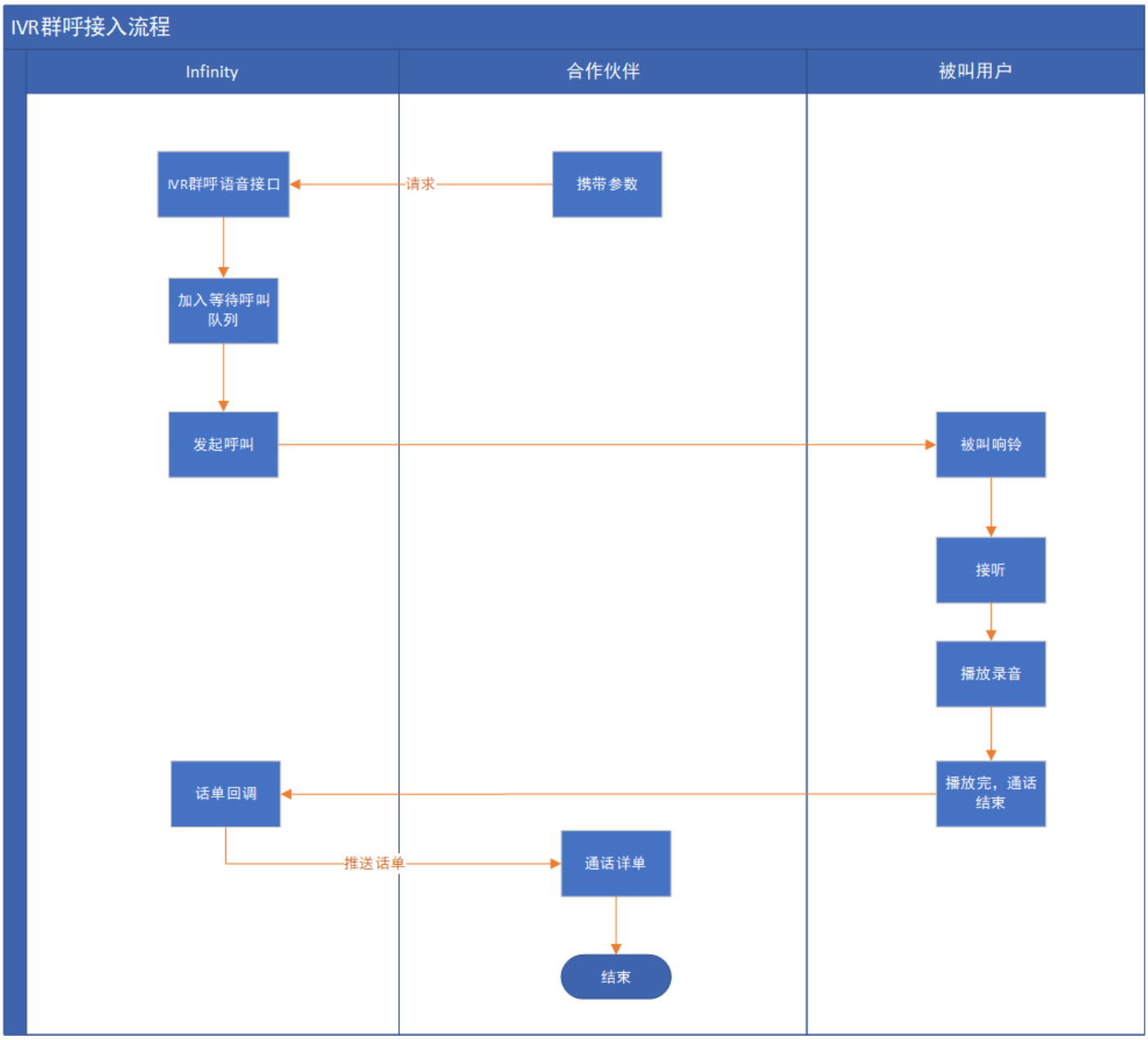
IVR????

- 批量IVR - IVR群呼接入流程
- 批量IVR - 批量呼出ivr语音(过时)
- 语音文件管理 - 上传语音文件
- 语音文件管理 - 获取语音文件
- 语音文件管理 - 播放语音文件
- 语音文件管理 - 编辑语音文件
- 语音文件管理 - 删除语音文件
- IVR管理 - 播放ivr语音(异步批量)-v2
- IVR管理 - 查看IVR呼叫进度-v2



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接入前录音文件准备: 接口请求前，请先使用 Infinity提供的账号密码登录到后台，在 Voice 后台的左侧找到菜单 “Record Template(offline)”，在此处上传接口要使用的录音文件 .

录音文件要求：采样率为8000bps，mp3格式，文件名不可带中文，允许英文及"_"符号。

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对于需要播放同一个 IVR语音内容的不同号码，可以使用此接口批量呼出，单次提交不要超过 5000个号码。

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POST， form-data格式

??URL

http://ivr.infin8linx.com/yunhu

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参数名	类型	是否必须	说明
service	string	是	App.Sip_Call.PlayVoice
appid	string	是	授权 appid
accesskey	string	是	授权 accesskey
destnumber	string	是	目标号码，多个号码用 “,”连接
voicetype	int	是	播放的语音文件类型。 1:离线语音文件（自己录制的语音文件，上传到系统后台或者通过系统后台在线生成的）、2:在线语音 (url)（提供一个可以访问的录音文件地址）
voicefile	string	是	voicetype=1 传后台的录音文件名; voicetype=2 传可以访问的语音 url地址
userkey	int	否	是否需要用户按键， 1:需要 0:不需要 默认 0
chengshudu	string	否	客户自定义数据，在通话结束之后的回调数据中原样返回。
disnumber	string	否	主叫号码 (显示在用户手机上的来电号码），留空则系统会随机取一个主叫号码
customuuid	string	否	客户自定义数据，在通话结束之后的回调数据中原样返回

□□□	□□	□□□□	□□
transfer	int	□	□□□□□ agent□ 0□□□ 1 □□□□□□□ 0□□□□□□ agent□□□
agent	string	□	□□□□□□□
waittime	int	□	□□□□□□□□□ 60s (□)
conntime	int	□	□□□□□□ , □□□□□□□□□ ,□□ 60s (□)

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Call.PlayVoice',
        'appid'     => 'ABCDEFG',
        'accesskey'     => 'ABCDEFG',
        'destnumber'  => '133□134□135□135',
        'voicetype'  => 'abcdefg',
        'voicefile'  => 'abcdefg',
        'chengshudu'  => 'abcdefg',
        'disnumber'  => 'abcdefg',
        'customuuid'  => 'abcdefg',
        'waittime'  => 60,
        'conntime'  => 60,
    ];
    $curl = curl_init();
    curl_setopt($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);
?>
```

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```
{
    "code": 200,
    "msg": "请求成功",
    "data": {
        "desc": "播放命令发送成功",
        "reqtime": 1588836407,
        "rsptime": 1588836407
    }
}
```


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参数名	类型	说明
code	int	返回码 200 成功
msg	string	返回提示信息
data	object	返回数据对象
—desc	string	请求提示信息
—reqtime	int	请求时间戳
—rsptime	int	返回时间戳

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□□□	□□	□□□□	□□
service	string	□	App.Sip_Voice.UploadAudio
token	string	□	□□ token
filename	file	□	□□□□□
voicename	string	□	□□□□
mark	file	□	□□□□

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
    'service'    => 'App.Sip_Auth.Login',
    'token'      => 'ABCDEFG',
    'filename'  => 'ABCDEFG',
    'voicename'  => '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);
?>
```

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```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "upload success",
        "result": {
            "id": 1897,
            "filename": "welcome.mp3",
            "voicename": "□□□□",
            "mark": null
        },
        "reqtime": 1788924778,
        "rsptime": 1788924779
    },
    "msg": ""
}
```

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□□□	□□	□□
id	int	□□□□ id
filename	string	□□□□
voicename	string	□□□□□□

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POST□ form-data□□

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□□□	□□	□□□□	□□
service	string	□	App.Sip_Voice.GetAudioList
token	string	□	□□□□□□□□□ token
filename	string	□	□□□
voicename	string	□	□□□□□□□□□□□
status	int	□	0:□□□ 1:□□□ 2:□□
currentpage	int	□	□□□□□□ 1
itemsperpage	int	□	□□□□□□□□ 10□□□□ 1□□□□ 1000

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```
<?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);
?>
```

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```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "success",
        "result": {
            "totalitems": 4,
            "currentpage": 1,
            "itemsperpage": 20,
            "audios": [
                {
                    "id": 1897,
                    "createtime": "2026-09-09 11:32:59",
                    "updatetime": "2026-09-09 11:32:59",
                    "status": 0,
                    "filename": "welcome.mp3",
                    "voicename": "□□□□",
                    "mark": null
                },
                {
                    "id": 32,
                    "createtime": "2020-04-05 12:24:32",
                    "updatetime": "2020-04-05 12:24:32",
                    "status": 0,
                    "filename": "162729test_Telat3hari.mp3",
                    "voicename": "test",
                    "mark": null
                },
```

```
                {
                    "id": 30,
                    "createtime": "2020-04-05 12:24:32",
                    "updatetime": "2020-04-05 12:24:32",
                    "status": 0,
                    "filename": "d0bc00b05d3e.mp3",
                    "voicename": "apply_pass_voice2",
                    "mark": null
                },
                {
                    "id": 6,
                    "createtime": "2020-04-05 12:24:32",
                    "updatetime": "2020-04-05 12:24:32",
                    "status": 0,
                    "filename": "pylv8-favv2.mp3",
                    "voicename": "apply_pass_voice",
                    "mark": null
                }
            ]
        },
        "reqtime": 1788924914,
        "rsptime": 1788924914
    },
    "msg": ""
}
```


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□□□	□□	□□
result	objest	□□□□□□
—totalitems	int	□□□□
—currentpage	int	□□□□
—itemsperpage	int	□□□□
—audios	array	□□□□
——id	int	□□ id
——filename	string	□□□
——voicename	string	□□□□□□

□□□	□□	□□
——mark	string	□□□□
——status	string	□□
——createtime	string	□□□□
——updatetime	string	□□□□

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当有新增分机或是分机进行调整后出现异常时，可以通过该接口清除 Token后，再重新获取 Token继续操作。

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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_Voice.GetAudio
token	string	是	Token字符串
id	int	是	语音记录 ID
download	int	否	0:在线播放（默认）、 1: 下载文件

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => ' App.Sip_Voice.GetAudio',
        'token'     => 'ABCDEFG',
        'id'     => '111',
    ];
    $curl = curl_init();
    curl_setopt($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);
?>
```

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```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "□□□□",
        "reqtime": 1602655204,
        "rsptime": 1602655204
    },
    "msg": ""
}
```

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POST□ form-data□□

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□□□	□□	□□□□	□□
service	string	□	App.Sip_Voice.EditAudio
token	string	□	Token□□□
id	int	□	□□□□ ID
voicename	string	□	□□□□
mark	string	□	□□□□
status	int	□	0:□□□ 1:□□

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Voice.EditAudio',
        'token'     => 'ABCDEFG',
        'id'     => '111',
        'voicename'     => '111',
    ];
    $curl = curl_init();
    curl_setopt($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);
?>
```

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```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "□□□□",
        "reqtime": 1602655204,
        "rsptime": 1602655204
    },
    "msg": ""
}
```

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POST□ form-data□□

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□□□	□□	□□□□	□□
service	string	□	App.Sip_Voice.DelAudio
token	string	□	Token□□□
id	int	□	□□□□ ID
download	int	□	0:□□□□□□□□□ 1: □□□□

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => ' App.Sip_Voice.DelAudio',
        'token'     => 'ABCDEFG',
        'id'     => '111',
    ];
    $curl = curl_init();
    curl_setopt($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);
?>
```

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```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "□□□□",
        "reqtime": 1602655204,
        "rsptime": 1602655204
    },
    "msg": ""
}
```

IVR?? - ??ivr??(????)-v2

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对于需要播放同一个 IVR语音内容的不同号码，可以使用此接口批量呼出，单次提交不要超过 5000个号码。

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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_Call.PlayVoiceBatch
token	string	是	通过授权接口获取的 token
destnumber	string	是	目标号码，多个号码用 “,”连接
voicetype	int	是	播放的语音文件类型。 1:离线语音文件（自己录制的语音文件，上传到系统后台或者通过系统后台在线生成的）、2:在线语音 (url)（提供一个可以访问的录音文件地址）
voicefile	string	是	voicetype=1 传后台的录音文件名; voicetype=2 传可以访问的语音 url地址
disnumber	string	否	主叫号码 (显示在用户手机上的来电号码），留空则系统会随机取一个主叫号码
userid	string	否	自定义数据 (员工 ID)
memberid	string	否	自定义数据 (会员 ID)
ext	string	否	自定义数据 (可以是 json字符串)
customuuid	string	否	客户自定义数据，在通话结束之后的回调数据中原样返回
transfer	int	否	是否转接到 agent， 0不转、 1转接，默认值为 0，设置为转接 agent不能为空
agent	string	否	坐席组或坐席号

□□□	□□	□□□□	□□
waittime	int	□	□□□□□□□□□ 60s (□)
conntime	int	□	□□□□□□ , □□□□□□□□□ ,□□ 60s (□)

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Call.PlayVoiceBatch',
        'token'     => 'ABCDEFG',
        'destnumber'  => '133□134□135□135',
        'voicetype'  => 'abcdefg',
        'voicefile'  => 'abcdefg',
        'userid'  => 'abcdefg',
        'disnumber'  => 'abcdefg',
        'customuuid'  => 'abcdefg',
        'waittime'  => 60,
        'conntime'  => 60,
    ];
    $curl = curl_init();
    curl_setopt($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);
?>
```

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```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "□□",
```

```
        "result": {
            "batch_id": "20260917114314491892",
            "count": 5
        },
        "reqtime": 1789616594,
        "rsptime": 1789616594
    },
    "msg": ""
}
```


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□□□	□□	□□
code	int	□□□ 200 □□
msg	string	□□□□□□
data	object	□□□□□□
—desc	string	□□□□□□
—reqtime	int	□□□□□
—rsptime	int	□□□□□

IVR?? - ??IVR????-v2

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POST□ form-data□□

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□□□	□□	□□□□	□□
service	string	□	App.Sip_Call.GetIvrBatchStatus
token	string	□	□□□□□□□□□ token
batch_id	string	□	□□ ID

???????PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Call.GetIvrBatchStatus',
        'token'     => 'ABCDEFG',
        'batch_id'  => '12123131313'
    ];
    $curl = curl_init();
    curl_setopt($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);
?>
```

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```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "□□",
        "result": {
            "batch_id": "20260917114314491892",
            "total": 5,
            "pending": 0,
            "calling": 0,
            "success": 5,
            "fail": 0
        },
        "reqtime": 1789616670,
        "rsptime": 1789616670
    },
    "msg": ""
}
```


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□□□	□□	□□
code	int	□□□ 200 □□
msg	string	□□□□□□
data	object	□□□□□□
—desc	string	□□□□□□
—reqtime	int	□□□□□
—rsptime	int	□□□□□