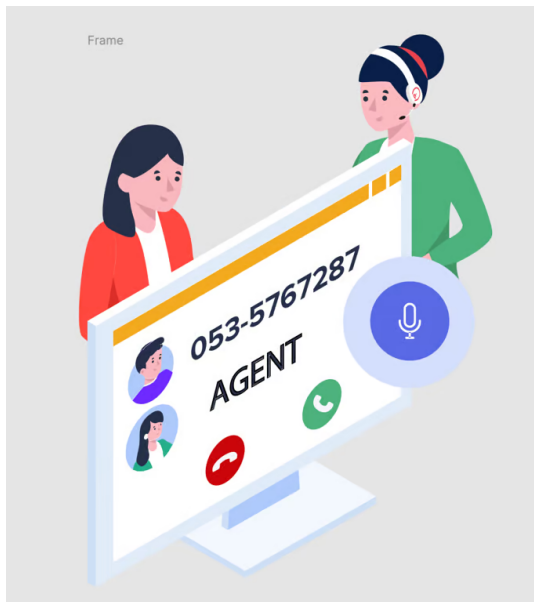# Mute Call Recording API

Mute Call recording API allows clients who use Voicenter call recording service the ability to control in real time, whether a specific part of a call will be muted. It is mostly used when in a specific part of a call, the caller provides the representative a restricted information (credit card number and etc.) which you prefer not to store in your call recording data base.

General Explanation

You can use this api if you want certain calls on certain scenarios not to be recorded.
For example: an agent is talking to a client, the client is about to give his credit card details.
Once the agent moves to the credit card details filling menu in your CRM, you send us an API request.
Voicenter mutes the call recording for that call until you send another request to unmute or the call finishes.

Mute by extension

When sending a Mute request by Voicenter extension SIP ID, all the active calls on this extension will be muted (multi calls can be in case of a conference calls, attended transfer calls and etc.).

Important. In case a Mute request by extension was sent, and after that the extension will made a new call, the initial Mute request will not include the new call and another mute request must be sent in order to mute the new call.

For example, a representative who speaks to a customer and he is about to get the customer credit card number.
The representative will send a mute request in this
stage so this part of the call will not be recorded.
If after the representative sent the Mute request the customer will ask the representative to call another person to get the credit card details, this new call will not be muted, unless the representative will
send another Mute call request.

URI

```
1   https://monapisec.voicenter.co.il/Comet/API/MuteUnmuteCalls
```

Acceptable request types

1. POST-JSON
2. GET

Possible Response formats

1. POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
extension	SIP ID of the extension, as found in the Cpanel.	String	Mandatory

Field name	Description	Type	Remarks
state	0 – Unmute . 1 - Mute.	String	Mandatory

Client Request Example (GET)

```
1    https://monapisec.voicenter.co.il/Comet/API/MuteUnmuteCalls?extension=XXXXXXXX&state=
```

Client Request Example (POST - JSON)

```
1  {
2    "extension":"API1API",
3    "state":"0"
4  }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Describes the status of the client reqeust. The status 200 will indicate a succesfull reqeust.	Integer
Message	Response status description. Response status description: "Success" – No errors. "UniqueIvrID not found" - The Code value or format is invalid. "Parameters are not valid, should be \"ivrid\" and \"mute\" - The sent parameters are invalid.	String
ActionID	Unique ID of the action perfromed.	String

Voicenter Response Example

```
1  {
2    "ErrorCode":"200",
3    "Message":"Success",
4    "ActionID":"14d3b31988b247be8ff5818d1cadc3d3"
5  }
```

Mute by a specific call

A Mute request can be send to mute a specific call.
In order to do so the Mute request must contain the call unique ID – ivrid.

The call ID can be found in real-time by using:
1. **Real-time API**
Real time API provides real time events of calls and call status changes as well
as user status changes in your organization.
One of the real time events parameters is "ivrid".

2. **Active call API**
Active calls API can be used to get the details of every active calls at upon
request.
One of the active calls parameters is "ivrid".

URI

```
1    https://monapisec.voicenter.co.il/Comet/API/MuteUnmuteCalls?ivrid=XXXXXXXXXXXXXXXXXXX
```

Acceptable request types

1. POST-JSON
2. GET

Possible Response formats

1. POST-JSON

Client Request Parameters

Field name	Description	Type	Remarks
ivrid	Unique ID of the call.	String	Mandatory
state	0 – Unmute. 1 - Mute.	String	Mandatory

Client Request Example (GET)

```
1    https://monapisec.voicenter.co.il/Comet/API/MuteUnmuteCalls?ivrid=XXXXXXXXXXXXXXXXXX
```

Client Request Example (POST-JSON)

```
1    {
2      "ivrid":"XXXXXXXXXXXXXXXXX",
3      "state":"0"
4    }
```

Voicenter Response Parameters

Field name	Description	Type
ErrorCode	Describes the status of the client reqeust. The status 200 will indicate a succesfull reqeust.	Integer
Message	Response status description. Response status description: "Success" – No errors. "UniqueIvrID not found" - The Code value or format is invalid. "Parameters are not valid, should be \"ivrid\" and \"mute\" - The sent parameters are invalid.	String

Field name	Description	Type
ActionID	Unique ID of the action perfromed.	String

Voicenter Response Example

```
1  {
2    "ErrorCode":"200",
3    "Message":"Success",
4    "ActionID":"14d3b31988b247be8ff5818d1cadc3d3"
5  }
```