

Download Call Recordings through API with Webex as the Provider

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Introduction

This document describes how administrators with Compliance Officer role can download individual call recordings for Virtual Lines and Users with API.

Prerequisites

Requirements

- Admin access in Control Hub.
- Compliance Officer role.

Components Used

The information in this document is based on these software and hardware versions:

- Webex Calling.
- Webex Calling APIs.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

In Webex Calling, you can have the option to use Webex as the recording provider for call recordings. This allows you to easily record and store your calls within the Webex platform.

Only administrators with Compliance Officer role can download and permanently delete recordings via API.

This next example explains the steps to download a call recording via API method using the developer documentation [Converged Recordings](#).



Note: For advanced searches or encounter any issues, contact developer support at [Developer Support for Webex](#).

Steps to Download a Call Recording

Step 1. Log in to the [Webex Developer Portal](#) with your administrator credentials and search for **Converged Recordings**.

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...

Select the Converged Recordings Option

Step 2. From the Method list, select the GET request **List Recordings for Compliance officer**.

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

List Recordings for Compliance Officer Option

Step 3. In the **Query Parameters** section, enter the parameters for your search and click on the **Run** button to execute the request.

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:

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:

GET /v1/admin/convergedRecordings?max=10&from=2024-06-24T00:00:00+00:00&to=2024-06-25T23:59:59+00:00&status=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=eeeeeeee-xxxx-0000-eeee-eeee

Header

Authorization

Use personal access token

Bearer

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

timezone

Query Parameters

max

from

to

status

serviceType

format

ownerId

ownerEmail

ownerType

storageRegion

locationId

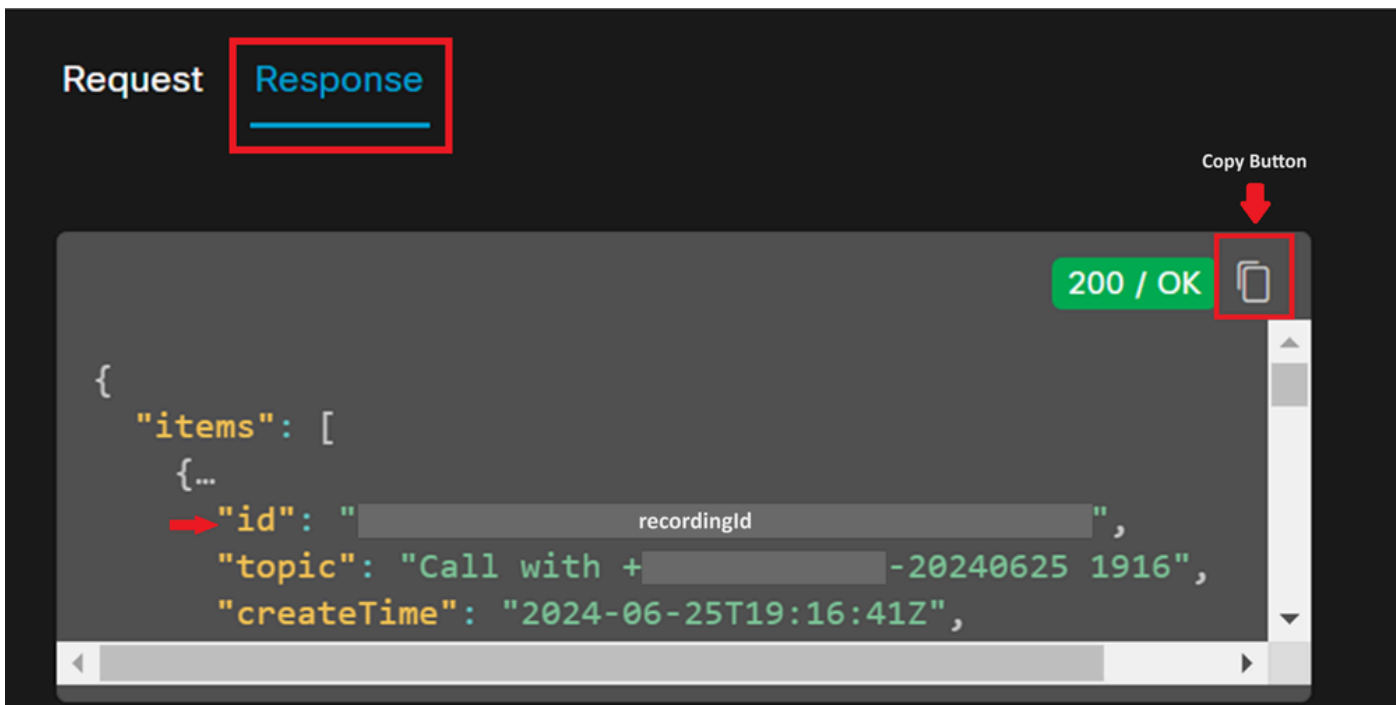


Query Parameters and Run Button



Note: Use the information on the right pane to get more details of each field, for example, the **locationId** can be obtained from the Webex Control Hub - Locations section.

Step 4. The response displays in the **Response** box. Each individual recording is listed within curly braces {}, with the **id** attribute representing the **recordingId**. Copy the results to a text file for reference.



Response Box Elements

```
{ "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" } }
```

Step 5. To download a specific recording, go back to the method list and select the GET request, **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

Get Recording Details.

Step 6. In the GET URL, replace **recordingId** with the actual **id** of the recording you want to download. Then click on the **Run** button to execute the request.

Try it

Example



GET

/v1/convergedRecordings/

recordingId



Header

Content-Type

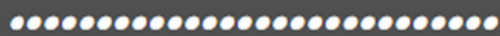
application/json

Authorization



Use personal access token

Bearer



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

timezone

UTC

Click on the recordingId Button.

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



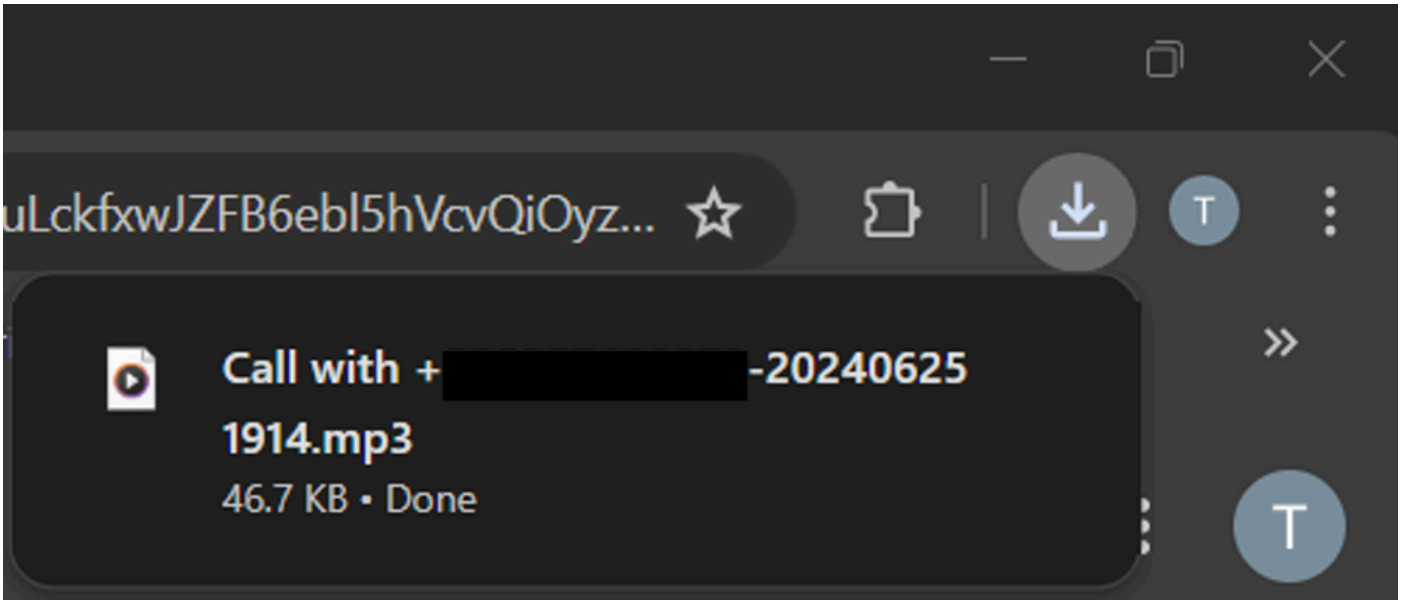
Run

Recording Id and Run Button

Step 7. The **Response** box contains the results of your search. Copy the output to a text file and identify the **audioDownloadLink** attribute.


```
{ "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": "0000000000-0000-0000-xxxx-000000xxxxxx", "ownerType": "virtualLine", "format": "MP3", "durationSeconds": 15, "sizeBytes": 49195, "serviceType": "calling", "storageRegion": "US", "status": "available", "serviceData": { "locationId": "eeeeeeeee-xxxx-0000-eeee-000000000000", "callSessionId": "xxxxxxxx-0000-0000-xxxx-0000xxxxxx" } }
```

Step 8. Copy the entire URL that is under **audioDownloadLink** and paste it into a web browser. Make sure to include all characters between the quotation marks. Press **Enter** to initiate the download. The recording downloads to your machine as an MP3 file.



MP3 File Downloads



Note: Contact Webex Developer Support for questions and issues related to API at [Developer Support for Webex](#).

Related Information

- [Ensure Regulatory Compliance of Webex Calling Content](#)
- [Manage call recording for Webex Calling](#)