

通过API下载Call Recordings，以Webex作为提供商

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简介

本文档介绍具有合规性管理人员角色的管理员如何使用API下载虚拟线路和用户的个人呼叫记录。

先决条件

要求

- Control Hub中的管理员访问权限。
- 合规主管角色。

使用的组件

本文档中的信息基于以下软件和硬件版本：

- Webex呼叫。
- Webex调用API。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

背景信息

在Webex Calling中，您可以选择使用Webex作为呼叫录音的录音提供商。这使您能够在Webex平台中轻松录制和存储呼叫。

只有具有合规性管理人员角色的管理员才能通过API下载和永久删除录音。

下一个示例说明如何使用开发人员文档[融合记录](#)通过API方法下载呼叫记录。

注意：有关高级搜索或遇到任何问题，请通过[Webex开发人员支持](#)联系开发人员支持。

下载呼叫录音的步骤

步骤1:使用管理员凭证登录到[Webex开发人员门户](#)，然后搜索融合录音。

Converged Recordings API

<https://developer.webex.com/docs/api/v1/converged-recordings>

-Callingwbxch_t_manage-call-recording_selecting-call-recording-provider). **Converged Recordings** Collection [/admin/convergedRecordings] ... can use the same recording API to fetch call **recordings** and/or meeting **recordings**. This convergence... details for call **recordings** but will later be extended to...

选择融合录制选项

第2步：从“方法”(Method)列表中，选择合规性管理人员的GET请求列表记录。

Method		Description
GET	https://webexapis.com/v1/admin/convergedRecordings	List Recordings for Compliance officer
GET	https://webexapis.com/v1/convergedRecordings/{recordingId}	Get Recording Details
DELETE	https://webexapis.com/v1/convergedRecordings/{recordingId}	Delete a Recording
GET	https://webexapis.com/v1/convergedRecordings/{recordingId}/metadata	Get Recording metadata

“列出法规遵从性监察员的记录”选项

第3步：在查询参数部分中，输入用于搜索的参数，然后点击运行按钮以执行请求。

The list returned is sorted in descending order by the date and time that the recordings were created.

Long result sets are split into pages.

List recordings requires the spark-compliance:recordings_read scope.

Request Header

- `timezone` : *Time zone in conformance with the IANA time zone database. The default is UTC if `timezone` is not defined.*

GET /v1/admin/convergedRecordings

Query Parameters

max
number

Maximum number of recordings to return in a single page. max must be equal to or greater than 1 and equal to or less than 100.

Default: 10

from
string

Starting date and time (inclusive) for recordings to return, in any ISO 8601 compliant format. from cannot be after to.

Default:

If only `to` is specified, the default `from` value is 7 days before `to`; if no `to` or `from` is specified, the default `from` value is 7 days before the current date and time.

to
string

Ending date and time (exclusive) for List recordings to return, in any ISO 8601 compliant format. to cannot be before from.

Default:

If `from` is specified, the default value is 7 days after `from`; if `from` is not specified, the default value is the current date and time.

status
string

Recording's status. If not specified or available, retrieves recordings that are available. Otherwise, if specified as deleted, retrieves recordings that have been moved into the recycle bin.

Possible values: available, deleted

Default: available

GET /v1/admin/convergedRecordings?max=10&from=2024-06-24T00:00:00+00:00

Header

Authorization

Use personal access token

Bearer

This limited-duration personal access token is hidden for your security.

timezone

UTC

Query Parameters

max

10

from

2024-06-24T00:00:00+00:00

to

2024-06-25T23:59:59+00:00

status

e.g. available

serviceType

calling

format

MP3

ownerId

e.g. 24683d6c-5529-4b60-a6c7-91e

ownerEmail

e.g. john.andersen@example.com

ownerType

virtualLine

storageRegion

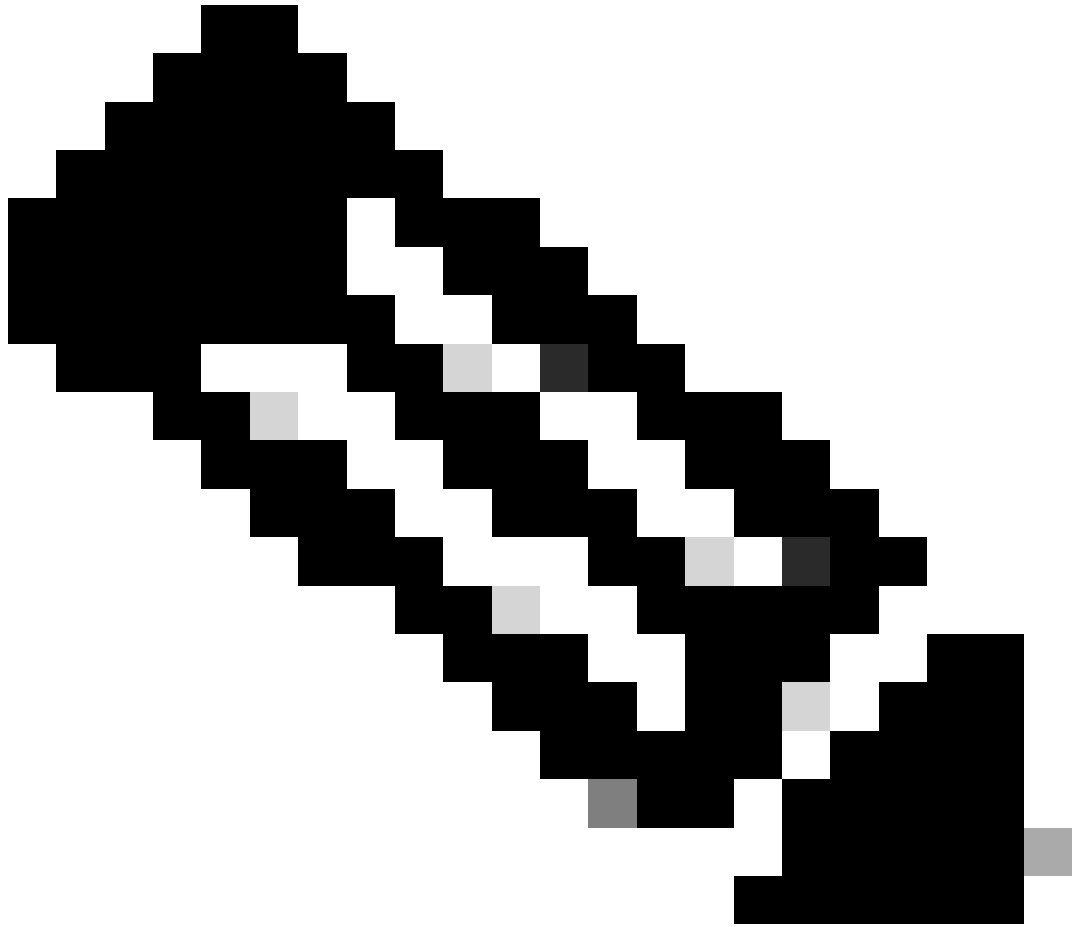
e.g. US

locationId

eeeeeeeeee-xxxx-0000-eeee-

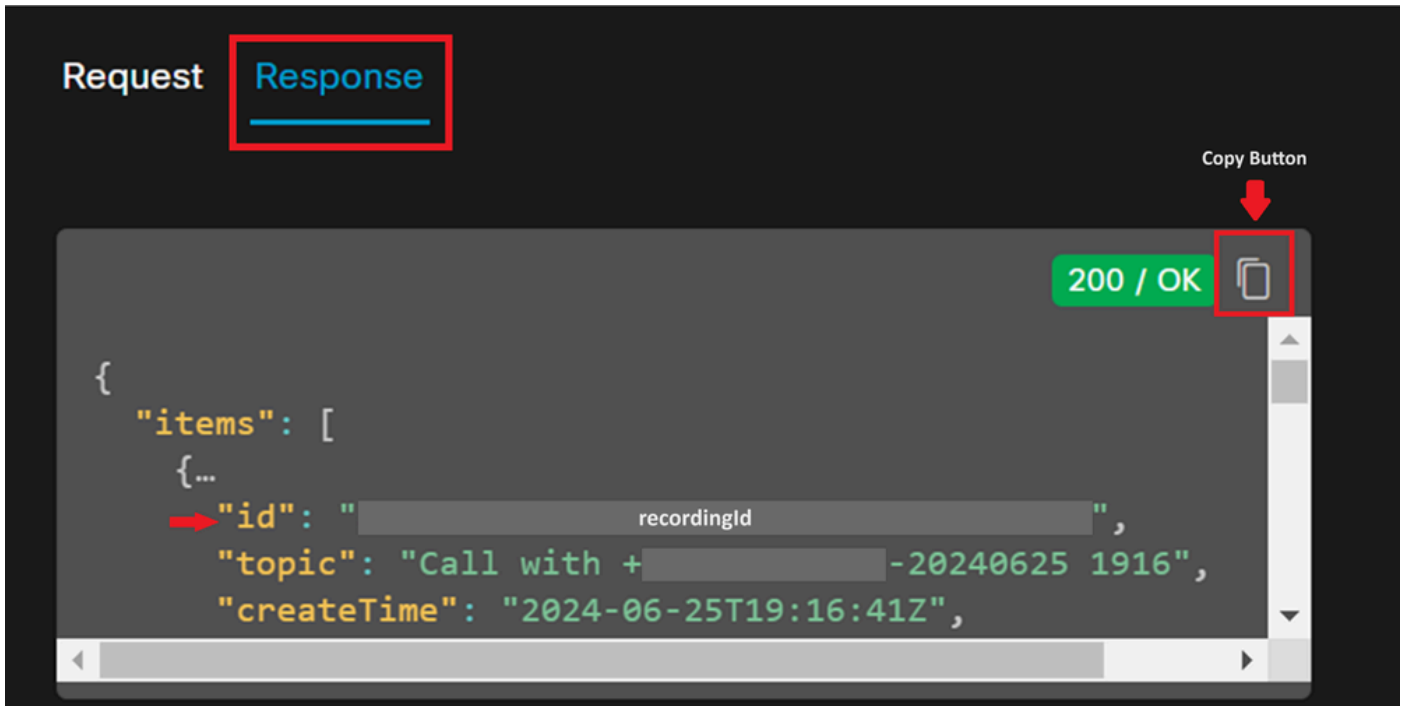


查询参数和运行按钮



注意：使用右侧窗格中的信息可获取每个字段的更多详细信息，例如，可以从Webex Control Hub - Locations部分获取locationId。

第四步：响应将显示在响应框中。每个单独的录制文件都列在大括号内`{}`，id属性代表`recordingId`。将结果复制到文本文件中以供参考。



响应框元素

```
{ "items": [ { "id": "00060000-0300-0b00-0500-ab0000000000", "topic": "Call with +000000000000-20240625 1916", "createTime": "2024-06-25T19:16:41Z", "timeRecorded": "2024-06-25T19:15:48Z", "ownerId": "0000000d-0000-0000-0000-00000000000d", "ownerType": "virtualLine", "format": "MP3", "durationSeconds": 40, "sizeBytes": 122419, "serviceType": "calling", "storageRegion": "US", "status": "available", "serviceData": { "locationId": "eeeeeeeee-xxxx-0000-eeee-000000000000", "callSessionId": "00000000-xxxx-0000-0000-000000000000" } }, { "id": "0005n000-0400-0c00-05600-cd0000000000", "topic": "Call with +000000000000-20240625 1914", "createTime": "2024-06-25T19:14:20Z", "timeRecorded": "2024-06-25T19:13:45Z", "ownerId": "0000000c-0000-0000-0000-00000000000e", "ownerType": "virtualLine", "format": "MP3", "durationSeconds": 15, "sizeBytes": 49195, "serviceType": "calling", "storageRegion": "US", "status": "available", "serviceData": { "locationId": "eeeeeeeee-xxxx-0000-eeee-000000000000", "callSessionId": "00000000-xxxx-0000-0000-00000000000x" } }
```

第五步：要下载特定录音，请返回方法列表并选择GET请求，**Get Recording Details**。

Method	Description
GET https://webexapis.com/v1/admin/convergedRecordings	List Recordings for Compliance officer
GET https://webexapis.com/v1/convergedRecordings/{recordingId}	Get Recording Details
DELETE https://webexapis.com/v1/convergedRecordings/{recordingId}	Delete a Recording
GET https://webexapis.com/v1/convergedRecordings/{recordingId}/metadata	Get Recording metadata

获取录制详细信息。

第六步：在GET URL中，将recordingId替换为要下载的录音的实际id。然后单击Run按钮执行请求。

Try it

Example



GET

/v1/convergedRecordings/

recordingId



Header

Content-Type

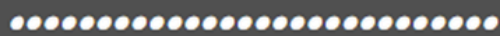
application/json

Authorization



Use personal access token

Bearer



This limited-duration personal access token is hidden for your security.

timezone

UTC

单击recordingId按钮。

Q converged recordings

AN

Try it

Example



GET

/v1/convergedRecordings/



Q 00060000-0300-0b00-0500-ab0000000000

Content-Type

application/json

Authorization



Use personal access token

Bearer

.....



This limited-duration personal access token is hidden for your security.

timezone

UTC



Run

录音ID和“运行”按钮

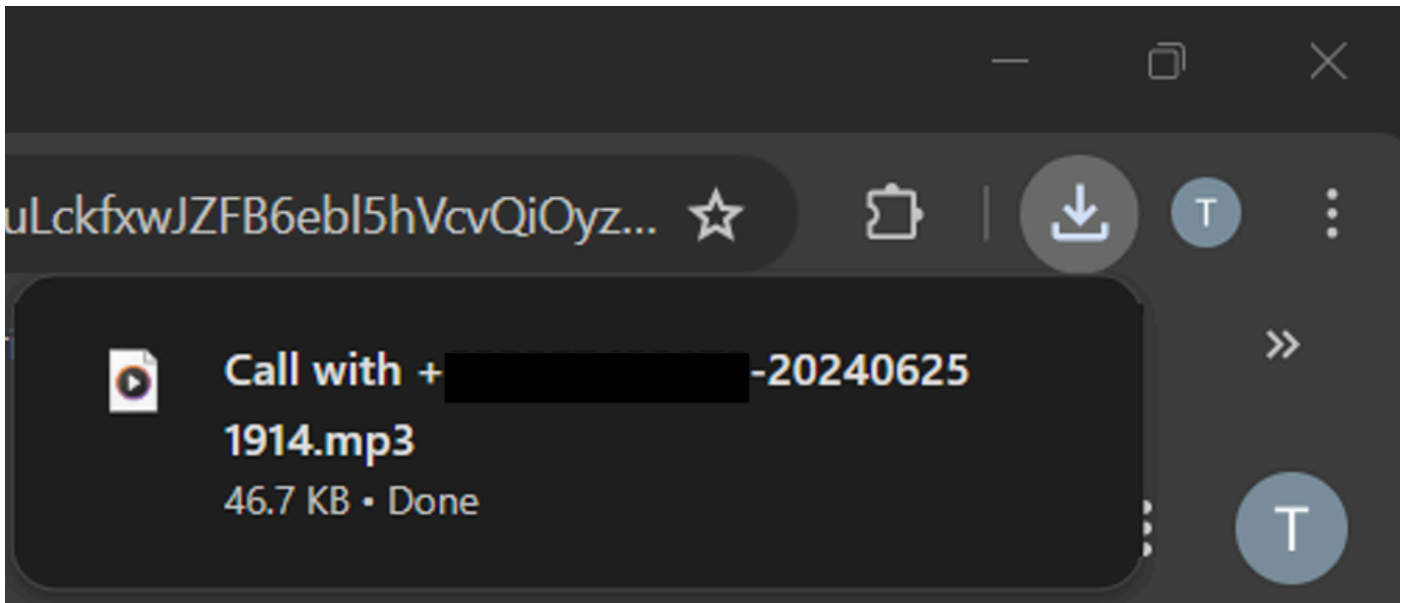
步骤 7. 响应框包含搜索结果。将输出复制到文本文件并标识audioDownloadLink属性。

```
{ "id": "0005n000-0400-0c00-05600-cd0000000000", "topic": "Call with +000000000000-20240625 1914", "createTime": "2024-06-
```

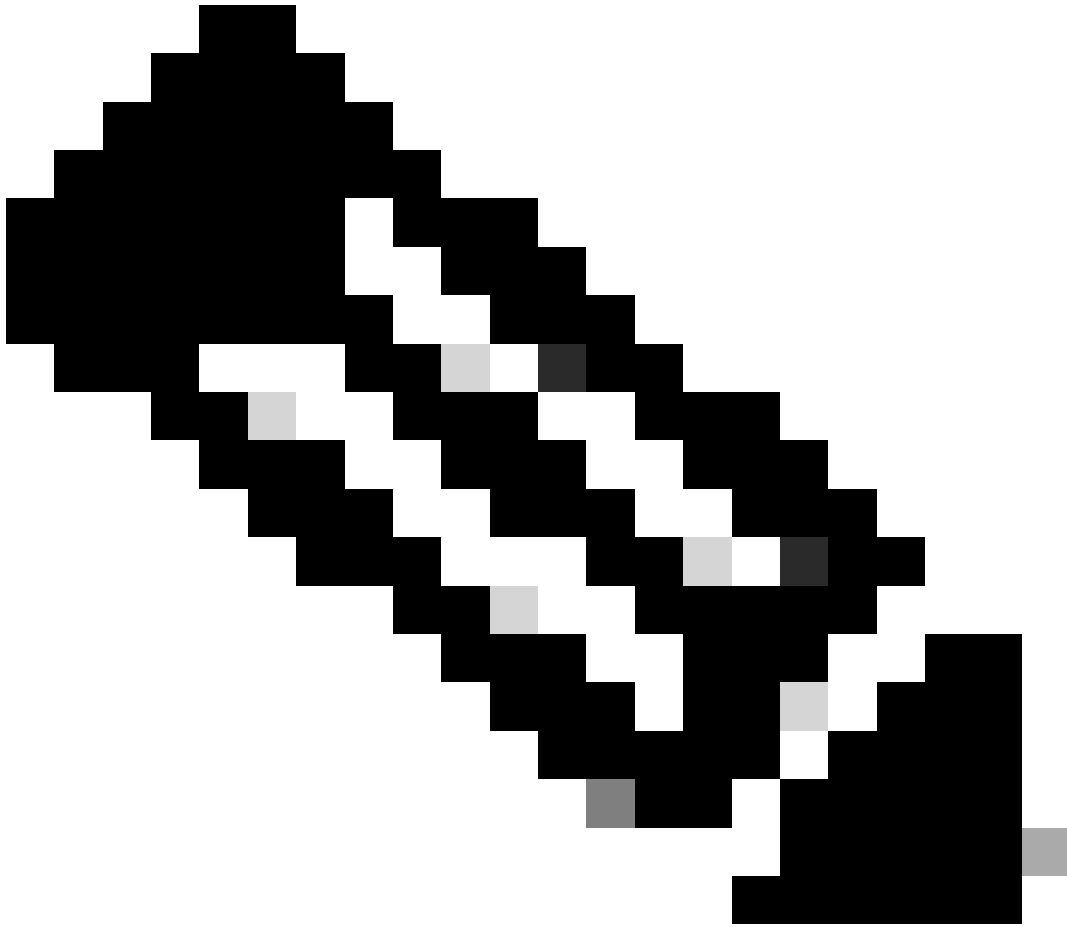


```
25T19:14:20Z", "timeRecorded": "2024-06-25T19:13:45Z", "temporaryDirectDownloadLinks": { "audioDownloadLink": "url-xxxxx",  
"expiration": "2024-06-25T23:18:11Z" }, "ownerId": "000000000-0000-0000-xxxx-000000xxxxxx", "ownerType": "virtualLine", "format":  
"MP3", "durationSeconds": 15, "sizeBytes": 49195, "serviceType": "calling", "storageRegion": "US", "status": "available", "serviceData": {  
"locationId": "eeeeeeee-xxxx-0000-eeee-000000000000", "callSessionId": "xxxxxxxx-0000-0000-xxxx-0000xxxxxx" } }
```

步骤 8 复制 **audioDownloadLink** 下的整个 URL，并将其粘贴到 Web 浏览器中。确保引号之间包含所有字符。按 **Enter** 启动下载。录音将以 MP3 文件的形式下载到您的计算机。



MP3 文件下载



注意：有关与API相关的问题，请联系Webex开发人员支持，联系方式：[Webex开发人员支持](#)。

相关信息

- [确保Webex呼叫内容的合规性](#)
- [管理Webex呼叫的呼叫记录](#)

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