StaffAPI - Phone Recordings

> 📄 Unknown macro: 'table-of-contents'

Overview

Phone call recordings can be uploaded by using a form-based file upload, which is available in libraries such as cURL.
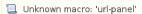
The file upload mechanism conforms to RFC 1867.

> ⚠ Chunk files should not exceed the maximum size allowed by php. The maximum chunk size can be determined when logging in (See session variables).

Client request

To upload recording data, perform an HTTP POST (HTTP POST@wikipedia) request to the following URL:

> 📄 Unknown macro: 'url-panel'

POST arguments

> 📄 Unknown macro: 'http-post-encoding-info'

Argument	Value
sessionid	The unique session identifier sent in the log in response from the server
callguid	The unique ID of the call. The server needs to have been previously notified of this call via Phone events
last	1 if this is the last chunk in the series, otherwise 0.

Remarks

File chunks should be named using the following format:

`recording.mp3`

would result in:

`recording.mp3[1].chunk, recording.mp3[2].chunk, recording.mp3[3].chunk, ...`

Server response

A standard server response containing a UTF-8 encoded XML payload in the following format:

Root node

The parent node for the entire XML payload. If you do not locate this node at the top level, it is likely that the server returned an error response. See error codes for further information.

```
<kayako_staffapi>
```

Result

```
<status>...</status>
<error>...</error>
```

Node name	Value
status	The status of the request. Any value other that 1 indicates an error.
error	The error message returned by the server

Closing root node

The final XML node is simply the end of the original root node, completing the XML document.

```
</kayako_staffapi>
```