

PhoneCalls Resource

This page describes the representation of the resources used by the PhoneCall Service.

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PhoneCall resource

A phone call is represented by UnifiedAPI as a PhoneCall resource and contains the [PhoneCallView](#) components which describes the phone call from the perspective of the parties involved in the phone call.

JSON representation

The example below contains the PhoneCall in JSON representation. All fields are fictitious.

```
{
  "id": "b817d2618fe6f1804333",
  "nonce": "130c5a97768be67df6543b5f5fa3cc51",
  "extension": "0003*210",
  "ownerId": "53tete535",
  "ownerName": "53tete535",
  "published": "2011-02-10T15:04:55Z",
  "answered": "2011-02-10T15:10:55Z",
  "phoneCallView": [
    {
      "id": "00",
      "extension": "0003*210",
      "source": [ "0003*211", "0003*210" ],
      "destination": [ "3334444" ],
      "flow": 4,
      "status": 3,
      "ringing": "2011-02-10T15:04:55Z",
      "callerID": "John Doe <3332222>",
    },
    {
      "id": "01",
      "extension": "0003*211",
      "source": [ "0003*211", "0003*210" ],
      "destination": [ "3334444" ],
      "flow": 4,
      "status": 3,
      "ringing": "2011-02-10T15:04:55Z",
      "callerID": "John Doe <3332222>",
    }
  ],
  "links": {
    "self": "..."
  }
}
```

When a HTTP response is returned by the Service, the fields that are NULL are not included in the response!

PhoneCall specific fields

The table below describes the fields that are specific to the PhoneCall resource and are not to be found in the PhoneCallView or PhoneCallLink.

Name	Type	Can be NULL	Description
id	Object-Id	No	The Id of the PhoneCall as saved in the system. The Id is generated by the Service and can be later used to list or edit the PhoneCall details.
extension	UAPI-Extension-Number	No	The number of the Extension that is charged for the phone call. This Extension might not be a party of the phone call.
ownerId	User-Id	No	The Id of the Organization that owns the PhoneCall.

ownerName	String	No	The name of the Organization that owns the PhoneCall.
published	Date	No	The date the phone call entered the system.
answered	Date	Yes	The date the phone call was answered.
nonce	String	No	A unique string which allows to identify the call created based on the request.

PhoneCallView fields

The table below describes the fields of a PhoneCallView component.

Name	Type	Can be NULL	Description
id	Object-Id	No	The Id of the PhoneCallView as generated by the Service. The Id of the view can be used later to edit the call.
extension	UAPI-Extension-Number	No	The phone number of the Extension. The PhoneCallView is from the perspective of this extension.
source	Array< UAPI-Extension-Number UAPI-Phone-Number >	No	The phone number of the source.
destination	Array< UAPI-Extension-Number UAPI-Phone-Number >	No	The phone number of the destination.
flow	Number	No	The flow of the call, which is set to: 2 - a local call 4 - an outgoing public call 8 - an incoming public call
status	Number	No	The status of the call, which is set to: 0 - unknown 1 - off hook 2 - trying 3 - ringing 4 - other side is ringing 5 - on call
ringing	Date	Yes	The date when the source terminal started ringing. Can be missing if the call is answered.
callerId	UAPI-Caller-Id	Yes	The caller Id.
recording	Date	Yes	The date when the phone call started to be recorded. Can be missing if the call is not recorded.
answered	Date	Yes	The date the source answered the call. Can be missing if the call is ringing.
parked	Date	Yes	The date when the phone call was parked. Can be missing if the call is not parked.
parkedPos	Number	Yes	The position of the call in the parking lot.
parkedBy	UAPI-Extension-Number	Yes	The number that put the phone call in the parking lot.
onHold	Date	Yes	The date the phone call was put on hold.
holder	Number	Yes	If set to 1, this peer put the phone call on hold.
disposition	Number	Yes	The call disposition: 0 - ANSWERED - to fetch calls that were answered 1 - BUSY - to get the calls that were answered with a busy tone 2 - FAILED - to fetch the calls that have failed 3 - NO ANSWER - to fetch the calls that had no answer 4 - UNKNOWN - to fetch the unknown calls 5 - NOT ALLOWED - to fetch the calls that were not allowed.
spying	Number	Yes	This flag is set to 1 if the extension is spying it's peer. This can be the case when a barge in or whisper is attempted.
queue	UAPI-Extension-Number	Yes	The phone number of the queue extension. Used when a call is routed using a queue.

Example

If we have a call between two phone numbers 0003*210 and 0003*211 and 0003*210 records the call, the PhoneCallViews will look as in the example below:

```

{
  "id": "b817d2618fe6f1804333",
  "extension": "0003*210",
  ....
  "phoneCallView": [
    {
      "id": "00",
      "extension": "0003*210",
      ....
      "recording": "2012-06-20T09:55:13+03:00" //The call of 0003*210 is being recorded
    },
    {
      "id": "01",
      "extension": "0003*211",
      ...
      // The call of 0003*211 is not recorded so the recording parameter is missing
    }
  ],
  links: {
    ...
  }
}

```

PhoneCallAction object

During its lifetime, a phone call can be put on hold, parked, recorded or manipulated using other actions. These actions are represented as the PhoneCallAction object by UnifiedAPI.

JSON representation

The example below contains the PhoneCallAction in JSON representation. All fields are fictitious.

```

{
  "action": "PickUp",
  "sendCallTo": "0003*210*",
  "callerId": "John Doe <42420042>",
  "waitForPickup": "20" ,
  "phoneCallViewId": "zz"
}

```

Fields that are NULL are not included in the answer!

Resource specific fields

The table below describes the fields that are specific to the PhoneCallAction object.

Name	Type	Description
action	String	<p>The type of action to perform. Possible values:</p> <ul style="list-style-type: none"> OnHold OffHold StartRecording StopRecording PickUp Bargeln Park UnPark Whisper Transfer TransferToVoicemail
sendCallTo	Data Types UAPI-Extension-Number UAPI-Phone-Number	Some actions need a phone number to send the call to. This field should contain the number.

callerId	UAPI-Caller-Id	When a call is barged in or is whispered on, a caller Id can be sent to the Service.
waitForPickUp	Number	The maximum number of seconds to wait until one of the phone numbers used picks up. As soon as the set time value runs out, the call is canceled. Default: 25 seconds.
phoneCallViewId	String	The Id of PhoneCallView that is subject to the change.
format	String	Used only when recording a phone call and must be set to the format of the recorded file.

Related Topics

[Data Types](#)

[PhoneCalls Sandbox](#)

[Create PhoneCalls](#)

[Update PhoneCalls](#)

[List PhoneCalls](#)

[Delete PhoneCalls](#)