

以Webex為提供商，透過API下載呼叫記錄

目錄

[簡介](#)

[必要條件](#)

[需求](#)

[採用元件](#)

[背景資訊](#)

[下載呼叫記錄的步驟](#)

[相關資訊](#)

簡介

本文檔介紹具有Compliance Officer角色的管理員如何使用API下載虛擬線路和使用者的各個呼叫記錄。

必要條件

需求

- 控制中心中的管理員訪問許可權。
- 合規主管角色。

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- Webex Calling。
- Webex呼叫API。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

背景資訊

在Webex Calling中，您可以選擇將Webex用作呼叫錄製的錄製提供商。這允許您在Webex平台中輕鬆記錄和儲存呼叫。

只有具有合規性管理人員角色的管理員才能通過API下載和永久刪除錄製。

下一個示例說明如何使用開發人員文檔[融合錄音](#)透過API方法下載呼叫錄音。

注意：對於高級搜尋或遇到任何問題，請透過[Webex開發人員支援](#)聯絡開發人員支援。

下載呼叫記錄的步驟

步驟 1. 使用管理員憑證登入到[Webex開發人員門戶](#)並搜尋融合錄製。

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...

選擇「融合錄製」選項

第2步：從「方法」清單中，選擇合規管理人員的GET請求清單錄製。

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

列出法規遵從性監察員的記錄選項

第3步：在查詢引數部分，輸入搜尋引數並按一下運行按鈕以執行請求。

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:

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

Header

Authorization

Use personal access token

Bearer

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

timezone

UTC

Query Parameters

max

from

to

status

serviceType

format

ownerId

ownerEmail

ownerType

storageRegion

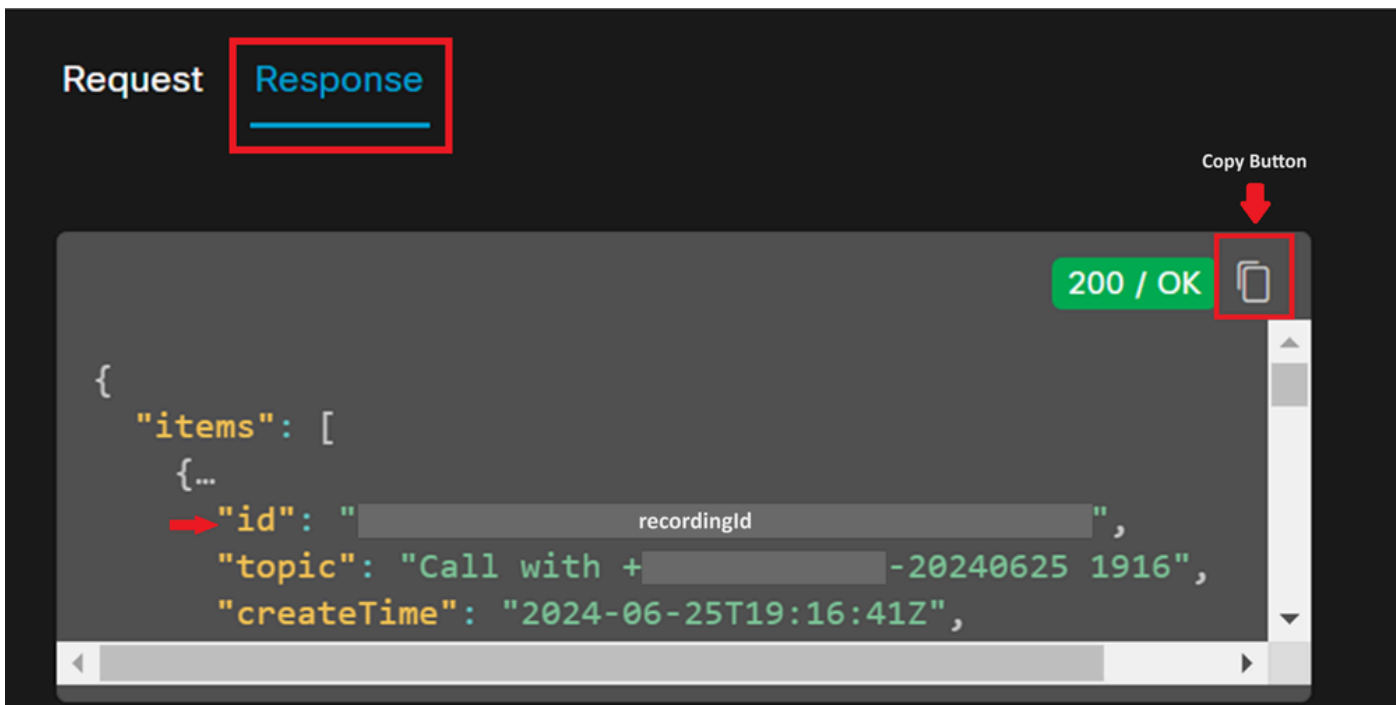
locationId

查詢引數與執行按鈕



注意：使用右側窗格中的資訊獲取每個欄位的更多詳細資訊，例如，可以從Webex Control Hub - Locations部分獲取locationId。

步驟 4. 響應將顯示在響應框中。每個單獨錄製都列在大括弧內{}，id屬性代表recordingId。將結果複製到文本檔案中以供參考。



回應方塊元素

```
{ "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-0000-0000-0000-000000000000d", "ownerType": "virtualLine", "format": "MP3", "durationSeconds": 40, "sizeBytes": 122419, "serviceType": "calling", "storageRegion": "US", "status": "available", "serviceData": { "locationId": "eeeeeeee-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-0000-0000-0000-000000000000e", "ownerType": "virtualLine", "format": "MP3", "durationSeconds": 15, "sizeBytes": 49195, "serviceType": "calling", "storageRegion": "US", "status": "available", "serviceData": { "locationId": "eeeeeeee-xxxx-0000-eeee-000000000000", "callSessionId": "00000000-xxxx-0000-0000-000000000000x" } }
```

步驟 5. 要下載特定錄製，請返回方法清單並選擇GET請求、**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

獲取錄製詳細資訊。

步驟 6. 在GET URL中，將recordingId替換為要下載的錄製的實際id。然後按一下Run按鈕執行請求。

Try it

Example



GET

/v1/convergedRecordings/

recordingId



Header

Content-Type

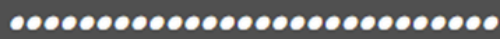
application/json

Authorization



Use personal access token

Bearer



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

timezone

UTC

按一下 `recordingId` 按鈕。

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

錄製Id和「運行」按鈕

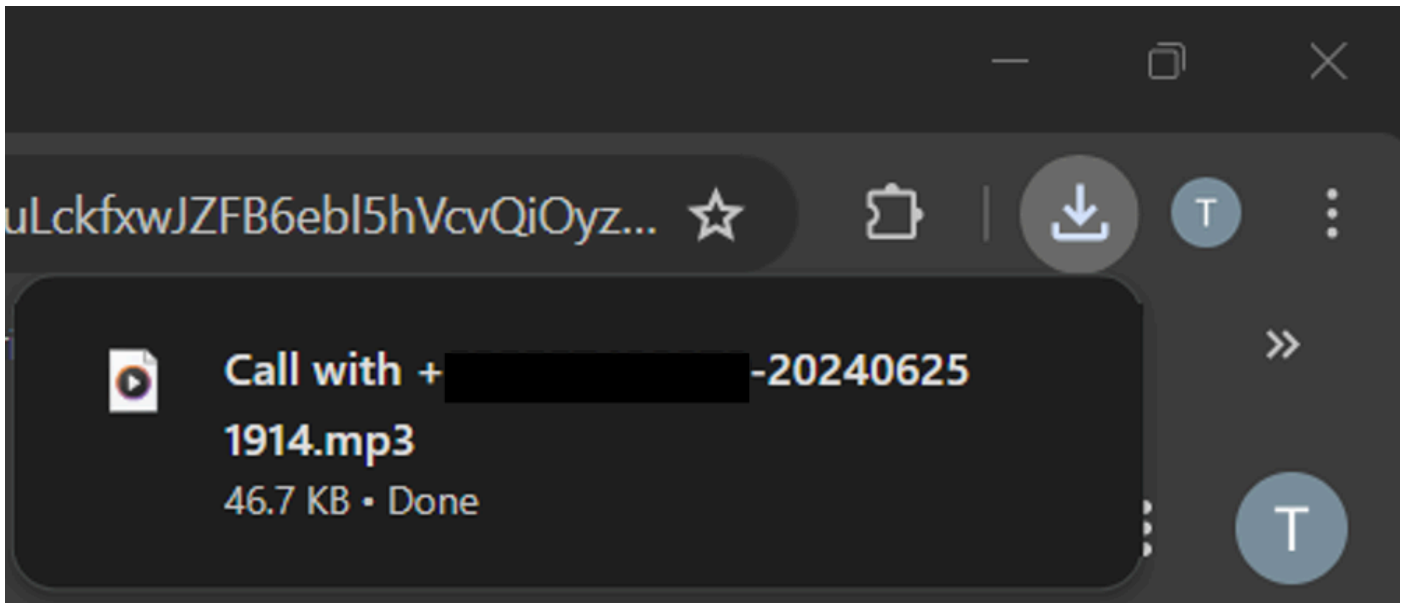
步驟 7.響應框包含搜尋結果。將輸出複製到文本檔案中，並標識audioDownloadLink屬性。

```
{ "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" } }
```

步驟 8. 複製 **audioDownloadLink** 下的整個 URL 並將其貼上到 Web 瀏覽器中。請務必在引號之間包含所有字元。按 **Enter** 以開始下載。錄製會以 MP3 檔案的形式下載至您的電腦。



MP3 檔案下載



注意：有關與API相關的問題和問題，請聯絡Webex開發人員支援，[Webex開發人員支援](#)。

相關資訊

- [確保Webex通話內容符合法規](#)
- [管理Webex Calling的通話錄音](#)

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。