REST API Reference & Integration Guide

Integration API for Interaction Insights

Version 1.19

Interaction Insights

audiocodes

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Security Vulnerabilities

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

WEEE EU Directive

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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 for Version 1.19

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 OAuth 2.0 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

1.2.4.1 Filter

The `filter` parameter is a single expression wrapped in parentheses. Inside the parentheses, supply one or more `<key>=<value>` criteria separated by commas. For example:

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

To pass a list of values for a single key, separate the values with semicolons (;). For example, to filter on two owner UPNs:

```
filter=(from=2024-01-01T00:00:00Z,to=2024-01-02T00:00:00Z,
u=user1@company.com;user2@company.com)
```

Time filters accept ISO 8601 timestamps.

In this document, the set of available filter fields is documented for each endpoint.

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
```

1.2.4.3 Pagination

List endpoints accept `page` and `pageSize` query parameters and return a paged envelope containing the data array plus `page`, `pageSize`, `pagesCount`, `totalCount`, and `nextPage` / `previousPage` cursors.

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

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 OAuth 2.0 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 OAuth 2.0 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.
pageSize	Query	integer (int32)	No	Number of records per page (maximum 100).
sort	Query	string	No	Sort field. Default is ascending order. Prefix with '–' for descending order (e.g., `sort=-createdAt`).
filter	Query	string	No	Filter criteria (see the following table).

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

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",
      "responseTime": 0,
      "errorDetails": "string"
    }
  ],
  "pages": {
    "size": "string",
    "total": "string",
    "current": "string",
    "totalElements": "string",
    "nextPage": "string",
    "previosPage": "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[].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.
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.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.

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, `page=2` returns the second page.
pageSize	Query	integer (int32)	No	Number of records per page (maximum 100).
sort	Query	string	No	Sort field. Default is ascending order. Prefix with '–' for descending order (e.g., `sort=-createdAt`).
filter	Query	string	No	Filter criteria (see the following table).

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)	HTTP method of action performed. Possible values: **get**, **post**, **put**, **delete**, **patch**, **head**, **options**, **connect**, **trace**.
userFullName	String	User's human-readable account display name, for example, John Doe.
description	String	Human-readable description.

The following example filters the result to include only recordings of m within a specified time range 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
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",
    "previosPage": "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**, **auditTail**, **helpCenter**, **myActiveCalls**, **logo**, **aiCustomTemplate**, **userLanguage**, **teamsApp**, **instantMessages**, **transcript**, **aiInsights**, **aiPreBuildTemplate**, **licensingProfile**, **apiConfiguration**, **apiActivityLogs**
data[].timeStamp	string (date-time)	Timestamp of the event.
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**

Field	Type	Description
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.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.

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, `page=2` returns the second page.
pageSize	Query	integer (int32)	No	Number of records per page (maximum 100).
sort	Query	string	No	Sort field. Default is ascending order. Prefix with '–' for descending order (e.g., `sort=-createdAt`).
filter	Query	string	No	Filter criteria (see the following table).

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.

Name	Type	Description
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",
      "data": null
    }
  ],
  "pages": {
    "size": "string",
    "total": "string",
    "current": "string",
    "totalElements": "string",
    "nextPage": "string",
    "previosPage": "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.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.

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, `page=2` returns the second page.
pageSize	Query	integer (int32)	No	Number of records per page (maximum 100).
sort	Query	string	No	Sort field. Default is ascending order. Prefix with '–' for descending order (e.g., `sort=-createdAt`).
filter	Query	string	No	Filter criteria (see below).

The following filters are available:

Name	Type	Description
from	ISO 8601 timestamp	Include recordings that were started on or after this timestamp.
to	ISO 8601 timestamp	Include recordings that were started on or before this timestamp.
called	String	Party that received the call.
calling	String	Party that placed the call.
transferredBy	String	Party that transferred the call to another user.
transferredTo	String	Party to whom the call was transferred.
onBehalfOf	String	Party on behalf of whom the call was made.
answeredBy	String	Party who answered the call.
sysCallId	String	Original call ID
relCause	Enum (string)	Reason the call was disconnected. Possible values: **Normal**, **Failure**, **Missed**, **Abandoned**, **Transferred**.
callDir	Enum (string)	Call direction. Possible values: **incoming**, **outgoing**, **none** (i.e., conference call).
callType	Enum (string)	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	Call group.
u	String	M365 Tenant username. Enter the full username or the name without the domain.
text	String	Free text search.
tags	String	Tags assigned to interaction.
p	String	Any call participant.
mStatus	Enum (string)	Media recording status. Possible values: **Available**, **Pending**, **Recording**, **Active Call**, **Failed**, **Unavailable**, **Deleted**.
rType	Enum (string)	Recording type. Possible values: **Full Time**, **Record On Demand**, **Save On Demand**.
mType	Enum (string)	Media type. Possible values: **Audio**, **Sharing**, **Video**, **Video&Sharing**, **None**.
q	String	Call queue name.

Name	Type	Description
tStatus	Enum (string)	Transcription status. Possible values: **Processing**, **Requested**, **Ready**, **Failed**, **Failed Exceeded**, **Deleted**, **None**.
iStatus	Enum (string)	AI summary status. Possible values: **Processing**, **Requested**, **Ready**, **Edited**, **Failed**, **Failed Exceeded**, **Transcription Too Short**, **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",
    "previosPage": "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.

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, d 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.eyJzdWIiOiJteS1pbnRlZ3Jh
dGlvbi1hcHAifQ..."
}
```

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):

```
{
  "result": {
    "statusCode": "ok",
    "description": "Success"
  },
  "count": 2,
  "pagesCount": 1,
  "data": [
    {
      "id": "rec_7a1b9e02",
      "startTime": "2026-06-16T14:03:11Z",
      "releaseTime": "2026-06-16T14:21:48Z",
      "callDirection": "outgoing",
      "callType": "internal_p2p",
      "target": {
        "userGlobalId": "6951485bf95dd8349b86c610",
        "upn": "user@company.com",
        "displayName": "User Display",
        "azureOid": "0b28d66c-b14a-4c65-8ec1-3fb0673fda72"
      },
      "called": {
        "upn": "user2@company.com",
        "displayName": "User 2 Display",
        "oid": "ac7ebe54-d674-4d93-afff-45dfed6fee72"
      },
      "calling": {
        "upn": "user@company.com",
        "displayName": "User Display",
        "oid": "0b28d66c-b14a-4c65-8ec1-3fb0673fda72"
      },
      "content": {
        "mediaType": "audio",
        "path":
"https://someblob.blob.core.windows.net/calls/0400b580-a25a-4d95-
bdcc-24eaa4fa016d",
        "audioContent": {
          "subPath": "/teams/audio",
          "fileName": "0400b580-a25a-4d95-bdcc-
24eaa4fa016d_00_7223.opus",
          "status": "available",
          "startTimeMs": 39759975020140000,
          "endTimeMs": 39759975829140000,
          "startTime": "2025-12-29T11:45:00.727Z"
        },
        "transcriptionContent": {
          "vttInfo": [
            {
              "fullPathVttFile":
"https://some.blob.core.windows.net/calls/0400b580-a25a-4d95-bdcc-
24eaa4fa016d/transcription/Azure_0400b580-a25a-4d95-bdcc-
24eaa4fa016d.vtt"
            }
          ],
          "transcriptionStatus": "ready"
        }
      }
    },
```

```
    {
      "id": "rec_3c8f4d77",
      "startTime": "2026-06-12T09:47:02Z",
      "releaseTime": "2026-06-12T10:05:33Z",
      "callDirection": "incoming",
      "callType": "pstN_p2p",
      "target": {
        "userGlobalId": "6951485bf95dd8349b86c610",
        "upn": "user@company.com",
        "displayName": "User Display",
        "azureOid": "0b28d66c-b14a-4c65-8ec1-3fb0673fda72"
      },
      "called": {
        "upn": "user2@company.com",
        "displayName": "User 2 Display",
        "oid": "ac7ebe54-d674-4d93-afff-45dfed6fee72"
      },
      "calling": {
        "upn": "user@company.com",
        "displayName": "User Display",
        "oid": "0b28d66c-b14a-4c65-8ec1-3fb0673fda72"
      },
      "content": {
        "mediaType": "audio",
        "path":
"https://some.blob.core.windows.net/calls/0400b580-4b15-47cb-8ec5-
ea06d5c5ee2d",
        "audioContent": {
          "subPath": "/teams/audio",
          "fileName": "0400b580-4b15-47cb-8ec5-
ea06d5c5ee2d_46_9462.opus",
          "status": "available",
          "startTimeMs": 39761602668750000,
          "endTimeMs": 39761605869150000,
          "startTime": "2025-12-31T08:57:47.914Z"
        },
        "transcriptionContent": {
          "vttInfo": [
            {
              "fullPathVttFile":
"https://some.blob.core.windows.net/calls/0400b580-4b15-47cb-8ec5-
ea06d5c5ee2d/transcription/Azure_0400b580-4b15-47cb-8ec5-
ea06d5c5ee2d.vtt"
            }
          ],
          "transcriptionStatus": "ready"
        }
      }
    }
  ]
}{
  "result": {
    "statusCode": "ok",
    "description": "Success"
  },
  "count": 2,
  "pagesCount": 1,
```

```
"data": [
    {
      "id": "rec_7a1b9e02",
      "startTime": "2026-06-16T14:03:11Z",
      "releaseTime": "2026-06-16T14:21:48Z",
      "callDirection": "outgoing",
      "callType": "internal_p2p",
      "target": {
        "userGlobalId": "6951485bf95dd8349b86c610",
        "upn": "user@company.com",
        "displayName": "User Display",
        "azureOid": "0b28d66c-b14a-4c65-8ec1-3fb0673fda72"
      },
      "called": {
        "upn": "user2@company.com",
        "displayName": "User 2 Display",
        "oid": "ac7ebe54-d674-4d93-afff-45dfed6fee72"
      },
      "calling": {
        "upn": "user@company.com",
        "displayName": "User Display",
        "oid": "0b28d66c-b14a-4c65-8ec1-3fb0673fda72"
      },
      "content": {
        "mediaType": "audio",
        "path":
"https://someblob.blob.core.windows.net/calls/0400b580-a25a-4d95-
bdcc-24eaa4fa016d",
        "audioContent": {
          "subPath": "/teams/audio",
          "fileName": "0400b580-a25a-4d95-bdcc-
24eaa4fa016d_00_7223.opus",
          "status": "available",
          "startTimeMs": 39759975020140000,
          "endTimeMs": 39759975829140000,
          "startTime": "2025-12-29T11:45:00.727Z"
        },
        "transcriptionContent": {
          "vttInfo": [
            {
              "fullPathVttFile":
"https://some.blob.core.windows.net/calls/0400b580-a25a-4d95-bdcc-
24eaa4fa016d/transcription/Azure_0400b580-a25a-4d95-bdcc-
24eaa4fa016d.vtt"
            }
          ],
          "transcriptionStatus": "ready"
        }
      }
    },
    {
      "id": "rec_3c8f4d77",
      "startTime": "2026-06-12T09:47:02Z",
      "releaseTime": "2026-06-12T10:05:33Z",
      "callDirection": "incoming",
      "callType": "pstN_p2p",
      "target": {
        "userGlobalId": "6951485bf95dd8349b86c610",
        "upn": "user@company.com",
        "displayName": "User Display",
```

```
        "azureOid": "0b28d66c-b14a-4c65-8ec1-3fb0673fda72"
      },
      "called": {
        "upn": "user2@company.com",
        "displayName": "User 2 Display",
        "oid": "ac7ebe54-d674-4d93-afff-45dfed6fee72"
      },
      "calling": {
        "upn": "user@company.com",
        "displayName": "User Display",
        "oid": "0b28d66c-b14a-4c65-8ec1-3fb0673fda72"
      },
      "content": {
        "mediaType": "audio",
        "path":
"https://some.blob.core.windows.net/calls/0400b580-4b15-47cb-8ec5-
ea06d5c5ee2d",
        "audioContent": {
          "subPath": "/teams/audio",
          "fileName": "0400b580-4b15-47cb-8ec5-
ea06d5c5ee2d_46_9462.opus",
          "status": "available",
          "startTimeMs": 39761602668750000,
          "endTimeMs": 39761605869150000,
          "startTime": "2025-12-31T08:57:47.914Z"
        },
        "transcriptionContent": {
          "vttInfo": [
            {
              "fullPathVttFile":
"https://some.blob.core.windows.net/calls/0400b580-4b15-47cb-8ec5-
ea06d5c5ee2d/transcription/Azure_0400b580-4b15-47cb-8ec5-
ea06d5c5ee2d.vtt"
            }
          ],
          "transcriptionStatus": "ready"
        }
      }
    }
  ]
}
```


- If `pagesCount` 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_
7a1b9e02/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)

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

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.pagesCount

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)
```

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`
doubleRecordingType	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`, `auditTail`, `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).	`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`
			`pending`, `available`, `failed`, `unavailable`, `deleted`, `recording`, `awaiting`, `paused`

systemActivityType	Subsystem that produced a system activity log.	`GET /api/integration/v1/systemActivityLogs (200): data[].systemActivityType`	`license`, `storage`, `configuration`, `ai`, `aadConnection`, `meetings`, `aadSync`, `script`, `users`, `tenant`, `instantMessages`, `smartSearchIndex`
transcriptionStatus	Processing status of the transcription.	`GET /api/integration/v1/recordings (200): data[].content.transcriptionContent.transcriptionStatus` `GET /api/integration/v1/recordings/{id} (200): [].content.transcriptionContent.transcriptionStatus`	`requested`, `processing`, `ready`, `failed`, `failedExceeded`, `deleted`, `none`
visibility	Visibility of a note.	`GET /api/integration/v1/recordings (200): data[].notes[].visibility` `GET /api/integration/v1/recordings/{id} (200): [].notes[].visibility`	`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
previosPage	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
content.sharingContent.sharingMetadata[].endTime	string (date-time)	End timestamp.
content.sharingContent.sharingMetadata[].endTimeMs	integer (int64)	End offset within the recording, in milliseconds.
content.sharingContent.sharingMetadata[].fileName	string	Name of the media file.
content.sharingContent.sharingMetadata[].startTime	string (date-time)	The time when voice recording commenced.
content.sharingContent.sharingMetadata[].startTimeMs	integer (int64)	Start offset within the recording, in milliseconds.
content.sharingContent.status	enum (string)	Status of shared-screen media content. Possible values: **pending**, **available**, **failed**, **unavailable**, **deleted**, **recording**, **awaiting**, **paused**
content.sharingContent.subPath	string	Relative storage sub-path.
content.transcriptionContent	object	Transcription content of the recording.
content.transcriptionContent.error	string	Error object / error message, when applicable.
content.transcriptionContent.transcriptionStatus	enum (string)	Processing status of the transcription. Possible values: **requested**, **processing**, **ready**, **failed**, **failedExceeded**, **deleted**, **none**
content.transcriptionContent.vttInfo	array<object>	References to WebVTT transcript files.
content.transcriptionContent.vttInfo[].fullPathVttFile	string	Storage path of the WebVTT transcript file.
content.videoContent	object	People-video media content.
content.videoContent.status	enum (string)	Status of video media content. Possible values: **pending**, **available**, **failed**, **unavailable**, **deleted**, **recording**, **awaiting**, **paused**
content.videoContent.subPath	string	Relative storage sub-path.
content.videoContent.videoMetadata	array<object>	Per-stream metadata for people-video content.
content.videoContent.videoMetadata[].endTime	string (date-time)	End timestamp.
content.videoContent.videoMetadata[].endTimeMs	integer (int64)	End offset within the recording, in milliseconds.
content.videoContent.videoMetadata[].fileName	string	Name of the media file.
content.videoContent.videoMetadata[].participant	object	Participant reference.
content.videoContent.videoMetadata[].participant.displayName	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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