IVR API

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Batch IVR - Call out ivr voice in batches

Interface Description

For different numbers that need to play the same IVR voice content, you can use this interface to make calls in batches, and a single submission should not exceed 5000 numbers.

Request method

POST, form-data format

Request URL?

http://platform.infin8linx.com/api/yunhu

request parameters

parameter name	type	Is it necessary	illustrate
service	string	yes	App.Sip_Call.PlayVoice
appid	string	yes	authorized appid
accesskey	string	yes	authorized accesskey
nationcode	string	yes	Country shortcode in: India id: Indonesia ph: Philippines mx: Mexico co: Colombia tha: Thailand
destnumber	string	yes	Target number, connect multiple numbers with ","
voicetype	int	yes	The audio file type to play. 1: offline voice file, 2: online voice (url)
voicefile	string	yes	Offline audio file name or online voice url address
userkey	int	no	Whether user buttons are required, 1: required, 0 not required, default 0
chengshudu	string	no	Customer-defined data, returned as it is in the callback data after the call ends.

parameter name	type	Is it necessary	illustrate
disnumber	string	no	Caller ID, if left blank, a random caller ID will be selected
customuuid	string	no	Customer-defined data, returned as it is in the callback data after the call ends
waittime	int	no	call waiting time
conntime	int	no	call airtime
todayonly	int	no	Whether the number submitted on the day is only dialed on the same day 1: Yes, the number that has not been called on the day will be kicked out of the queue directly 2: No, the number that has not been called on the day will continue to call the next day, and the default is 1 if it is not transmitted

Interface request example?PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
        'service'   => 'App.Sip_Call.PlayVoice',
        'appid'     => 'ABCDEFG',
        'accesskey'     => 'ABCDEFG',
        'nationcode'     => 'id',
        'destnumber'  => '133□134□135□135',
        'voicetype'  => 'abcdefg',
        'voicefile'  => 'abcdefg',
        'chengshudu'  => 'abcdefg',
        'disnumber'  => 'abcdefg',
        'customuuid'  => 'abcdefg',
        'waittime'  => 60,
        'conntime'  => 60,
        'todayonly'  => 1,
    ];
    $curl = curl_init();
    curl_setopt($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);
?>
```

return data structure example

```
{
    "code": 200,
    "msg": "successful request",
    "data": {
        "desc": "Play command sent successfully",
        "reqtime": 1588836407,
        "rsptime": 1588836407
    }
}
```

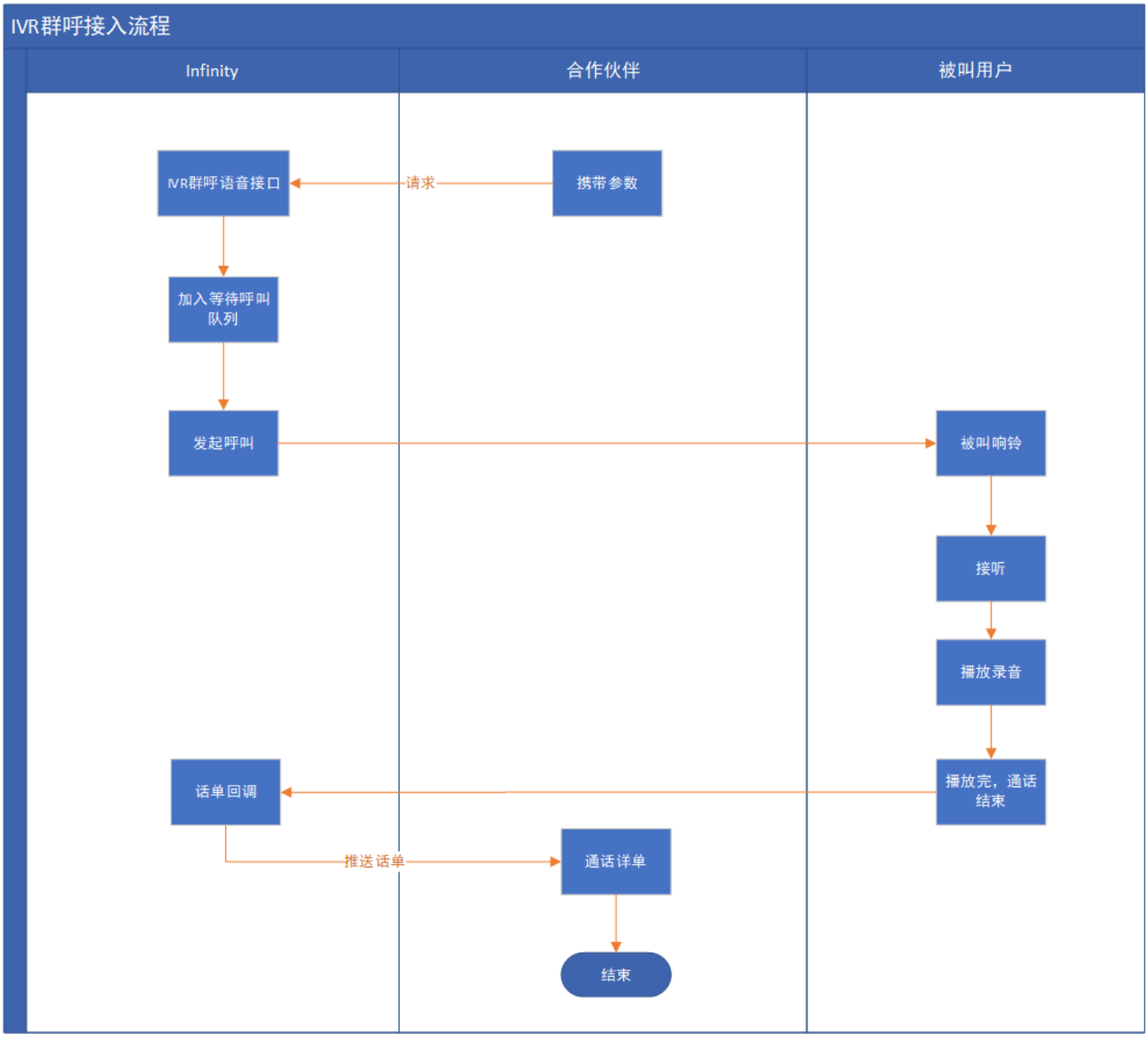
Return parameter description

parameter name	type	illustrate
code	int	return code 200 success
msg	string	return prompt information
data	object	return data object
—desc	string	request hints
—reqtime	int	request timestamp
—rsptime	int	return timestamp

Batch IVR - IVR group call access process

IVR group call access process

Recording file preparation before access: Before the interface request, please use the account password provided by Infinity to log in to the background, and find the menu "Record Template (offline)" on the left side of the Voice background, here Upload the recording file to be used by the interface. `Requirements for recording files: sampling rate 8000bps, mp3 format, file name cannot contain Chinese, English and "_" symbols are allowed.`



Commo API - API for getting call records

Interface description

the interface for the customer to actively pull the list of call records.

Request method

POST, form-data format

Get call record interface request parameters

parameter name	type	Is it necessary	illustrate
service	string	yes	App.Sip_Cdr.GetBill
token	string	yes	The token obtained through the authorization interface
starttime	string	yes	(Dial) start time, format yyyy-mm-dd hh:mm:ss
endtime	string	yes	(Dial) end time, format yyyy-mm-dd hh:mm:ss
syncflag	int	yes	Get record type: 1. Get unqueried records (default); 2. Get queried records; 3. Get all records.
direction	int	yes	Call direction: 1. Incoming; 2. Outgoing; 3. All (default).
callmethod	int	yes	Call method: 0, unlimited; 1, mutual extension dial; 2, extension direct dial (manual dial); 3, API call (default); 4, API double call; 5, predictive outbound call; 6, IVR/group call .
currentpage	int	yes	number of pages, default: 1
itemsperpage	int	yes	Number per page, default: 10, minimum: 1; maximum: 1000

parameter name	type	Is it necessary	illustrate
extnumber	string	yes	Extension number, multiple extension numbers are separated by English commas, when passing a null value, it is all
destnumber	string	yes	The target number of the call, when passing a null value, it is all
userid	string	yes	Custom data (employee ID), nullable
memberid	string	yes	Custom data (member ID), can be empty
chengshudu	string	no	Custom Data (Maturity)
customuuid	string	no	Custom Data (Customer ID)

API Request Example for Obtaining Call Records?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);
?>
```

return data structure example


```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "get success",
        "result": {
            "totalitems": 8151,
            "currentpage": 1,
            "itemsperpage": 10,
            "bills": [
                {
                    "id": 22670,
                    "extnumber": "",
                    "destnumber": "13387525701",
                    "displaynumber": "2190170001",
                    "starttime": "2019-09-27 14:58:37",
                    "answertime": null,
                    "endtime": "2019-09-27 14:59:05",
                    "duration": 28,
                    "billsec": 0,
                    "direction": "callout",
                    "callmethod": 6,
                    "userid": "0",
                    "memberid": "0",
                    "chengshudu": "0",
                    "customuuid": "0",
                    "recordfilename": "",
                    "downloadip": "",
                    "hangupdirection": 10041,
                    "hangupcause": 10020,
                    "userkey":"#"
                }
            ]
        },
        "reqtime": 1581502410,
        "rsptime": 1581502410
```

```
    },
    "msg": ""
}
```

Return parameter description

parameter name	type	illustrate
result	objest	returned result set
—totalitems	int	total number of records
—currentpage	int	current page number
—itemsperpage	int	Quantity per page
—bills	array	record array
——id	int	record id
——extnumber	string	Ext
——destnumber	string	target number
——displaynumber	string	display number
——starttime	string	call time
——answertime	string	response time
——endtime	string	call end time
——duration	int	call waiting time
——billsec	int	call time
——direction	string	call direction
——callmethod	int	call method
——userid	string	Custom parameter (user id)
——memberid	string	Custom parameters (member id)
——chengshudu	string	Custom parameters (maturity)
——customuuid	string	Custom parameters (customer id)
——recordfilename	string	call log file name
——downloadip	string	download ip
——hangupdirection	int	hang up directions
——hangupcause	int	hang up reason
——userkey	string	user button

Postman Example request parameters



Common API - Call recording download link interface

Interface Description

Get the download link for the call log file. At present, call recordings are saved for 3 months, and it is recommended to save them locally

request parameters

parameter name	type	Is it necessary	illustrate
service	string	yes	App.Sip_Cdr.GetRecodeFile
token	string	yes	The token obtained through the authorization interface
filename	string	yes	The recording file name returned in the call recording callback

Interface request example?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);
?>
```

return data structure example


```
{
    "ret": 200,
    "data": {
        "status": 0,
        "desc": "get success",
        "result": {
            "downurl": "http://127.0.0.1:8080/abcdefg",
            "expiredtime": "Expiration time：2020-02-11 17:27:23"
        },
        "reqtime": 1581412943,
        "rsptime": 1581412943
    },
    "msg": ""
}
```


Return parameter description

parameter name	type	illustrate
result	objest	returned result set
downurl	string	Call recording file download link
expiredtime	string	Download link expiration time

Common API - Clear the Token interface

Description

Note: When there is a new extension or an abnormality occurs after the extension is adjusted, you can clear the Token through this interface, and then obtain the Token again to continue the operation.

Request method

POST, form-data format

request parameters

parameter name	type	Is it necessary	illustrate
service	string	yes	App.Sip_Auth.Logout
token	string	yes	Token string

Interface request example?PHP?

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

return data structure example


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

Common API - Global error and status codes

Interface exception error

Description:

ret is not 200, msg is abnormal error message.

```
{
    "ret":400, // status code
    "data":[],
    "msg":"Illegal request: invalid parameter"
}
```

ret	msg	illustrate
400	illegal request	Generally, the parameters are invalid
500		Server Error
600		The token is invalid, please log in again to verify
601	appid is not authorized	Please check the appid or contact Yunhu Technology for authorization
602		appid authorization has expired
603		Module not licensed
604	IP is not authorized	Please contact the manufacturer to authorize access

??The interface request is normal, but the internal processing error

Description

ret is 200. In the data structure, the status is 1, desc is the Chinese description of the failure, and errors is the detailed error information. For the code code, please refer to the corresponding description. msg is empty.

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

```
    "data": {
        "status": 1,
        "desc": "xxxfail",
        "errors": {
            "code": "1003",
            "codemsg": "Authorization failed"
        },
        "reqtime": 1507529858,
        "rsptime": 1507529858
    },
    "msg": ""
}
```

code	codemsg	illustrate
1001	Server connection failed	Usually due to network
1002	Abnormal operation	Generally, it is a check exception, etc.
1003	operation failed	Generally, authorization failure, logout failure, command sending failure, server connection exception, etc.
1010	Extension exception	It may be a newly added extension, you need to log in again to get a new token
1011	illegal extension	not owned by the company
1012	extension does not exist	Extension Number Status
1013	extension disabled	Extension Number Status
1014	extension not registered	Extension Number Status
1015	The extension is not in a call	Extension Number Status
1016	extension enabled	Extension Number Status
1017	extension is registered	Extension Number Status
1018	Number is enabled	Caller ID status
1019	number disabled	Caller ID status
1020	number does not exist	Caller ID status
1021	illegal number	not owned by the company
1024	task does not exist	Predictive task interface return status
1025	has not started	Predictive task interface return status
1026	in progress	Predictive task interface return status

code	codemsg	illustrate
1027	pause	Predictive task interface return status
1028	over	Predictive task interface return status
1201	idle	Extension is legal, enabled and registered
1202	ringing	extension return
1203	off-hook	extension return
1204	calling	extension return
1205	User rejects	Called party rejects
1210	Queue exception	return in predictive outbound
1211	illegal queue	Does not exist or is not owned by the company
1212	did not answer	Assigned unanswered
1213	Waiting	Waiting for assignment (idle)
1214	receiving	Status of extensions in queue
1215	answered	Status of extensions in the queue
1216	Reject	Status of extensions in the queue
1217	pause	show busy
1218	checked in	The extension is already checked into the queue
10001	hang up normally	call state
10002	call cancel	call state
10003	refuse to answer	call state
10004	Outbound channel line failure	Usually due to wiring
10005	User timed out	call state
10006	User is busy	call state
10040	caller hang up	call state
10041	Called hang up	call state

Common API - Obtain authorization token interface

Interface Description?

Tokens required to access other interfaces must be obtained from this interface through the authorized Appid and Accesskey (except for the batch IVR interface). The timeliness of the interface authorization Token is 12 hours.

Request method

POST, form-data format

request parameters

parameter name	type	Is it necessary	illustrate
appid	string	yes	authorized appid
accesskey	string	yes	authorized accesskey
service	string	yes	App.Sip_Auth.Login

Interface request example?PHP?

```
<?php
    $apiUrl = 'http://127.0.0.1:8080';
    $postFields = [
    'service'    => 'App.Sip_Auth.Login',
    'appid'      => 'ABCDEFG',
    'accesskey'  => '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":"Authorization successful",
        "result":{
            "companycode":"1",
            "companyname":"test",
            "token":"773a70dd02f0695d50205e9b267692b9",
            "authtime":"2020-01-01 00:00:00",
            "authmodel":""
        },
        "reqtime":1581240882,
        "rsptime":1581240882
    },
    "msg":""
}
```

Return parameter description

parameter name	type	illustrate
companycode	int	Company code
companyname	string	Company Name
token	string	Authorization token, used to access other interfaces

Common API - call record callback parameters

Description

Bill callback needs to be configured with a callback address for the corresponding account. Callback address configuration of bills: The customer provides an interface address that can receive json data, which can be configured by us or configured by the customer in the background.

Call record callback data format json


```
{
    "callmethod": 3,
    "starttime": "2018-03-14 12:18:21",
    "answertime": "",
    "endtime": "2018-03-14 12:18:35",
    "duration": 14,
    "billsec": 0,
    "crmid": "2001",
    "hangupdirection": 10015,
    "chengshudu": "0",
    "hangupcause": 10001,
    "memberid": "18533700187590656",
    "disnumber": "02566823420",
    "destnumber": "015029913692",
    "downloadip": "120.76.152.137",
    "recordfilename": "",
    "companycode": 20000013,
    "type": "callout",
    "id": 982,
    "extnumber": "7003"
    "uuid": "cda5c6c4-0a17-11e8-b177-e7cbf2bd1f36"
    "userkey":1
    "customuuid": "customuuid"
}
```


Description of Call Record Callback Parameters

parameter name	type	illustrate
callmethod	int	Call method: 0, unlimited; 1, mutual extension dial; 2, extension direct dial (manual dial); 3, API call (default); 4, API double call; 5, predictive outbound call; 6, IVR/group call .
starttime	string	call time
answertime	string	response time
endtime	string	call end time
duration	int	call waiting time
billsec	int	call time
crmid	string	employee number
hangupdirection	int	On-hook direction
chengshudu	string	Custom Parameters - Maturity
hangupcause	int	Hangup Reason Code
memberid	string	Custom parameter - member id
disnumber	string	calling number
destnumber	string	called number
downloadip	string	recording download ip
recordfilename	string	recording file name
companycode	string	company id
type	string	call type
extnumber	string	Ext
uuid	string	call uuid
userkey	string	user button
customuuid	string	Custom parameter - customer id