



Zoho Voice Call Logs API

Get Call log and Recording/VoiceMail API

Use this API to get recording/voice mail.

Note:

1. The same API is used for getting voice mail and recording files. Set Boolean value to the below mentioned respective keys to get respective files.
2. Threshold for this url - 30 calls per min and lock period is 10 min.

Authentication:

OAuth Scope: ZohoVoice.call.READ

GET <https://voice.zoho.com/rest/json/zv/logs>

Query Parameters:

from	int	from
size	int	size
fromDate	yyyymmdd	from date filter eg : 2022-09-22
toDate	yyyymmdd	to date filter eg : 2022-09-28
agent	single or comma separated values - onlyNumbers	filter for agent associated calllogs eg : 612000000,612000000
callType	incoming outgoing missed bridged forwar	Fetches calllogs based on the call type filter Note: default value is ALL call types
numberIds	single or comma separated values - onlyNumbers	We will keep you posted at this number.
userNumber	onlyNumbers	Filter for number and country,can set just the country code or add it to the number and set the

isAllCountry key to false.

eg : userNumber:44

isAllCountry:false

isAllCountry	boolean	Gets callLogs without country search if value sets to true.
isVoiceMail	boolean	Gets callLogs with voicemail if value sets to true
isRecording	boolean	Gets callLogs with recording if value sets to true Note: If isVoicemail and isRecording are false all call recordings will be fetch
departmentId	single or comma separated values - onlyNumbers	filter for department associated calllogs eg : 612000000,612000000
groupIds	single or comma separated values - onlyNumbers	filter for queue associated calllogs eg : 61200000,612000000

Get Ringing Order of a Call log API

Use this API to get the ringing order of a call log, the response will list the rung agents along with their ring data.

Authentication:

OAuth Scope: ZohoVoice.call.READ

GET <https://voice.zoho.com/rest/json/zv/logs/queue/ringingOrder>

Query Parameters:

logid	single value - unique id of numbers and alphabets	call log id
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