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- 通用 API - 获取录音下载
- 通用 API - 分机话务统计
- 通用 API - 获取通话记录
- 通用 API - 企业话务统计
- 通用 API - 录音识别结果
- 通用 API - 录音识别统计
- 通用 API - 获取 IVR语音文件

??API - ??????

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获取通话记录文件的下载链接。目前通话录音保存3个月时间，建议同步保存到本地。

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参数名	类型	是否必须	说明
service	string	是	App.Sip_Cdr.GetRecodeFile
token	string	是	通过授权接口获取的token
filename	string	是	通话记录回调中返回的录音文件名

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Cdr.GetRecodeFile',
        'token'     => 'ABCDEFG',
        'filename'  => 'abcdefg',
    ];
    $curl = curl_init();
    curl_setopt($curl, CURLOPT_URL, $apiUrl);
    curl_setopt($curl, CURLOPT_POST, 1);
    curl_setopt($curl, CURLOPT_POSTFIELDS, $postFields);
    curl_setopt($curl, CURLOPT_RETURNTRANSFER, 1);
    $response = curl_exec($curl);
    $curlError = curl_error($curl);
    curl_close($curl);
    var_dump($response);
?>
```

????????

```
{
    "ret": 200,
```

```
    "data": {
        "status": 0,
        "desc": "□□□□",
        "result": {
            "downurl": "http://127.0.0.1:8080/abcdefg",
            "expiredtime": "□□□□□2020-02-11 17:27:23"
        },
        "reqtime": 1581412943,
        "rsptime": 1581412943
    },
    "msg": ""
}
```


??????

□□□	□□	□□
result	objest	□□□□□□
downurl	string	□□□□□□□□□□
expiredtime	string	□□□□□□□□

??API - ??????

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按分机号汇总或按天统计指定时间范围内的呼叫量、接通率和通话时长

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参数名	类型	是否必须	说明
service	string	是	App.Sip_Cdr.GetExtStats
token	string	是	通过授权接口获取的 token
starttime	string	是	统计起始时间，格式: yyyy-mm-dd hh:mm:ss，时间范围最长 31天
endtime	string	是	统计结束时间，格式: yyyy-mm-dd hh:mm:ss，时间范围最长 31天
extnumber	string	否	分机号，多个分机号用英文逗号隔开；留空统计全部坐席
granularity	string	否	统计粒度: total 时间范围汇总、day按天统计
currentpage	int	否	页数，默认: 1
itemsperpage	int	否	每页数量，默认: 10，最小: 1；最大: 1000

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Cdr.GetRecodeFile',
        'token'     => 'ABCDEFG',
        'starttime'  => 'yyyy-mm-dd hh:mm:ss',
        'endtime'  => 'yyyy-mm-dd hh:mm:ss',
        'extnumber'  => '121212',
        'granularity'  => 'day',
    ];
    $curl = curl_init();
    curl_setopt($curl, CURLOPT_URL, $apiUrl);
```

```
    curl_setopt($curl, CURLOPT_POST, 1);
    curl_setopt($curl, CURLOPT_POSTFIELDS, $postFields);
    curl_setopt($curl, CURLOPT_RETURNTRANSFER, 1);
    $response = curl_exec($curl);
    $curlError = curl_error($curl);
    curl_close($curl);
    var_dump($response);
?>
```

????????


```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "success",
        "result": {
            "totalitems": 1,
            "currentpage": 1,
            "itemsperpage": 20,
            "stats": [
                {
                    "extnumber": "90020002",
                    "total_calls": 1,
                    "answered_calls": 0,
                    "unanswered_calls": 1,
                    "answer_rate": 0,
                    "total_talk_seconds": 0,
                    "avg_talk_seconds": 0,
                    "avg_wait_seconds": 18
                }
            ]
        },
        "reqtime": 1788932971,
        "rsptime": 1788932972
    },
    "msg": ""
}
```

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□□□	□□	□□
result	objest	□□□□□□

??API - ??????

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客户主动拉取通话记录列表的接口。

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POST， form-data格式

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参数名	类型	是否必须	说明
service	string	是	App.Sip_Cdr.GetBill
token	string	是	通过授权接口获取的 token
starttime	string	是	(拨打)起始时间，格式: yyyy-mm-dd hh:mm:ss
endtime	string	是	(拨打)结束时间，格式: yyyy-mm-dd hh:mm:ss
syncflag	int	是	获取记录类型 :1、获取未查询过的记录 (默认); 2、获取已查询过的记录; 3、获取全部记录。
direction	int	是	呼叫方向: 1、呼入; 2、呼出; 3、全部（默认）。
callmethod	int	是	呼叫方法: 0、不限; 1、分机互拨; 2、分机直拨（手拨）; 3、API呼叫（默认）; 4、API双呼; 5、预测式外呼; 6、IVR/群呼。
currentpage	int	是	页数，默认: 1
itemsperpage	int	是	每页数量，默认: 10，最小: 1；最大: 1000
extnumber	string	是	分机号，多个分机号用英文逗号隔开，传空值时为全部
destnumber	string	是	呼叫的目标号码，传空值时为全部
userid	string	是	自定义数据 (员工 ID)，可为空值
memberid	string	是	自定义数据 (会员 ID)，可为空值
ext	string	否	自定义数据 (扩展参数)

□□□	□□	□□□□	□□
customuuid	string	□	□□□□□ (□□ ID)

?????????????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Cdr.GetBill',
        'token'     => 'ABCDEFG',
        'starttime'  => '2019-01-12 00:00:00',
        'endtime'    => '2020-12-12 00:00:00',
        'direction'  => 3
        'syncflag'   => 3,
        'callmethod' => 0,
        'currentpage'  => 1,
        'itemsperpage'  => 10,
    ];
    $curl = curl_init();
    curl_setopt($curl, CURLOPT_URL, $apiUrl);
    curl_setopt($curl, CURLOPT_POST, 1);
    curl_setopt($curl, CURLOPT_POSTFIELDS, $postFields);
    curl_setopt($curl, CURLOPT_RETURNTRANSFER, 1);
    $response = curl_exec($curl);
    $curlError = curl_error($curl);
    curl_close($curl);
    var_dump($response);
?>
```

????????

```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "□□□□",
        "result": {
            "totalitems": 8151,
            "currentpage": 1,
```

```
            "itemsperpage": 10,
            "bills": [
                {
                    "id": 823988364,
                    "companycode": "8888723",
                    "direction": "callout",
                    "callmethod": 5,
                    "starttime": "2025-10-16 16:18:07",
                    "answertime": "",
                    "endtime": "2025-10-16 16:18:43",
                    "duration": 36,
                    "billsec": 0,
                    "userid": "U_q1IBUeAn",
                    "memberid": "M_v9sKNEVV",
                    "ext": "{\"type\":\"robot\",\"level\":4}",
                    "chengshudu": "{\"type\":\"robot\",\"level\":4}",
                    "disnumber": "218888723001",
                    "destnumber": "15978995617",
                    "extnumber": "8888723002",
                    "recordfilename": "",
                    "downloadip": "",
                    "hangupdirection": 10041,
                    "hangupcause": 10020,
                    "uuid": "a526e04e-aa68-11f0-96ea-5ba23668545d",
                    "userkey": "",
                    "customuuid": "SIcqy3Bu-qBxv-hquJ-B80W-QaOpFkWMHe8h",
                    "taskid": "20251016161536503802",
                    "round": "1",
                    "recordurl": ""
                }
            ]
        },
        "reqtime": 1581502410,
        "rsptime": 1581502410
    },
    "msg": ""
}
```


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□□□	□□	□□
result	objest	□□□□□□
—totalitems	int	□□□□
—currentpage	int	□□□□
—itemsperpage	int	□□□□
—bills	array	□□□□
——id	int	□□ id
——companycode	string	□□ code
——extnumber	string	□□□
——destnumber	string	□□□□
——disnumber	string	□□□□
——starttime	string	□□□□
——answertime	string	□□□□
——endtime	string	□□□□□□
——duration	int	□□□□□□
——billsec	int	□□□□
——direction	string	□□□□
——callmethod	int	□□□□
——userid	string	□□□□□ (□□ id)
——memberid	string	□□□□□ (□□ id)
——chengshudu	string	□□□□□ (□ ext□□□)
——ext	string	□□□□□ (□□□□)
——customuuid	string	□□□□□ (□□ id)
——recordfilename	string	□□□□□□□
——downloadip	string	□□ ip
——hangupdirection	int	□□□□
——hangupcause	int	□□□□
——userkey	string	□□□□
——taskid	string	□□□□□□ id
——round	string	□□□□□□
——recordurl	string	□□□□ url

Postman??????



??API - ??????

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□□□	□□	□□□□	□□
service	string	□	App.Sip_Cdr.GetCompanyStats
token	string	□	□□□□□□□□□ token
starttime	string	□	□□□□□□□□□□ yyyy-mm-dd hh:mm:ss □□□□□□□ 31□
endtime	string	□	□□□□□□□□□□ yyyy-mm-dd hh:mm:ss □□□□□□□ 31□
granularity	string	□	□□□□□ total □□□□□□□ day□□□□

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Cdr.GetRecodeFile',
        'token'     => 'ABCDEFG',
        'starttime'  => 'yyyy-mm-dd hh:mm:ss',
        'endtime'  => 'yyyy-mm-dd hh:mm:ss',
        'granularity'  => 'day',
    ];
    $curl = curl_init();
    curl_setopt($curl, CURLOPT_URL, $apiUrl);
    curl_setopt($curl, CURLOPT_POST, 1);
    curl_setopt($curl, CURLOPT_POSTFIELDS, $postFields);
    curl_setopt($curl, CURLOPT_RETURNTRANSFER, 1);
    $response = curl_exec($curl);
    $curlError = curl_error($curl);
    curl_close($curl);
```

```
    var_dump($response);
?>
```

????????

```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "success",
        "result": {
            "stats": [
                {
                    "active_extnumbers": 1,
                    "total_calls": 4,
                    "answered_calls": 0,
                    "unanswered_calls": 4,
                    "answer_rate": 0,
                    "total_talk_seconds": 0,
                    "avg_talk_seconds": 0,
                    "avg_wait_seconds": 10.25,
                    "inbound_calls": 0,
                    "outbound_calls": 4
                }
            ]
        },
        "reqtime": 1788933086,
        "rsptime": 1788933086
    },
    "msg": ""
}
```

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□□□	□□	□□
result	objest	□□□□□□

??API - ??????

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客户主动获取录音识别接口。

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POST， form-data格式

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参数名	类型	是否必须	说明
service	string	是	App.Sip_Cdr.GetAsrRecord
token	string	是	通过授权接口获取的 token
starttime	string	是	起始时间，格式: yyyy-mm-dd hh:mm:ss，最长 31天
endtime	string	是	结束时间，格式: yyyy-mm-dd hh:mm:ss，最长 31天
cdrid	int	否	CDR记录 ID
calluuid	int	否	通话 UUID
calleenumber	int	否	被叫号码
callstatus	string	否	通话识别状态: 0待处理、 1处理中、 2成功、 3失败、 4跳过、 5部分成功
voicemailstatus	string	否	0未知、 1正常通话、 2语音信箱
currentpage	int	是	页数，默认: 1
itemsperpage	int	是	每页数量，默认: 10，最小: 1；最大: 1000

????????????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Cdr.GetAsrRecord',
        'token'     => 'ABCDEFG',
        'starttime'  => '2019-01-12 00:00:00',
```

```
        'endtime'    => '2020-12-12 00:00:00',
        'cdrid'  => 3
        'calluuid'   => 3,
        'currentpage'  => 1,
        'itemsperpage'  => 10,
    ];
    $curl = curl_init();
    curl_setopt($curl, CURLOPT_URL, $apiUrl);
    curl_setopt($curl, CURLOPT_POST, 1);
    curl_setopt($curl, CURLOPT_POSTFIELDS, $postFields);
    curl_setopt($curl, CURLOPT_RETURNTRANSFER, 1);
    $response = curl_exec($curl);
    $curlError = curl_error($curl);
    curl_close($curl);
    var_dump($response);
?>
```

????????

```
{
    "status": 0,
    "desc": "□□",
    "result": {
      "totalitems": 1,
      "currentpage": 1,
      "itemsperpage": 20,
      "asrrecords": [
        {
          "id": 111,
          "cdrid": 6,
          "calluuid": "5adf71c4-bee0-11f0-8eb3-811da796b819",
          "calleenumber": "8179032525",
          "record_file":"",

          "preduration": 11,
          "prestatus": 3,
          "pretext": "",
```

```
            "callduration": 90,
            "callstatus": 2,
            "lefttext": "□□□□□□□□",
            "righttext": "□□□□□□□□",

            "voicemailstatus": 1,
            "voicemailevidence": null,
            "voicemailclassifiedat": null,

            "createdat": "2025-11-12 01:25:25"
          }
        ]
    }
}
```


??????

□□□	□□	□□
result	objest	□□□□□□
—totalitems	int	□□□□
—currentpage	int	□□□□
—itemsperpage	int	□□□□
—asrrecords	array	□□□□
——id	int	□□ id
——cdrid	string	□□ id
——calluuid	string	□□ uuid
——calleenumber	string	□□□□
——preduration	string	□□□□
——prestatus	string	□□□□□□
——pretext	string	□□□□
——callduration	string	□□□□
——callstatus	int	□□□□
——lefttext	int	□□□□□□
——righttext	string	□□□□□□
——voicemailstatus	int	0□□□ 1□□□□□ 2□□□□

□□□	□□	□□
——voicemailevidence	string	□□□□□□□□□□
——voicemailclassifiedat	string	□□□□
——createdat	string	□□□□

??API - ??????

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????

POST□ form-data□□

????????????

□□□	□□	□□□□	□□
service	string	□	App.Sip_Cdr.GetAsrStats
token	string	□	□□□□□□□□□ token
starttime	string	□	□□□□□□□□ yyyy-mm-dd hh:mm:ss□□□ 31□
endtime	string	□	□□□□□□□□ yyyy-mm-dd hh:mm:ss□□□ 31□
granularity	int	□	□□□□□ total□□□ day □□

?????????????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Cdr.GetAsrStats',
        'token'     => 'ABCDEFG',
        'starttime'  => '2019-01-12 00:00:00',
        'endtime'    => '2020-12-12 00:00:00',
        'cdrid'  => 3
        'calluuid'   => 3,
        'currentpage'  => 1,
        'itemsperpage'  => 10,
    ];
    $curl = curl_init();
    curl_setopt($curl, CURLOPT_URL, $apiUrl);
    curl_setopt($curl, CURLOPT_POST, 1);
```

```
    curl_setopt($curl, CURLOPT_POSTFIELDS, $postFields);
    curl_setopt($curl, CURLOPT_RETURNTRANSFER, 1);
    $response = curl_exec($curl);
    $curlError = curl_error($curl);
    curl_close($curl);
    var_dump($response);
?>
```

????????

```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "□□",
        "result": {
            "stats": [
                {
                    "totalcalls": 0,
                    "failedcalls": 0,
                    "voicemailcalls": 0,
                    "normalcalls": 0
                }
            ]
        },
        "reqtime": 1789459343,
        "rsptime": 1789459343
    },
    "msg": ""
}
```

??????

□□□	□□	□□
result	objest	□□□□□□
—totalitems	int	□□□□
—currentpage	int	□□□□
—itemsperpage	int	□□□□

□□□	□□	□□
—stats	array	□□□□
——totalcalls	int	□□
——failedcalls	int	□□□
——voicemailcalls	int	□□□□□
——normalcalls	int	□□□□□

??API - ??IVR????

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□□□□□□□□□□□□ ivr□□□□□□□□□□□□ 30□□□□□□□□□□□□□□□□□□□□

????

□□□	□□	□□□□	□□
service	string	□	App.Sip_Cdr.GetVoiceFile
token	string	□	□□□□□□□□□ token
filename	string	□	□□□□□□□□□□

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Cdr.GetVoiceFile',
        'token'     => 'ABCDEFG',
        'filename'  => 'abcdefg',
    ];
    $curl = curl_init();
    curl_setopt($curl, CURLOPT_URL, $apiUrl);
    curl_setopt($curl, CURLOPT_POST, 1);
    curl_setopt($curl, CURLOPT_POSTFIELDS, $postFields);
    curl_setopt($curl, CURLOPT_RETURNTRANSFER, 1);
    $response = curl_exec($curl);
    $curlError = curl_error($curl);
    curl_close($curl);
    var_dump($response);
?>
```

????????

```
{
    "ret": 200,
    "data": {
```

```
        "status": 0,
        "desc": "□□□□",
        "result": {
            "downurl": "http://127.0.0.1:8080/abcdefg",
            "expiredtime": "□□□□□2020-02-11 17:27:23"
        },
        "reqtime": 1581412943,
        "rsptime": 1581412943
    },
    "msg": ""
}
```


??????

□□□	□□	□□
result	objest	□□□□□□
downurl	string	□□□□□□□□□□
expiredtime	string	□□□□□□□□