Zoho Voice Recording API

Download Recording/VoiceMail API

Use this API to download recording/voice mail files.

Note:

1.The same API is used to download both voice mail and recording log files. The filename determines which file to download.

2. Threshold for this url - 30 calls per min and lock period is 10 min

Authentication:

Supports both User and Org OAuth

Scope: ZohoVoice.call.READ

GET	**https://voice.zoho.com/rest/json/zv/logs/voicerecording**

Query Parameters:

recording_filename *	single or comma separated fileNames max-len = 10000	File name to download. eg : recording_filename=1469501_16641 Note: Download limits sets to 10 files and file size to 1 GB.
password	safestring	password configuration, zip file will be download if password has value.
mode	play|download	Default value is download
zuid	int	Pass the user's zuid when using org oauth, and the value will be set in the criteria to verify whether the user has permission to view the recording file.

Get Batch call log's recording and 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.

3. Maximum download size is 50GB. It will be downloaded in 10 parts, each containing a 5 GB batch will send to user mail if sendMail param sets 'true' and also in the ZohoVoice Notification centre.

4. Max file size limit is 10000 files

Authentication:

OAuth Scope: ZohoVoice.call.CREATE

POST	https://voice.zoho.com/rest/json/zv/logs/recording/batch/download

Form Parameters:

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 isVoicemial and isRecording are false all call recordings will be fetch
password	safestring	password configuration, zip file will be download if password has value.
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 : 612000000,61200000
sendMail	boolean	zip link will be send to the users mail
recordingFileNames	single or comma separated fileNames	File name to download. eg : recording_filename=1469501_166418