services API Reference

Call resource

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Call resource

This resource is part of the [Voice API](#) section of the [Web Services API](#).

Overview

The call resource includes properties that describe the current state of the call and the available operations given the current state. Calls are returned from GET requests to [/api/v2/me/calls](#) or GET requests to [/api/v2/me?subresources=*](#). See [Recovering existing state](#) for examples. The [device resource](#) is also present in [CallStateChangeMessages](#) delivered to the client via CometD. The format of the call resource is identical in these two contexts, which lets clients more conveniently update their state.

Sample data

```
{
  "id": "01RCC3N118B1V0SL807GK2LAES000010",
  "state": "Established",
  "callUuid": "01RCC3N118B1V0SL807GK2LAES000010",
  "connId": "0071027198180020",
  "deviceUri": "http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
  "participants": [
    {
      "e164Number": "+19165550104",
      "location": "California",
      "formattedPhoneNumber": "(916) 555-0104",
      "country": {
        "name": "United States",
        "code": "US",
        "callingCode": "1"
      },
      "phoneNumber": "9165550104",
      "digits": "9165550104"
    }
  ],
  "dnis": "9165550104",
  "callType": "Internal",
  "capabilities": [
    "UpdateUserData",
    "SendDtmf",
    "InitiateConference",
    "Hold",
    "SingleStepTransfer",
    "InitiateTransfer",
    "AttachUserData",
    "DeleteUserDataPair",
    "SingleStepConference",
    "DeleteUserData",
    "Hangup",
    "StartCallRecording"
  ]
},
```

```

    "userData":{
      "AccountNumber": "12345678"
    },
    "duration": "7",
    "mute": "Off",
    "recordingState": "Stopped",
    "supervisorListeningIn": false,
    "monitoredUserMuted": false,
    "monitoring": false,
    "uri": "http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES000010",
    "path": "/calls/01RCC3N118B1V0SL807GK2LAES000010",
    "supervisorMonitoringState": {
      "state": "ListenIn"
    }
  }
}

```

Resource details

Field	Description
id	The unique identifier for the call.
state	The current call state (Dialing, Held, Established, and so on).
callUuid	The universally unique identifier associated with the call.
connId	The connection ID for the call. This value comes from the Tlib event.
deviceUri	Link to the device for which this state is applicable.
participants	<p>A collection of participants and their information. If the participant number contains +country_code, then the participant contains the following list of structures:</p> <ul style="list-style-type: none"> country — country information of the phone number in the JSON format: "country": {"name": "United States", "code": "US", "callingCode": "1"} location — region of the phone number. localPhoneNumber — phone number in domestic format. E164digits — phone number in e.164 format.
dnis	The DNIS attribute of the call, as sent by T-Server.
callType	The type of call, such as Internal, Inbound, Outbound, Consult.
capabilities	A list of capabilities for the current state. For example, if the current state is Dialing, the list might be ["HangUp", "Hold"].
userData	A map of custom values attached to the call.

Field	Description
duration	The duration of the call, in seconds.
mute	Shows whether the call is muted.
recordingState	Shows the recording state of the call. Possible values are Recording, Paused, Stopped.
supervisorListeningIn	Specifies whether a supervisor is listening to the call.
monitoredUserMuted	This attribute indicates the mute state of the user being monitored by the supervisor.
monitoring	Specifies whether the user is monitoring the call.
uri	The call's resource identifier.
path	The path to the call resource.
ani	The ANI attribute of the call. This attribute is optional and only included if sent by T-Server.
extensions	The latest Extensions attribute. This attribute is optional and only included if sent by T-Server.
supervisorMonitoringState	<p>Specifies the supervisor's monitoring state. This JSON object includes the following attribute:</p> <ul style="list-style-type: none"> state — Possible values are Coach, ListenIn, and Bargain.