

REST API for Interaction Insights



Table of Contents

Notice	iii
Security Vulnerabilities	iii
WEEE EU Directive	iii
Customer Support.....	iii
Stay in the Loop with AudioCodes.....	iii
Abbreviations and Terminology	iii
Related Documentation.....	iii
Document Revision Record	iii
Documentation Feedback.....	iv
1 Introduction	1
1.1 Overview	1
1.2 API Requests.....	1
1.2.1 Base URL.....	1
1.2.2 Authentication.....	2
1.2.3 Endpoints	2
1.2.4 Common Query Parameters.....	2
1.2.4.1 Filter	3
1.2.4.2 Sort	3
1.2.4.3 Pagination.....	3
1.3 API Responses	3
1.3.1 Error Responses.....	3
2 Endpoints.....	5
2.1 Get Access Token for Authentication.....	6
2.2 Get Activity and Audit Logs	8
2.2.1 Get Integration API Activity Logs.....	9
2.2.2 Get Audit Trails.....	13
2.2.3 Get System Activity Logs	17
2.3 Get Recordings	21
2.3.1 Get a Filterable List of Recordings.....	22
2.3.2 Get Single Recording by ID	27
2.3.3 Get Transcript of Recording	29
3 Example: Retrieve a Week of Recordings and Transcripts for a User	31
3.1 Step 1: Obtain an access token	31
3.2 Step 2: List the user's recordings from the last week	31
3.3 Step 3: Fetch the transcript for each recording	33
3.4 Putting it together (pseudo-code).....	34

4	Data Models.....	36
4.1	Enumerations	36
4.2	Objects.....	41
4.2.1	ErrorResponse	41
4.2.2	LoginRequest.....	41
4.2.3	LoginResponse.....	41
4.2.4	Pages	41
A	Appendix: Recording Parameters	42
A.1	Response JSON to Recordings Endpoint Request	42
A.2	Parameter Description	47

Notice

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This document is subject to change without notice.

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Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at

<https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Document Name
Interaction Insights Administrator's Manual

Document Revision Record

LTRT	Description
27321	Initial document release

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

1.1 Overview

The Integration API for Interaction Insights is a RESTful interface for discovering and retrieving:

- Recorded interactions (calls and meetings)
- Transcriptions of these interactions
- Related audit trail, system activity logs, and API activity logs

The Integration API is designed for software developers and integrators, allowing them to integrate the above with their own system while bypassing the Interaction Insights UI.

1.2 API Requests

1.2.1 Base URL

All Requests Except Login

Except Login requests, all API requests are appended to your tenant's Base URL. You can copy this URL from the API Configuration page in the Interaction Insights UI.

The following API prefix is added to each request:

```
/api/integration/v1/
```

The following is an example for a request to the `recordings` endpoint:

```
https://insights.contoso.com/live/v1/serviceTypeAPI/STNG/cf654c39-6ede-4fd9-a93b-3225a12e6edd/api/integration/v1/recordings
```

Composed of:

- **Base URL:** `https://insights.contoso.com/live/v1/serviceTypeAPI/STNG/cf654c39-6ede-4fd9-a93b-3225a12e6edd/`
- **API prefix:** `api/integration/v1/`
- **Endpoint:** `recordings`

Login Requests

Login requests have a prefix of `v1/` and are appended to the Base URL up to and including the `/live` segment, as in the following example:

```
https://insights.contoso.com/live/v1/login
```

Composed of:

- **Base URL (partial):** `https://insights.contoso.com/live/`
- **Login prefix:** `v1/`
- **Login endpoint:** `login`

1.2.2 Authentication

Client ID, Secret, and Permission Scope

All endpoints except the Login endpoint are protected. To access a protected endpoint, you must provide:

- A valid bearer token. To obtain a token, authenticate with a valid client ID and client secret using the Login endpoint.
- The permission scope required for the requested endpoint.

To obtain the above, navigate to the 'API Configuration' page in the Interaction Insights UI and create an API application with the required permission scope. The application is assigned a client ID and client secret that can be used for authentication. For details refer to the *Interaction Insights Administrator's Manual*.

Authentication Flow

The authentication flow is as follows:

1. POST your client credentials to the `/live/v1/login` endpoint.
2. Read the `access_token` value from the response.
3. In every subsequent request, send the token as an authorization header:

```
Authorization: Bearer {access_token}
```

Tokens are valid for 15 minutes. It is recommended to proactively request a new token via `/live/v1/login` before the current token expires (approximately after 13 minutes). The Login endpoint itself does not require a token.

For more details see [Get Access Token for Authentication](#).

1.2.3 Endpoints

The Interactions Insights Integration API currently supports the following endpoints:

- [Login](#)
- [Get Integration API Activity Logs](#)
- [Get Audit Trails](#)
- [Get System Activity Logs](#)
- [Get a Filterable List of Recordings](#)
- [Get Single Recording by ID](#)
- [Get Transcript of Recording](#)

1.2.4 Common Query Parameters

For requests that expect multiple recordings in return, the following parameters can be used to filter or arrange the results:

- [Filter](#)
- [Sort](#)
- [Pagination](#)



Queries and query parameters must not include spaces. If they do, an **INVALID_REQUEST** error is returned.

1.2.4.1 Filter

This document lists the available filter fields for each endpoint.

Syntax

The `filter` parameter is a single expression enclosed in parentheses. Within the parentheses, specify one or more `<key>=<value>` criteria separated by commas (,) as in the following example:

```
filter=(from=2024-01-01T00:00:00Z,to=2024-01-02T00:00:00Z)
```

The query returns only the items that match *all* filter criteria (*AND* condition).



For the Recordings endpoint, it is also possible, for certain fields, to specify more than one value for that field. The query returns items that match any of these values (*OR* condition). For details see the Filter Parameters section in Get a Filterable List of Recordings.

Formatting Guidelines

- Unless otherwise specified, string filters are case-insensitive and return results that contain the specified value.
- Time filters accept timestamps in ISO 8601 format.

1.2.4.2 Sort

Pass the `sort` parameter with a field name.

Prefix the field with a minus sign ('-') for descending order. For example:

```
sort=-timestamp
```

The set of available sort options is documented for each endpoint.

1.2.4.3 Pagination

List endpoints accept `page` and `pageSize` query parameters and return a paged envelope containing the data array plus a `pages` element specifying page size, total pages, total elements returned, current page, and next/previous page links.

`pageSize` is limited to 100.

1.3 API Responses

The API responses are always returned in JSON format.

1.3.1 Error Responses

The system returns consistent, informative error responses in JSON format. Regardless of the endpoint, every error is returned with the appropriate HTTP status code and a body conforming to the ErrorResponse schema. This schema consists of a single error object with code, description, request_id, and timestamp, as in the following example:

```
{
  "error": {
    "code": "INVALID_CLIENT_CREDENTIALS",
    "description": "The client credentials provided are invalid or expired",
    "request_id": "12345678901234567890123456789012",
    "timestamp": "2024-01-01T00:00:00Z"
  }
}
```

```
"request_id": "req_1234567890abcdef",
"timestamp": "2025-11-06T10:30:00Z"
}
```

The Login endpoint returns a description of the error:

```
{
  "description": "Invalid client credentials"
}
```

The following table lists standard error codes.

Code	HTTP Status	Meaning
INVALID_REQUEST	400	Malformed request — invalid parameters, filter, or body.
INVALID_CLIENT_CREDENTIALS	401	Authentication failure — credentials/token invalid or expired.
INSUFFICIENT_PERMISSIONS	403	Authorization failure — the caller is not permitted to access the resource.
RESOURCE_NOT_FOUND	404	The requested resource does not exist.
RATE_LIMIT_EXCEEDED	429	Throttling triggered — too many requests; retry after backoff.
INTERNAL_SERVER_ERROR	500	Server-side error.



Quote the request_id when contacting Support.

2 Endpoints

The Integration API provides endpoints to:

- [Get Access Token for Authentication](#)
- [Get Activity and Audit Logs](#) – API activity, audit trails, and system activity.
- [Get Recordings](#) – interaction details, filterable lists of interactions, and transcripts of recordings.

2.1 Get Access Token for Authentication

Purpose: Obtain an access token used to authorize all other API calls until the token expires. Upon expiry, another login request must be sent.

Authenticates an integration application and returns a short-lived access token. The returned token must be supplied on every subsequent request in the HTTP Authorization header using the Bearer scheme ("Authorization: Bearer <access_token>").



Tokens expire after 15 minutes.

- Request a fresh token before expiry.
- Store client credentials securely and never embed them in client-side code.

Authorization

Not required – this endpoint issues tokens.

Method

POST

URL

{Base URL up to and including the **/live** segment}/v1/login

Header

Content-Type: application/json

Request Parameters

LoginRequest application/JSON with the following parameters:

Name	Type	Required	Description
client_id	string	Yes	UUID generated during the creation of the requesting application.
client_secret	string	Yes	32-character secret generated during the creation.

Response

The following table lists possible outcomes:

Status	Description	Schema	Error Code
200	Success	LoginResponse	
400	Bad Request	ErrorResponse	INVALID_REQUEST
401	Unauthorized	ErrorResponse	INVALID_CLIENT_CREDENTIALS
429	Too Many Requests	ErrorResponse	RATE_LIMIT_EXCEEDED
500	Server Error	ErrorResponse	INTERNAL_SERVER_ERROR

Response Returned on Success

If the request was successful (HTTP Status = 200), a JSON object is returned, as in the following schematic example:

```
{
  "access_token": "string"
}
```

The following table describes the response parameters:

Field	Type	Description
access_token	string	The token to authenticate with the API platform

2.2 Get Activity and Audit Logs

API calls retrieving activity and audit logs allow for monitoring third-party integrations and compliance tooling. You can retrieve:

- API activity logs capturing API requests made to the integration surface (see [Get Integration API Activity Logs](#))
- Audit trail logs capturing user actions performed on their Interaction Insights tenant (see [Get Audit Trails](#))
- System activity logs of warnings, alarms, errors, and informational events raised by Interaction Insights (see [Get System Activity Logs](#)).

2.2.1 Get Integration API Activity Logs

Purpose: Get a paged list of integration API activity log entries. Each entry captures a single inbound API call made against the integration surface, retrieving:

- HTTP method
- Request line
- Calling application
- Server-side response time
- Error details (if applicable)

Use this endpoint to monitor your API traffic, build usage dashboards, or troubleshoot failing integrations.



The log entries is returned only if the authenticated principal's access policy permits viewing them.

Authorization

Bearer token required. To get this token, see [Get Access Token for Authentication](#).

Required permission scope: **Monitoring Permissions > Audit Trail and Activity Logs**

Method

GET

URL

```
{Base URL}/api/integration/v1/apiActivityLogs
```

Header

```
Authorization: Bearer {access_token}  
Content-Type: application/json
```

Request Parameters

Parameters specified in URL query:

Name	In	Type	Required	Description
page	Query	integer (int32)	No	Index (page) to be returned. Page numbering starts with 1. For example, page=2 returns the second page. page=0 returns an INVALID_REQUEST error.
pageSize	Query	integer (int32)	No	Number of records per page (default is 10; maximum 100).
sort	Query	string	No	Sort field. Prefix with '-' for descending order. Default value: sort=-timeStamp. See Sort Options .

Name	In	Type	Required	Description
filter	Query	string	No	Filter criteria (see Filter Parameters).

Sort Options

The following table lists the available sort options.

Sort Key	Type	Description
timeStamp	ISO 8601 timestamp	Sort by the timestamp of the log event.
responseTime	integer (int32)	Sort by server-side processing duration.
action	enum (string)	Sort by HTTP method of action performed.

Filter Parameters

The following table lists the available filters. To run the examples, append them to the endpoint.

Filter Key	Type	Description
from	ISO 8601 timestamp	Include only logs of events that occurred on or after this timestamp. Default value: One week before the current datetime.
to	ISO 8601 timestamp	Include only logs of events that occurred on or before this timestamp. Default value: Current datetime.
action	enum (string)	HTTP method of action performed. Possible values: get , post , put , delete , patch , head , options , connect , trace .

The following example filters the result to include only GET API request logs within a specified time range. To run it, append it to the endpoint:

```
?filter=(from=2026-01-01T00:00:00Z,to=2026-12-12T00:00:00Z,action=get)
```

Response

The following table lists possible outcomes:

Status	Description	Schema	Error Code
200	Success	object	
400	Bad Request	ErrorResponse	INVALID_REQUEST
401	Unauthorized	ErrorResponse	INVALID_CLIENT_CREDENTIALS
403	Forbidden	ErrorResponse	INSUFFICIENT_PERMISSIONS
429	Too Many Requests	ErrorResponse	RATE_LIMIT_EXCEEDED
500	Server Error	ErrorResponse	INTERNAL_SERVER_ERROR

Response Returned on Success

If the request was successful (HTTP Status = 200), a JSON object is returned, as in the following schematic example:

```
{
  "data": [
    {
      "id": "string",
      "timeStamp": "2026-06-17T09:15:42Z",
      "action": "get",
      "request": "string",
      "applicationId": "string",
      "applicationName": "rworxdkmx06TwVL+59JV4Q==",

      "responseTime": 0,
      "errorDetails": "string"
    }
  ],
  "pages": {
    "size": "string",
    "total": "string",
    "current": "string",
    "totalElements": "string",
    "nextPage": "string",
    "previousPage": "string"
  }
}
```

The following table describes the response parameters:

Field	Type	Description
data	array<object>	Array of result records for the current page.
data[].id	string	Unique identifier of the API activity log entry.
data[].timeStamp	string (date-time)	Timestamp of the event.
data[].action	enum (string)	HTTP method of action performed. Possible values: get , post , put , delete , patch , head , options , connect , trace
data[].request	string	Request line (method + path) of the logged API call.
data[].applicationId	string	Identifier of the integration application that issued the request.
data[].applicationName	string	Currently returns the same values as the data[].applicationId field.
data[].responseTime	integer (int32)	Server-side processing time, in milliseconds.
data[].errorDetails	string	Details of any error returned for the logged request.
pages	Pages	Pagination metadata for the result set.
pages.size	string	Number of recordings per page.
pages.total	string	Total number of existing pages.
pages.current	string	Current page number.

Field	Type	Description
pages.totalElements	string	Total number of recordings across all pages.
pages.nextPage	string	Formatted URL you can use for the next page of results. If you are on the last page, this field is empty.
pages.previousPage	string	Formatted URL you can use for the previous page of results. If you are on the first page, this field is empty.

2.2.2 Get Audit Trails

Purpose: Get a paged list of audit trail entries. Each entry captures the acting user, the action, and a human-readable description. Use this endpoint for compliance reporting and security investigations.

The Audit Trail contains log entries describing configuration and data-access events, such as logins, additions, modifications, views, deletions, exports, playback, and more user actions performed on the tenant resources.



The entries are returned only if the authenticated principal's access policy permits viewing them.

Authorization

Bearer token required. To get this token, see [Get Access Token for Authentication](#).

Required permission scope: **Monitoring Permissions > Audit Trail and Activity Logs**

Method

GET

URL

```
{Base URL}/api/integration/v1/auditLogs
```

Header

```
Authorization: Bearer {access_token}
Content-Type: application/json
```

Request Parameters

Parameters specified in URL query:

Name	In	Type	Required	Description
page	Query	integer (int32)	No	Index (page) to be returned. Page numbering starts with 1. For example, <code>page=2</code> returns the second page. <code>page=0</code> returns an <code>INVALID_REQUEST</code> error.
pageSize	Query	integer (int32)	No	Number of records per page (maximum 100).
sort	Query	string	No	Sort field. Prefix with '-' for descending order. Default value: <code>sort=-timeStamp</code> . See Sort Options .
filter	Query	string	No	Filter criteria (see Filter Parameters).

Sort Options

The following table lists the available sort options.

Sort Key	Type	Description
timeStamp	ISO 8601 timestamp	Sort by the timestamp of the log event.
name	integer (int32)	Sort by user name (UPN).
item	enum (string)	Sort by type of resource to which the audit trail entry refers.
action	enum (string)	Sort by audit action performed.

Filter Parameters

The following filters are available:

Name	Type	Description
from	ISO 8601 timestamp	Include only logs of events that occurred on or after this timestamp. Default value: One week before the current datetime.
to	ISO 8601 timestamp	Include only logs of events that occurred on or before this timestamp. Default value: Current datetime.
action	enum (string)	Audit action performed. Possible values: login, logout, add, modify, view, delete, export, play, sendMail, disabled, access, upload, download, publish, suspend, unSuspend
userFullName	String	User's human-readable account display name, for example, John Doe.
description	String	Human-readable description. Currently in working progress.

The following example filters the result to include only audit log entries within a specified time range with a description that contains the string "viewed". To run it, append it to the endpoint:

```
?filter=(from=2026-01-01T00:00:00Z,to=2026-12-12T00:00:00Z,description="viewed")
```

Response

Status	Description	Schema	Error Code
200	Success	object	
400	Bad Request	ErrorResponse	INVALID_REQUEST
401	Unauthorized	ErrorResponse	INVALID_CLIENT_CREDENTIALS
403	Forbidden	ErrorResponse	INSUFFICIENT_PERMISSIONS
429	Too Many Requests	ErrorResponse	RATE_LIMIT_EXCEEDED

Status	Description	Schema	Error Code
500	Server Error	ErrorResponse	INTERNAL_SERVER_ERROR

Response Returned on Success

If the request was successful (HTTP Status = 200), a JSON object is returned, as in the following schematic example:

```
{
  "data": [
    {
      "id": "string",
      "item": "defaultAdmin",
      "timeStamp": "2026-06-17T09:15:42Z",
      "action": "login",
      "user": {
        "firstName": "string",
        "lastName": "string",
        "upn": "string"
      },
      "description": "string"
    }
  ],
  "pages": {
    "size": "string",
    "total": "string",
    "current": "string",
    "totalElements": "string",
    "nextPage": "string",
    "previousPage": "string"
  }
}
```

The following table describes the response parameters:

Field	Type	Description
data	array<object>	Array result records for the current page.
data[].id	string	Unique identifier of the resource.
data[].item	enum (string)	Type of resource to which the audit trail entry refers. Possible values: defaultAdmin , recordingProfile , deviceRecordingProfile , analyticsProfile , classificationProfile , accessProfile , group , user , device , call , tag , note , tenant , legalHold , autoSyncWithAad , quickStart , auditTrail , interactions , userCallStatus , connectToM365 , systemActivityLog , tools , branding , licenses , storage , auditTrail , helpCenter , myActiveCalls , logo , aiCustomTemplate , userLanguage , teamsApp , instantMessages , transcript , aiInsights , aiPreBuildTemplate , licensingProfile , apiConfiguration , apiActivityLogs
data[].timeStamp	string (date-time)	Timestamp of the event.

Field	Type	Description
data[].action	enum (string)	Audit action performed. Possible values: login, logout, add, modify, view, delete, export, play, sendMail, disabled, access, upload, download, publish, suspend, unSuspend
data[].user	object	User associated with the audit trail entry.
data[].user.firstName	string	First name of user.
data[].user.lastName	string	Last name of user.
data[].user.upn	string	User principal name (UPN).
data[].description	string	Human-readable description.
pages	Pages	Pagination metadata for the result set.
pages.size	string	Number of recordings per page.
pages.total	string	Total number of existing pages.
pages.current	string	Current page number.
pages.totalElements	string	Total number of recordings across all pages.
pages.nextPage	string	Formatted URL you can use for the next page of results. If you are on the last page, this field is empty.
pages.previousPage	string	Formatted URL you can use for the previous page of results. If you are on the first page, this field is empty.

2.2.3 Get System Activity Logs

Purpose: Get a paged list of system activity log entries. These are informational events, alarms, warnings, and errors raised by platform subsystems such as licensing, storage, AI processing, and Azure AD connectivity and synchronization. Use this endpoint for operational health monitoring and alerting.



The entries are returned only if the authenticated principal's access policy permits viewing them.

Authorization

Bearer token required. To get this token, see [Get Access Token for Authentication](#).

Required permission scope: **Monitoring Permissions > Audit Trail and Activity Logs**

Method

GET

URL

```
{Base URL}/api/integration/v1/systemActivityLogs
```

Header

```
Authorization: Bearer {access_token}  
Content-Type: application/json
```

Request Parameters

Parameters specified in URL query:

Name	In	Type	Required	Description
page	Query	integer (int32)	No	Index (page) to be returned. Page numbering starts with 1. For example, <code>page=2</code> returns the second page. <code>page=0</code> returns an <code>INVALID_REQUEST</code> error.
pageSize	Query	integer (int32)	No	Number of records per page (maximum 100).
sort	Query	string	No	Sort field. Prefix with '-' for descending order. Default value: <code>sort=-timeStamp</code> . See Sort Options .
filter	Query	string	No	Filter criteria (see Filter Parameters).

Sort Options

The following table lists the available sort options.

Sort Key	Type	Description
timeStamp	ISO 8601 timestamp	Sort by the timestamp of the log event.
logType	enum (string)	Sort by the severity / category of the log.
systemActivityType	enum (string)	Sort by the subsystem that raised the log.

Filter Parameters

The following filters are available:

Name	Type	Description
from	ISO 8601 timestamp	Include only logs of events that occurred on or after this timestamp. Default value: One week before the current datetime.
to	ISO 8601 timestamp	Include only logs of events that occurred on or before this timestamp. Default value: Current datetime.
logType	enum (string)	Severity / category of log. Possible values: info , alarm , alarmClear , warning , warningClear , error , errorClear
systemActivityType	enum (string)	Subsystem that raised the log. Possible values: license , storage , configuration , ai , aadConnection , meetings , aadSync , script , users , tenant , instantMessages , smartSearchIndex

The following example filters the result to include only alarm log entries within a specified time range. To run it, append it to the endpoint:

```
?filter=(from=2026-01-01T00:00:00Z,to=2026-12-12T00:00:00Z,logType=alarm)
```

Response

Status	Description	Schema	Error Code
200	Success	object	
400	Bad Request	ErrorResponse	INVALID_REQUEST
401	Unauthorized	ErrorResponse	INVALID_CLIENT_CREDENTIALS
403	Forbidden	ErrorResponse	INSUFFICIENT_PERMISSIONS
429	Too Many Requests	ErrorResponse	RATE_LIMIT_EXCEEDED
500	Server Error	ErrorResponse	INTERNAL_SERVER_ERROR

Response Returned on Success

If the request was successful (HTTP Status = 200), a JSON object is returned, as in the following schematic example:

```
{
  "data": [
    {
      "id": "string",
      "timeStamp": "2026-06-17T09:15:42Z",
      "logType": "info",
      "systemActivityType": "license",
      "description": null
    }
  ],
  "pages": {
    "size": "string",
    "total": "string",
    "current": "string",
    "totalElements": "string",
    "nextPage": "string",
    "previousPage": "string"
  }
}
```

The following table describes the response parameters:

Field	Type	Description
data	array<object>	Array result records for the current page.
data[].id	string	Unique identifier of the resource.
data[].timeStamp	string (date-time)	Timestamp of the event.
data[].logType	enum (string)	Severity / category of the log entry. Possible values: info , alarm , alarmClear , warning , warningClear , error , errorClear
data[].systemActivityType	enum (string)	Subsystem that produced the log entry. Possible values: license , storage , configuration , ai , aadConnection , meetings , aadSync , script , users , tenant , instantMessages , smartSearchIndex
data[].data	object	Array of result log entries for the current page.
pages	Pages	Pagination metadata for the result set.
pages.size	string	Number of recordings per page.
pages.total	string	Total number of existing pages.
pages.current	string	Current page number.
pages.totalElements	string	Total number of recordings across all pages.
pages.nextPage	string	Formatted URL you can use for the next page of results. If you are on the last page, this field is empty.

Field	Type	Description
pages.previousPage	string	Formatted URL you can use for the previous page of results. If you are on the first page, this field is empty.

2.3 Get Recordings

API calls to Recordings endpoints allow you to:

- Retrieve a filterable list of recordings (see [Get a Filterable List of Recordings](#))
- Retrieve all metadata of a specified recording, as well as a link to the recorded media in Azure (see [Get Single Recording by ID](#))
- Retrieve the transcript of a specified recording (see [Get Transcript of Recording](#))



You can combine these calls to retrieve metadata or transcripts of multiple recordings. For an end-to-end example see [Example: Retrieve a Week of Recordings and Transcripts for a User](#).

2.3.1 Get a Filterable List of Recordings

Purpose: Retrieve a paged and sorted list of recordings that match the supplied filter criteria. For example, you can filter by:

- Participant – party called / calling / answered by / on behalf of
- Time window – from time / to time)
- Call direction and type
- Free-text search
- Tags
- Status of media, transcription, or AI summary

For a full list of filters see [below](#).



The recordings are returned only if the authenticated principal's access policy permits viewing them.

Authorization

Bearer token required. To get this token, see [Get Access Token for Authentication](#).

Required permission scope: **Recording Permissions > List recordings and recording metadata**

Method

GET

URL

The primary discovery endpoint for interactions.

```
{Base URL}/api/integration/v1/recordings
```

Header

```
Authorization: Bearer {access_token}
```

```
Content-Type: application/json
```

Request Parameters

Parameters specified in URL query:

Name	In	Type	Required	Description
page	Query	integer (int32)	No	Index (page) to be returned. Page numbering starts with 1. For example, <code>page=2</code> returns the second page. <code>page=0</code> returns an <code>INVALID_REQUEST</code> error.
pageSize	Query	integer (int32)	No	Number of records per page (maximum 100).

Name	In	Type	Required	Description
sort	Query	string	No	Sort field. Prefix with '-' for descending order. Default value: sort=-startTime. See Sort Options .
filter	Query	string	No	Filter criteria (see Filter Parameters).

Sort Options

The following table lists the available sort options.

Sort Key	Type	Description
startTime	ISO 8601 timestamp	Sort by the start time of the recording.
target	string	Sort by the recorded user of the interaction.
calling	String	Sort by the party that placed the call.
called	String	Sort by the party that received the call.
sysCallId	String	Sort by the original call ID.
onBehalfOf	String	Sort by the party on behalf of whom the call was made.
transferredBy	String	Sort by the party that transferred the call to another user.
transferredTo	String	Sort by the party to whom the call was transferred.
answeredBy	String	Sort by the party who answered the call.

Filter Parameters

You can filter:

- By *multiple fields* to return only the items that match *all* criteria (*AND* condition). This type of filtering is supported by all endpoints and described [here](#).
- For the Recordings endpoint only, you can also filter by *the same field* for multiple values (*OR* condition). Separate the values using semicolons (;).

For example:

```
filter=(u=user1@audiocodes.com;u=user2@audiocodes.com)
```

Or in shorthand:

```
filter=(u=user1@audiocodes.com;user2@audiocodes.com)
```

This query returns items associated with either `user1@audiocodes.com` or `user2@audiocodes.com`.

Note: Only certain fields support filtering by multiple values. Refer to the **Multiple Values Allowed** column in the following table for details.

The following filters are available:

Name	Type	Multiple Values Allowed	Description
from	ISO 8601 timestamp	No	Include recordings that were started on or after this timestamp.

Name	Type	Multiple Values Allowed	Description
to	ISO 8601 timestamp	No	Include recordings that were started on or before this timestamp.
called	String	No	Party that received the call.
calling	String	No	Party that placed the call.
transferredBy	String	No	Party that transferred the call to another user.
transferredTo	String	No	Party to whom the call was transferred.
onBehalfOf	String	No	Party on behalf of whom the call was made.
answeredBy	String	No	Party who answered the call.
sysCallId	String	No	Original call ID
relCause	enum (string)	No	Reason the call was disconnected. Possible values: normal , failure , missed , abandoned , transferred .
callDir	enum (string)	No	Call direction. Possible values: incoming , outgoing , none (i.e., conference call).
callType	enum (string)	Yes	Type of call. Possible values: internal_p2p , federated_p2p , pstn_p2p , conference_Internal , conference_Internal_with_ext_participants , conference_Internal_with_Pstn_participants , conference_External , queue , none
g	String	Yes	Call group.
u	String	Yes	M365 Tenant username. Enter the full username or the name without the domain.
text	String	No	Free text search in notes.
tags	String	Yes	Tags assigned to interaction.
p	String	Yes	Any call participant.
mStatus	enum (string)	Yes	Media recording status. Possible values: available , pending , recording , activeCall , failed , unavailable , deleted .
rType	enum (string)	No	Recording type. Possible values: fullTime , recordOnDemand , saveOnDemand .
mType	enum (string)	Yes	Media type. Possible values: audio , sharing , video , sharingandvideo , none .
q	String	No	Call queue name.

Name	Type	Multiple Values Allowed	Description
tStatus	enum (string)	Yes	Transcription status. Possible values: processing , requested , ready , failed , failedExceeded , deleted , none .
iStatus	enum (string)	Yes	AI summary status. Possible values: processing , requested , ready , edited , failed , failedExceeded , transcriptionTooShort , deleted , none .

The following example filters the result to include only recordings of missed calls within the last week, made by a user whose M365 tenant username is “user1@audiocodes.com”. To run it, append it to the endpoint:

```
?filter=(relCause=missed,u=user1)
```

Response

The following table lists possible outcomes:

Status	Description	Schema	Error Code
200	Success	object	
400	Bad Request	ErrorResponse	INVALID_REQUEST
401	Unauthorized	ErrorResponse	INVALID_CLIENT_CREDENTIALS
403	Forbidden	ErrorResponse	INSUFFICIENT_PERMISSIONS
404	Not Found	ErrorResponse	RESOURCE_NOT_FOUND
429	Too Many Requests	ErrorResponse	RATE_LIMIT_EXCEEDED
500	Server Error	ErrorResponse	INTERNAL_SERVER_ERROR

Response Returned on Success

If the request was successful (HTTP Status = 200), a JSON object is returned, as in the following schematic example.



The parameters of the individual recording objects listed in the `data` field have been omitted. These are the same as retrieved by a [Get Single Recording by ID](#) request. To view a JSON with these fields, see Step 2 in [Example: Retrieve a Week of Recordings and Transcripts for a User](#).

```
{
  "data": [
    "<Recording object>"
  ],
  "pages": {
    "size": "string",
    "total": "string",
    "current": "string",
    "totalElements": "string",
    "nextPage": "string",
    "previousPage": "string"
  },
  "cursor": {
    "after": "string",
    "before": "string"
  }
}
```

The following table describes the response parameters:

Field	Type	Description
data	array<object>	Array of Recording objects returned as a paginated list. Each object in the array represents one recording. The exact fields inside each object are described in Appendix: Recording Parameters .
pages	Pages	Pagination metadata for the result set.
pages.size	string	Number of recordings per page.
pages.total	string	Total number of existing pages.
pages.current	string	Current page number.
pages.totalElements	string	Total number of recordings across all pages.
pages.nextPage	string	Formatted URL you can use for the next page of results. If you are on the last page, this field is empty.
pages.previosPage	string	Formatted URL you can use for the previous page of results. If you are on the first page, this field is empty. Note: “previos” is misspelled in the fieldname but must be used as-is.
cursor.before	string	The ID of the first recording on the current page. If you are on the first page, this field is -1 .
cursor.after	string	The ID of the last recording on the current page. Formatted URL you can use for the next page of results. If you are on the last page, this field is -1 .

2.3.2 Get Single Recording by ID

Purpose: Retrieve a single recording (i.e., call/meeting interaction) by its unique identifier. The response includes full interaction metadata:

- Participants
- Timing
- Call direction and type
- Media content type
- Transcription and AI Summary status
- Notes and tags
- Retention/legal hold information
- Link to play back media from your own BYOS storage

A detailed list of returned parameters is provided in [Appendix: Recording Parameters](#).



The recording is returned only if the authenticated principal's access policy permits viewing it.

Authorization

Bearer token required. To get this token, see [Get Access Token for Authentication](#).

Required permission scope: **Recording Permissions > List recordings and recording metadata**

Method

GET

URL

{Base URL}/api/integration/v1/recordings/{id}

Header

Authorization: Bearer {access_token}
Content-Type: application/json

Request Parameters

Parameter specified in URL path:

Name	In	Type	Required	Description
id	Path	string	Yes	Unique identifier of the target interaction.

Response

The following table lists possible outcomes:

Status	Description	Schema	Error Code
200	Success	Array<object>	

Status	Description	Schema	Error Code
400	Bad Request	ErrorResponse	INVALID_REQUEST
401	Unauthorized	ErrorResponse	INVALID_CLIENT_CREDENTIALS
403	Forbidden	ErrorResponse	INSUFFICIENT_PERMISSIONS
404	Not Found	ErrorResponse	RESOURCE_NOT_FOUND
429	Too Many Requests	ErrorResponse	RATE_LIMIT_EXCEEDED
500	Server Error	ErrorResponse	INTERNAL_SERVER_ERROR

Response Returned on Success

If the request was successful (HTTP Status = 200), a JSON structure containing an array of objects is returned with a large range of parameters. For a schematic example and a description of these parameters, see [Appendix A: Recording Parameters](#).

2.3.3 Get Transcript of Recording

Purpose: Retrieve the transcript of a specified recording.



The recordings are returned only if the authenticated principal's access policy permits viewing them.

Authorization

Bearer token required. To get this token, see [Get Access Token for Authentication](#).

Required permission scopes:

- **Recording Permissions > List recordings and recording metadata**
- **Recording Permissions > Get recording transcript**

Method

GET

URL

{Base URL}/api/integration/v1/recordings/{id}/transcript

Header

Authorization: Bearer {access_token}
Accept: text/vtt

Request Parameters

Parameter specified in URL path:

Name	In	Type	Required	Description
id	Path	string	Yes	Unique identifier of the target interaction.

Response

The following table lists possible outcomes:

Status	Description	Schema	Error Code
200	Success		
400	Bad Request	ErrorResponse	INVALID_REQUEST
401	Unauthorized	ErrorResponse	INVALID_CLIENT_CREDENTIALS
403	Forbidden	ErrorResponse	INSUFFICIENT_PERMISSIONS
404	Not Found	ErrorResponse	RESOURCE_NOT_FOUND
429	Too Many Requests	ErrorResponse	RATE_LIMIT_EXCEEDED
500	Server Error	ErrorResponse	INTERNAL_SERVER_ERROR

Response Returned on Success

If the request was successful (HTTP Status = 200), the content of the transcript (vtt file) is returned. It lists each segment of the conversation, specifying its number, date/time range, speaker, and spoken text.

3 Example: Retrieve a Week of Recordings and Transcripts for a User

This end-to-end example shows how to pull every recorded interaction for the user **user@audiocodes.com** over the last week and then fetch the transcript for each of those recordings.

Assumptions:

- Reporting window is 2026-06-10 to 2026-06-17
- Base URL is <https://insights.audiocodes.com>

3.1 Step 1: Obtain an access token

Exchange your integration client credentials for a Bearer token.

```
POST https://insights.audiocodes.com/live/v1/login
Content-Type: application/json
{
  "client_id": "my-integration-app",
  "client_secret": "....."
}
```

You get the following response:

```
{
  "access_token":
  "eyJhbGciOiJSUzI1NiIsInR5cCI6IkpXVCJ9.eyJzdWIiOiJteS1pbmRlZ3Jh
  dGlvb1lhcHAifQ..."
}
```

Capture the `access_token` value, as you will need it as the Bearer credential in every following call.



Re-run this step if a later call returns an HTTP status of 401 (invalid client credentials).

3.2 Step 2: List the user's recordings from the last week

Call the recordings list endpoint:

- Filter by the user (the `u` filter) and the time window (`from / to`) using the parenthesized filter format.
- Sort to display newest first.
- Page through the results.

```
GET
https://insights.audiocodes.com/api/integration/v1/recordings
?filter=(from=2026-06-10T00:00:00Z,to=2026-06-
17T23:59:59Z,u=user@audiocodes.com)
&sort=-startTime
&page=1
&pageSize=100
Authorization: Bearer eyJhbGciOiJSUzI1NiIsInR5cCI6IkpXVCJ9...
Accept: application/json
```

You get the following response (abbreviated and some parameters removed for clarity):

```
{
  "data": [
    {
      "version": "1.0.0.0",
      "transferredBy": {},
      "playerLink": "https://stauto01.ai-
logix.net/ui/interactions/6a326751f941c53dcb066327",
      "expires": "2027-06-17T09:22:25Z",
      "videoExpires": "2026-12-14T09:22:25Z",
      "id": "6a326751f941c53dcb066327",

      //... some parameters removed ...

      "content": {
        "mediaType": "audio",
        "path":
"https://byosauto.blob.core.windows.net/stauto01-byos-
pri/0800b780-8e04-417b-8d16-8e0b887072ad",
        "audioContent": {
          "subPath": "/teams/audio",
          "fileName": "0800b780-8e04-417b-8d16-
8e0b887072ad_32_6292.opus",
          "status": "available",
          "startTimeMs": 39906769638740000,
          "endTimeMs": 39906769759340000,
          "startTime": "2026-06-17T09:22:32.642Z"
        },
        "transcriptionContent": {
          "vttInfo": [
            {
              "fullPathVttFile":
"https://byosauto.blob.core.windows.net/stauto01-byos-
pri/0800b780-8e04-417b-8d16-
8e0b887072ad/transcription/Azure_0800b780-8e04-417b-8d16-
8e0b887072ad.vtt"
            }
          ],
          "error": "",
          "transcriptionStatus": "ready"
        },
        "insightsContent": {
          "insightsInfo": [
            {
              "fullPathInsightsFile": "",
              "editedFullPathInsightsFile": ""
            }
          ],
          "error": "Transcription word count is less
than 20. AI cannot be created.",
          "insightsStatus": "transcriptionTooShort"
        }
      }
    }
  ]
}
```

```
    },  
  
    //... some parameters removed ...  
  
    },  
    {  
      //next item...  
    },  
    ...  
  ],  
  "pages": {  
    "current": 1,  
    "total": 1,  
    "size": 13,  
    "totalElements": 13  
  },  
  "cursor": {  
    "after": "-1",  
    "before": "-1"  
  }  
}
```

- If `total` is greater than 1, repeat the call incrementing the `page` value until all pages are retrieved.
- Collect every `id` from the data array.

3.3 Step 3: Fetch the transcript for each recording

For each recording `id` collected in the previous step whose `transcriptionStatus` is "ready", call the transcript endpoint. (You can skip `ids` for which the transcription is not in Ready status.)

```
GET  
https://insights.audiocodes.com/api/integration/v1/recordings/rec_  
7alb9e02/transcript  
Authorization: Bearer eyJhbGciOiJSUzI1NiIsInR5cCI6IkpXVCJ9...  
Accept: text/vtt
```

Repeat for each relevant `id`. Each call returns the transcript for that single interaction.

3.4 Putting it together (pseudo-code)

```
###Get access token
token = POST /live/v1/login {clientId, clientSecret}.access_token

###Get recordings
recordings = []
page = 1
do:
    resp = GET /api/integration/v1/recordings
            ?filter=(from=2026-06-10T00:00:00Z,
                    to=2026-06-17T23:59:59Z,
                    u=user@company.com)
            &sort=-startTime&page={page}&pageSize=100
            with header Authorization: Bearer {token}
    recordings += resp.data
    page += 1
while page <= resp.total

###Get transcriptions of recordings
###Ready transcriptions: Store
###Transcriptions in progress: Add to list, to be rechecked later
rec_processing = []
for rec in recordings:
    if rec.content.transcriptionContent.transcriptionStatus ==
"ready":
        transcript = GET
/api/integration/v1/recordings/{rec.id}/transcript
                        with header Authorization: Bearer {token}
        store(transcript)
    if rec.content.transcriptionContent.transcriptionStatus ==
"processing":
        rec_processing + = rec.data

###Wait 5 minutes, to give processing transcriptions time to
###finish
time.sleep(300)

###Store ready transactions
for proc in rec_processing:
    resp=GET /api/integration/v1/recordings/{proc.id}
            with header Authorization: Bearer {token}
    if proc.content.transcriptionContent.transcriptionStatus ==
"ready":
        transcript = GET
/api/integration/v1/recordings/{proc.id}/transcript
                        with header Authorization: Bearer {token}
        store(transcript)
```

To add retry behavior if a 429 (too many requests) error response is returned, put the above pseudo-code in the following loop:

```
cnt=0 #To avoid endless loops, let's try three times
do:
    cnt+=1
    {pseudo-code}
while resp.error.code=RATE_LIMIT_EXCEEDED or cnt<3
```



If you keep getting a Status 429 error response, try to reduce the number of requests, for example, by reducing the time range of the query.

4 Data Models

This section describes the data models referenced by the Interaction Insights Integration API endpoints:

- [Enumerations](#)
- [Objects](#)

4.1 Enumerations

The following table describes the enumerations used in the API.



- The Used by column lists each schema location (endpoint, response status, and dotted field path) where the enumeration appears.
- If there are enumerations of the same name used with different value sets, each set is listed as a separate row.

Field	Description	Used by	Permitted Values
action	Action performed (HTTP method for API logs; audit action for audit trails).	GET /api/integration/v1/apiActivityLogs (200): data[].action	get, post, put, delete, patch, head, options, connect, trace
action	Action performed (HTTP method for API logs; audit action for audit trails).	GET /api/integration/v1/auditLogs (200): data[].action	login, logout, add, modify, view, delete, export, play, sendMail, disabled, access, upload, download, publish, suspend, unsuspend
callDirection	Direction of the call.	GET /api/integration/v1/recordings (200): data[].callDirection GET /api/integration/v1/recordings/{id} (200): [].callDirection	incoming, outgoing, none
callType	Type / topology of the call.	GET /api/integration/v1/recordings (200): data[].callType GET /api/integration/v1/recordings/{id} (200): [].callType	internal_p2p, federated_p2p, pstn_p2p, conference_Internal, conference_Internal_with_ext_participants, conference_Internal_with_Pstn_participants, conference_External, queue, none

Field	Description	Used by	Permitted Values
cmdName	On-demand (user) or system recording command.	GET /api/integration/v1/recordings (200): data[].meetingEvents.userCmds[].cmdName GET /api/integration/v1/recordings/{id} (200): [].meetingEvents.userCmds[].cmdName	userStartRecording, userPause, userResume, userSave
cmdName	On-demand (user) or system recording command.	GET /api/integration/v1/recordings (200): data[].meetingEvents.systemCmds[].cmdName GET /api/integration/v1/recordings/{id} (200): [].meetingEvents.systemCmds[].cmdName	recordingStarted, callPaused, callResumed, callHold, callRetrieved
doubleRecording Type	Role of the recording when dual recording is enabled.	GET /api/integration/v1/recordings (200): data[].doubleRecordingType GET /api/integration/v1/recordings/{id} (200): [].doubleRecordingType	primary, secondary
insightsStatus	Processing status of the AI insights.	GET /api/integration/v1/recordings (200): data[].content.insightsContent.insightsStatus GET /api/integration/v1/recordings/{id} (200): [].content.insightsContent.insightsStatus	none, requested, processing, ready, edited, failed, failedExceeded, deleted, transcriptionTooShort

Field	Description	Used by	Permitted Values
item	Type of resource an audit-trail entry refers to.	GET /api/integration/v1/auditLogs (200): data[].item	defaultAdmin, recordingProfile, deviceRecordingProfile, analyticsProfile, classificationProfile, accessProfile, group, user, device, call, tag, note, tenant, legalHold, autoSyncWithAad, quickStart, auditTrail, interactions, userCallStatus, connectToM365, systemActivityLog, tools, branding, licenses, storage, auditTrail, helpCenter, myActiveCalls, logo, aiCustomTemplate, userLanguage, teamsApp, instantMessages, transcript, aiInsights, aiPreBuildTemplate, licensingProfile, apiConfiguration, apiActivityLogs
logType	Severity / category of a system activity-log entry.	GET /api/integration/v1/systemActivityLogs (200): data[].logType	info, alarm, alarmClear, warning, warningClear, error, errorClear
mediaType	Media type of the recorded content.	GET /api/integration/v1/recordings (200): data[].content.mediaType GET /api/integration/v1/recordings/{id} (200): [].content.mediaType	none, audio, sharing, video, sharingAndVideo
profileType	Recording profile / trigger type.	GET /api/integration/v1/recordings (200): data[].profileType GET /api/integration/v1/recordings/{id} (200): [].profileType	none, fullTime, recordOnDemand, saveOnDemand
recordingPlatformType	Platform the interaction was recorded from.	GET /api/integration/v1/recordings (200): data[].recordingPlatform.recordingPlatformType GET /api/integration/v1/recordings/{id} (200): [].recordingPlatform.recordingPlatformType	unspecified, microsoftTeams, siprec, zoom, ciscowebex

Field	Description	Used by	Permitted Values
recordingSource	Origin of the recording.	GET /api/integration/v1/recordings (200): data[].recordingSource GET /api/integration/v1/recordings/{id} (200): [].recordingSource	nativeRecording, smartTapMigrated, thirdPartyMigrated
releaseCause	Reason the call was released / ended.	GET /api/integration/v1/recordings (200): data[].releaseCause GET /api/integration/v1/recordings/{id} (200): [].releaseCause	normal, abandoned, failure, missed, transferred
status	Status of the item (meaning depends on context).	GET /api/integration/v1/recordings (200): data[].sodStatus.status GET /api/integration/v1/recordings/{id} (200): [].sodStatus.status	pending, saved
status	Status of the item (meaning depends on context).	GET /api/integration/v1/recordings (200): data[].deleteRequest.status GET /api/integration/v1/recordings/{id} (200): [].deleteRequest.status	none, requested, failed
status	Status of the item (meaning depends on context).	GET /api/integration/v1/recordings (200): data[].rodStatus.status GET /api/integration/v1/recordings/{id} (200): [].rodStatus.status	none, starting, started, failed
status	Status of the item (meaning depends on context).	GET /api/integration/v1/recordings (200): data[].pauseResumeStatus.status GET /api/integration/v1/recordings/{id} (200): [].pauseResumeStatus.status	none, pausing, paused, resuming, resumed, failed

Field	Description	Used by	Permitted Values
status	Status of the item (meaning depends on context).	<pre>GET /api/integration/v1/recordings (200): data[].content.audioContent.status GET /api/integration/v1/recordings (200): data[].content.sharingContent.status GET /api/integration/v1/recordings (200): data[].content.videoContent.status GET /api/integration/v1/recordings/{id} (200): [].content.audioContent.status GET /api/integration/v1/recordings/{id} (200): [].content.sharingContent.status GET /api/integration/v1/recordings/{id} (200): [].content.videoContent.status</pre>	pending, available, failed, unavailable, deleted, recording, awaiting, paused
systemActivityType	Subsystem that produced a system activity log.	<pre>GET /api/integration/v1/systemActivityLogs (200): data[].systemActivityType</pre>	license, storage, configuration, ai, aadConnection, meetings, aadSync, script, users, tenant, instantMessages, smartSearchIndex
transcriptionStatus	Processing status of the transcription.	<pre>GET /api/integration/v1/recordings (200): data[].content.transcriptionContent.transcriptionStatus GET /api/integration/v1/recordings/{id} (200): [].content.transcriptionContent.transcriptionStatus</pre>	requested, processing, ready, failed, failedExceeded, deleted, none
visibility	Visibility of a note.	<pre>GET /api/integration/v1/recordings (200): data[].notes[].visibility GET /api/integration/v1/recordings/{id} (200): [].notes[].visibility</pre>	public, private

4.2 Objects

The following objects are referenced by the API endpoints:

- [ErrorResponse](#)
- [LoginRequest](#)
- [LoginResponse](#)
- [Pages](#)

4.2.1 ErrorResponse

Property	Type	Required	Description
error	object	yes	

4.2.2 LoginRequest

Property	Type	Required	Description
client_id	string	yes	Integration application (client) identifier.
client_secret	string	yes	Integration application secret.

4.2.3 LoginResponse

Property	Type	Required	Description
access_token	string		Bearer token to send on subsequent requests.

4.2.4 Pages

Property	Type	Required	Description
size	string		Number of items per page
total	string		Total number of pages
current	string		Current page number
totalElements	string		Total number of items across all pages
nextPage	string		URL or token for the next page
previousPage	string		URL or token for the previous page

A Appendix: Recording Parameters

This appendix provides a schematic example of the JSON object listing all parameters of a specified recording and describes the parameters. This object is returned to a request to the `/recordings` endpoint (see [Get Single Recording by ID](#)).

- [Response JSON to Recordings Endpoint Request](#)
- [Parameter Description](#)

A.1 Response JSON to Recordings Endpoint Request

The following is a schematic example of the JSON returned to a Recordings request for a specific recording:

```
[
  {
    "version": "string",
    "transferredBy": {
      "id": "string",
      "upn": "string",
      "displayName": "string",
      "oid": "string",
      "phoneNumber": "string",
      "sipUri": "string"
    },
    "playerLink": "string",
    "expires": "2026-06-17T09:15:42Z",
    "videoExpires": "2026-06-17T09:15:42Z",
    "id": "string",
    "target": {
      "userGlobalId": "string",
      "upn": "string",
      "displayName": "string",
      "azureOid": "string",
      "phoneNumber": "string",
      "sipUri": "string"
    },
    "onBehalfOf": {
      "id": "string",
      "upn": "string",
      "displayName": "string",
      "oid": "string",
      "phoneNumber": "string",
      "sipUri": "string"
    },
    "transferTo": {
      "id": "string",
      "upn": "string",
      "displayName": "string",
      "oid": "string",
      "phoneNumber": "string",
      "sipUri": "string"
    }
  },
]
```

```
"called": {
  "id": "string",
  "upn": "string",
  "displayName": "string",
  "oid": "string",
  "phoneNumber": "string",
  "sipUri": "string"
},
"calling": {
  "id": "string",
  "upn": "string",
  "displayName": "string",
  "oid": "string",
  "phoneNumber": "string",
  "sipUri": "string"
},
"answeredBy": {
  "answerTime": "2026-06-17T09:15:42Z",
  "id": "string",
  "upn": "string",
  "displayName": "string",
  "oid": "string",
  "phoneNumber": "string",
  "sipUri": "string"
},
"meetingOrganizer": {
  "id": "string",
  "upn": "string",
  "displayName": "string",
  "oid": "string",
  "phoneNumber": "string",
  "sipUri": "string"
},
"startTime": "2026-06-17T09:15:42Z",
"releaseTime": "2026-06-17T09:15:42Z",
"sipCallId": "string",
"conferenceUrl": "string",
"sysCallId": "string",
"callDirection": "incoming",
"callType": "internal_p2p",
"releaseCause": "normal",
"notes": [
  {
    "visibility": "public",
    "id": "string",
    "createdBy": {
      "id": "string",
      "upn": "string",
      "displayName": "string",
      "oid": "string",
      "phoneNumber": "string",
      "sipUri": "string"
    },
    "content": "string",
    "createdAt": "2026-06-17T09:15:42Z",
    "createdTime": "2026-06-17T09:15:42Z"
  }
],
```

```
"participants": [
  {
    "joinTime": "2026-06-17T09:15:42Z",
    "leaveTime": "2026-06-17T09:15:42Z",
    "id": "string",
    "upn": "string",
    "displayName": "string",
    "oid": "string",
    "phoneNumber": "string",
    "sipUri": "string"
  }
],
"meetingEvents": {
  "userCmds": [
    {
      "transactionId": "string",
      "cmdName": "userStartRecording",
      "createdAt": "2026-06-17T09:15:42Z",
      "createdBy": {
        "id": "string",
        "upn": "string",
        "displayName": "string",
        "oid": "string",
        "phoneNumber": "string",
        "sipUri": "string"
      }
    }
  ],
  "systemCmds": [
    {
      "cmdName": "recordingStarted",
      "createdAt": "2026-06-17T09:15:42Z"
    }
  ]
},
"content": {
  "mediaType": "none",
  "path": "string",
  "audioContent": {
    "subPath": "string",
    "fileName": "string",
    "status": "available",
    "startTimeMs": 0,
    "endTimeMs": 0,
    "startTime": "2026-06-17T09:15:42Z",
    "endTime": "2026-06-17T09:15:42Z"
  },
  "sharingContent": {
    "subPath": "string",
    "sharingMetadata": [
      {
        "fileName": "string",
        "startTimeMs": 0,
        "endTimeMs": 0,
        "startTime": "2026-06-17T09:15:42Z",
        "endTime": "2026-06-17T09:15:42Z"
      }
    ]
  }
],
```

```

        "status": "available"
    },
    "videoContent": {
        "subPath": "string",
        "videoMetadata": [
            {
                "streamId": "string",
                "participant": {
                    "id": "string",
                    "upn": "string",
                    "displayName": "string",
                    "oid": "string",
                    "phoneNumber": "string",
                    "sipUri": "string"
                },
                "fileName": "string",
                "startTimeMs": 0,
                "endTimeMs": 0,
                "startTime": "2026-06-17T09:15:42Z",
                "endTime": "2026-06-17T09:15:42Z"
            }
        ],
        "status": "available"
    },
    "transcriptionContent": {
        "vttInfo": [
            {
                "fullPathVttFile": "string"
            }
        ],
        "error": "string",
        "transcriptionStatus": "ready"
    },
    "insightsContent": {
        "insightsInfo": [
            {
                "fullPathInsightsFile": "string",
                "editedFullPathInsightsFile": "string"
            }
        ],
        "error": "string",
        "insightsStatus": "ready"
    }
},
"retentionId": "string",
"accessGroups": [
    {
        "name": "string",
        "id": "string",
        "azId": "string"
    }
],
"queueName": "string",
"legalHold": false,
"doubleRecordingType": "primary",
"deleteRequest": {
    "authorizedBy": "string",
    "note": "string",
    "timestamp": "2026-06-17T09:15:42Z",

```

```
    "status": "none",
    "isMediaOnly": false
  },
  "pairedCall": {
    "pairedSipCallId": "string",
    "pairedCallId": "string"
  },
  "groupingId": "string",
  "tags": [
    {
      "tagName": "string"
    }
  ],
  "profileType": "none",
  "sodStatus": {
    "status": "pending",
    "sodExpirationTime": "2026-06-17T09:15:42Z",
    "sodGraceTimeSec": 0
  },
  "pauseResumeStatus": {
    "status": "none",
    "createdBy": {
      "id": "string",
      "upn": "string",
      "displayName": "string",
      "oid": "string",
      "phoneNumber": "string",
      "sipUri": "string"
    },
    "transactionId": "string",
    "createdAt": "2026-06-17T09:15:42Z"
  },
  "rodStatus": {
    "status": "none",
    "createdBy": {
      "id": "string",
      "upn": "string",
      "displayName": "string",
      "oid": "string",
      "phoneNumber": "string",
      "sipUri": "string"
    },
    "transactionId": "string",
    "createdAt": "2026-06-17T09:15:42Z"
  },
  "onDemandTriggerTime": "2026-06-17T09:15:42Z",
  "recordingSource": "nativeRecording",
  "recordingPlatform": {
    "recordingPlatformType": "unspecified"
  },
  "analyticProfileId": "string"
}
]
```

A.2 Parameter Description

The following table describes the response parameters:

Field	Type	Description
accessGroups	array<object>	Access-control groups permitted to view this recording.
accessGroups[].azId	string	Azure AD object identifier of the group.
accessGroups[].id	string	Unique access group ID.
accessGroups[].name	string	Name.
analyticProfileId	string	Identifier of the analytics profile applied to the recording.
answeredBy	object	The party who answered the call.
answeredBy.answerTime	string (date-time)	The time that the call was answered.
answeredBy.displayName	string	Display name of the user.
answeredBy.id	string	Unique identifier of the resource.
answeredBy.oid	string	External system identifier of the user.
answeredBy.phoneNumber	string	Phone number of the user.
answeredBy.sipUri	string	SIP URI of the user.
answeredBy.upn	string	User principal name (UPN).
callDirection	enum (string)	Direction of the call: Incoming or Outgoing.
called	object	The M365 user receiving the call (called party).
called.displayName	string	Display name of the user.
called.id	string	Unique identifier of the resource.
called.oid	string	External system identifier of the user.
called.phoneNumber	string	Phone number of the user.
called.sipUri	string	SIP URI of the user.
called.upn	string	User principal name (UPN).
calling	object	The M365 user initiating the call (calling party).
calling.displayName	string	Display name of the user.
calling.id	string	Unique identifier of the resource.
calling.oid	string	External system identifier of the user.
calling.phoneNumber	string	Phone number of the user.
calling.sipUri	string	SIP URI of the user.
calling.upn	string	User principal name (UPN).

Field	Type	Description
callType	enum (string)	Call category (e.g. Internal Meeting, External Meeting, internal/external P2P, PSTN, conference, queue).
conferenceUrl	string	URL of the associated conference / meeting.
content	object	Media content of the recording (audio, video, sharing, transcription, insights).
content.audioContent	object	Audio media content of the recording.
content.audioContent.endTime	string (date-time)	End timestamp.
content.audioContent.endTimeMs	integer (int64)	End offset within the recording, in milliseconds.
content.audioContent.fileName	string	Name of the media file.
content.audioContent.startTime	string (date-time)	Start timestamp.
content.audioContent.startTimeMs	integer (int64)	Start offset within the recording, in milliseconds.
content.audioContent.status	enum (string)	Recording (media audio) availability status. Possible values: pending , available , failed , unavailable , deleted , recording , awaiting , paused
content.audioContent.subPath	string	Relative storage sub-path.
content.insightsContent	object	AI-generated insights content.
content.insightsContent.error	string	Error object / error message, when applicable.
content.insightsContent.insightsInfo	array<object>	Per-file references to AI-insights artifacts.
content.insightsContent.insightsInfo[].editedFullPathInsightsFile	string	Storage path of the edited AI-insights file.
content.insightsContent.insightsInfo[].fullPathInsightsFile	string	Storage path of the AI-insights file.
content.insightsContent.insightsStatus	enum (string)	Processing status of the AI insights. Possible values: none , requested , processing , ready , edited , failed , failedExceeded , deleted , transcriptionTooShort
content.mediaType	enum (string)	Media type of the content (audio / video / sharing). Possible values: none , audio , sharing , video , sharingAndVideo
content.path	string	Storage path of the content.
content.sharingContent	object	Screen-sharing media content.
content.sharingContent.sharingMetadata	array<object>	Per-segment metadata for shared-screen content.

Field	Type	Description
<code>content.sharingContent.sharingMetadata[].endTime</code>	string (date-time)	End timestamp.
<code>content.sharingContent.sharingMetadata[].endTimeMs</code>	integer (int64)	End offset within the recording, in milliseconds.
<code>content.sharingContent.sharingMetadata[].fileName</code>	string	Name of the media file.
<code>content.sharingContent.sharingMetadata[].startTime</code>	string (date-time)	The time when voice recording commenced.
<code>content.sharingContent.sharingMetadata[].startTimeMs</code>	integer (int64)	Start offset within the recording, in milliseconds.
<code>content.sharingContent.status</code>	enum (string)	Status of shared-screen media content. Possible values: pending , available , failed , unavailable , deleted , recording , awaiting , paused
<code>content.sharingContent.subPath</code>	string	Relative storage sub-path.
<code>content.transcriptionContent</code>	object	Transcription content of the recording.
<code>content.transcriptionContent.error</code>	string	Error object / error message, when applicable.
<code>content.transcriptionContent.transcriptionStatus</code>	enum (string)	Processing status of the transcription. Possible values: requested , processing , ready , failed , failedExceeded , deleted , none
<code>content.transcriptionContent.vttInfo</code>	array<object>	References to WebVTT transcript files.
<code>content.transcriptionContent.vttInfo[].fullPathVttFile</code>	string	Storage path of the WebVTT transcript file.
<code>content.videoContent</code>	object	People-video media content.
<code>content.videoContent.status</code>	enum (string)	Status of video media content. Possible values: pending , available , failed , unavailable , deleted , recording , awaiting , paused
<code>content.videoContent.subPath</code>	string	Relative storage sub-path.
<code>content.videoContent.videoMetadata</code>	array<object>	Per-stream metadata for people-video content.
<code>content.videoContent.videoMetadata[].endTime</code>	string (date-time)	End timestamp.
<code>content.videoContent.videoMetadata[].endTimeMs</code>	integer (int64)	End offset within the recording, in milliseconds.
<code>content.videoContent.videoMetadata[].fileName</code>	string	Name of the media file.
<code>content.videoContent.videoMetadata[].participant</code>	object	Participant reference.
<code>content.videoContent.videoMetadata[].participant.displayName</code>	string	Display name of the user.

Field	Type	Description
content.videoContent.videoMetadata[].participant.id	string	Unique identifier of the resource.
content.videoContent.videoMetadata[].participant.oid	string	External system identifier of the user.
content.videoContent.videoMetadata[].participant.phoneNumber	string	Phone number of the user.
content.videoContent.videoMetadata[].participant.sipUri	string	SIP URI of the user.
content.videoContent.videoMetadata[].participant.upn	string	User principal name (UPN).
content.videoContent.videoMetadata[].startTime	string (date-time)	The time when voice recording commenced.
content.videoContent.videoMetadata[].startTimeMs	integer (int64)	Start offset within the recording, in milliseconds.
content.videoContent.videoMetadata[].streamId	string	Identifier of the video stream.
deleteRequest	object	Details of a pending or completed delete request.
deleteRequest.authorizedBy	string	User who authorized the delete request.
deleteRequest.isMediaOnly	boolean	Whether only the media (not the metadata) is to be deleted.
deleteRequest.note	string	Free-text note.
deleteRequest.status	enum (string)	Status of delete request. Possible values: none , requested , failed
deleteRequest.timestamp	string (date-time)	ISO 8601 timestamp when the error occurred.
doubleRecordingType	enum (string)	Role of the recording when dual recording is enabled. Possible values: primary , secondary
expires	string (date-time)	The date when the call recording is purged (expiration).
groupingId	string	Identifier grouping related recordings together.
id	string	Unique call ID.
legalHold	boolean	Whether the recording is under legal hold.
meetingEvents	object	User- and system-initiated events during the meeting.
meetingEvents.systemCmds	array<object>	System-generated recording commands during the meeting.

Field	Type	Description
meetingEvents.systemCmds[].cmdName	enum (string)	Name of the system recording command. Possible values: recordingStarted , callPaused , callResumed , callHold , callRetrieved
meetingEvents.systemCmds[].createdAt	string (date-time)	Creation timestamp.
meetingEvents.userCmds	array<object>	User-initiated on-demand commands during the meeting.
meetingEvents.userCmds[].cmdName	enum (string)	Name of the on-demand (user) recording command. Possible values: userStartRecording , userPause , userResume , userSave
meetingEvents.userCmds[].createdAt	string (date-time)	Creation timestamp.
meetingEvents.userCmds[].createdBy	object	User who created the item.
meetingEvents.userCmds[].createdBy.displayName	string	Display name of the user.
meetingEvents.userCmds[].createdBy.id	string	Unique identifier of the resource.
meetingEvents.userCmds[].createdBy.oid	string	External system identifier of the user.
meetingEvents.userCmds[].createdBy.phoneNumber	string	Phone number of the user.
meetingEvents.userCmds[].createdBy.sipUri	string	SIP URI of the user.
meetingEvents.userCmds[].createdBy.upn	string	User principal name (UPN).
meetingEvents.userCmds[].transactionId	string	Identifier correlating an on-demand command transaction.
meetingOrganizer	object	Organizer of the meeting.
meetingOrganizer.displayName	string	Display name of the user.
meetingOrganizer.id	string	Unique identifier of the resource.
meetingOrganizer.oid	string	External system identifier of the user.
meetingOrganizer.phoneNumber	string	Phone number of the user.
meetingOrganizer.sipUri	string	SIP URI of the user.
meetingOrganizer.upn	string	User principal name (UPN).
notes	array<object>	Notes added to the interaction record.
notes[].content	string	Media content of the recording (audio, video, sharing, transcription, insights).
notes[].createdAt	string (date-time)	Creation timestamp.
notes[].createdBy	object	User who created the item.

Field	Type	Description
notes[].createdBy.displayName	string	Display name of the user.
notes[].createdBy.id	string	Unique identifier of the resource.
notes[].createdBy.oid	string	External system identifier of the user.
notes[].createdBy.phoneNumber	string	Phone number of the user.
notes[].createdBy.sipUri	string	SIP URI of the user.
notes[].createdBy.upn	string	User principal name (UPN).
notes[].createdTime	string (date-time)	Creation timestamp (alternate field).
notes[].id	string	Unique ID of the note.
notes[].visibility	enum (string)	Visibility of the note. Possible values: public , private
onBehalfOf	object	The party for whom the call was transferred (on behalf of).
onBehalfOf.displayName	string	Display name of the user.
onBehalfOf.id	string	Unique identifier of the resource.
onBehalfOf.oid	string	External system identifier of the user.
onBehalfOf.phoneNumber	string	Phone number of the user.
onBehalfOf.sipUri	string	SIP URI of the user.
onBehalfOf.upn	string	User principal name (UPN).
onDemandTriggerTime	string (date-time)	Time an on-demand recording action was triggered.
pairedCall	object	Geographical-redundancy storage status (paired call reference).
pairedCall.pairedCallId	string	Identifier of the paired call.
pairedCall.pairedSipCallId	string	SIP call identifier of the paired call.
participants	array<object>	The names of the call participants.
participants[].displayName	string	Display name of the user.
participants[].id	string	Unique ID of the participant.
participants[].joinTime	string (date-time)	Time the participant joined.
participants[].leaveTime	string (date-time)	Time the participant left.
participants[].oid	string	External system identifier of the user.
participants[].phoneNumber	string	Phone number of the user.
participants[].sipUri	string	SIP URI of the user.
participants[].upn	string	User principal name (UPN).

Field	Type	Description
pauseResumeStatus	object	Current pause / resume status of the recording.
pauseResumeStatus.createdAt	string (date-time)	Creation timestamp.
pauseResumeStatus.createdBy	object	User who created the item.
pauseResumeStatus.createdBy.displayName	string	Display name of the user.
pauseResumeStatus.createdBy.id	string	Unique identifier of the resource.
pauseResumeStatus.createdBy.oid	string	External system identifier of the user.
pauseResumeStatus.createdBy.phoneNumber	string	Phone number of the user.
pauseResumeStatus.createdBy.sipUri	string	SIP URI of the user.
pauseResumeStatus.createdBy.upn	string	User principal name (UPN).
pauseResumeStatus.status	enum (string)	Status of recording pause / resume (for on-demand recordings). Possible values: none , pausing , paused , resuming , resumed , failed
pauseResumeStatus.transactionId	string	Identifier correlating an on-demand command transaction.
playerLink	string	Call link — opens the call details summary (the Call Id is included in the URL).
profileType	enum (string)	Recording profile / trigger type. Possible values: none , fullTime , recordOnDemand , saveOnDemand
queueName	string	Teams queue call instance ID, when configured.
recordingPlatform	object	Platform the interaction was recorded from.
recordingPlatform.recordingPlatformType	enum (string)	Platform where the interaction was recorded. Possible values: unspecified , microsoftTeams , siprec , zoom , ciscoWebex
recordingSource	enum (string)	Origin of the recording. Possible values: nativeRecording , smartTapMigrated , thirdPartyMigrated
releaseCause	enum (string)	Reason for disconnection. Possible values: normal , abandoned , failure , missed , transferred
releaseTime	string (date-time)	The time the call was released.
retentionId	string	Identifier of the retention policy applied.
rodStatus	object	Record-on-demand status. Possible values: none , starting , started , failed

Field	Type	Description
rodStatus.createdAt	string (date-time)	Creation timestamp.
rodStatus.createdBy	object	User who created the item.
rodStatus.createdBy.displayName	string	Display name of the user.
rodStatus.createdBy.id	string	Unique identifier of the resource.
rodStatus.createdBy.oid	string	External system identifier of the user.
rodStatus.createdBy.phoneNumber	string	Phone number of the user.
rodStatus.createdBy.sipUri	string	SIP URI of the user.
rodStatus.createdBy.upn	string	User principal name (UPN).
rodStatus.status	enum (string)	Status of the item (exact meaning depends on context; see Enumerations).
rodStatus.transactionId	string	Identifier correlating an on-demand command transaction.
sipCallId	string	The SIP CallId passed in the SIP header.
sodStatus	object	Save-on-demand status. Possible values: pending , saved
sodStatus.sodExpirationTime	string (date-time)	Expiry time of the save-on-demand window.
sodStatus.sodGraceTimeSec	integer (int32)	Grace period for save-on-demand, in seconds.
sodStatus.status	enum (string)	Status of the item (exact meaning depends on context; see Enumerations).
startTime	string (date-time)	The time when voice recording commenced.
sysCallId	string	Identifies the call using the original call ID or scenario ID (Teams); displayed in the Teams CDR.
tags	array<object>	Names of any tags assigned to the call.
tags[].tagName	string	Name of the tag.
target	object	Targeted (recorded) user of the interaction.
target.azureOid	string	Azure AD object identifier of the targeted user.
target.displayName	string	The M365 display name of the targeted user.
target.phoneNumber	string	Phone number of the user.
target.sipUri	string	SIP URI of the user.
target.upn	string	The M365 username (UPN) of the targeted user.
target.userGlobalId	string	Global identifier of the targeted user.
transferredBy	object	User that transferred the call.

Field	Type	Description
transferredBy.displayName	string	Display name of the user.
transferredBy.id	string	Unique identifier of the resource.
transferredBy.oid	string	External system identifier of the user.
transferredBy.phoneNumber	string	Phone number of the user.
transferredBy.sipUri	string	SIP URI of the user.
transferredBy.upn	string	User principal name (UPN).
transferTo	object	The party to whom the call was transferred.
transferTo.displayName	string	Display name of the user.
transferTo.id	string	Unique identifier of the resource.
transferTo.oid	string	External system identifier of the user.
transferTo.phoneNumber	string	Phone number of the user.
transferTo.sipUri	string	SIP URI of the user.
transferTo.upn	string	User principal name (UPN).
version	string	Schema / version identifier of the recording record.
videoExpires	string (date-time)	Expiry timestamp of the video content.

International Headquarters
Naimi Park
6 Ofra Haza Street
Or Yehuda, 6032303, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.
80 Kingsbridge Rd
Piscataway, NJ 08854, USA
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>
Website: <https://www.audiocodes.com>

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