Voice API Document

==========

Basic Request/Response format

url: https://voiceapi.smscountry.com/api

parameters:

api_key=user_api_key

access_key=user_access_key

xml=<request action=" www.yourdomain.com/callback"

method="POST" > <from></from>

<to></to>

</request>

{smscresponse:

{

calluid: "123"

}

}

*user_api_key, user_access_key will be provided by us.

request

Request root tage. When you make an API call to the voice platform all the other tags should be under this root tag

<request action=" www.yourdomain.com/callback"

method="GET"> <to>9866955337</to> <play>

www.yourdomainname.com/myfavclip.mp3</play>

</request>

*action= call back url where you want the in call events to be notified **(OPTIONAL)**

*method=http request method to be used for the call back. GET or POST (Optional, default is GET) *<from>

Optional tag for mentioning the FROM DID (number) from which the voice call to be originated. You can mention this only if you have subscribed for a dedicated DID (phone number) in your account.

*<to>

comma separated list of destination numbers, like ex: 9866955337, 04030990500

*<play>

To play a recorded voice clip of .mp3, .wav format. <play>

www.urdomainname.com/recordedclip.mp3</play>

*<speak>

To speak out the text as speech in a default female voice.

<speak>This message will be converted to speech</speak>

smscresponse

Response root tag. For each api request you make to the voice platform you get an response back to call back url you have mentioned (www.yourdomain.com/callback).

If the response is requested in GET method:

```
smscresponse[calluid]=123456
smscresponse[to]=9866955337
smscresponse[callstatus]=received
smscresponse[event]=newcall
smscresponse[direction]=outbound
```

If the response is requested in POST method:

```
{"smscresponse" : {
                    "calluid" : "123456", "to" : "
                    9866955337", "callstatus" :
                    "received", "event" : "newc
                    all", "direction" : "outbound"
                }
}
```

calluid: Unique reference id for each request to:
the number dialed in this request

call status:

The status of the call. Any one of the below

- received
- inprogress
- completed

event:

The event which resulted in this response. Any one of the below

- newcall
- record
- getkeys
- hangup
- error

direction:

Direction of the voice call. Any one of the below

- outbound (from your system to voice platform)
- inbound (from voice platform to your system)

error_reason:

List of error reasons when the event is error

"'xml' field is missing"
"'xml' field should not be empty"
"'api_key' field is missing"
"'api_key' should not be empty"
"'access_key' field is missing"
"'access_key' should not be empty"
"invalid 'api_key'"
"invalid combination of 'api_key' and 'access_key'"
"low balance"
"invalid xml"
"'action' field is missing"

Note:

- If you have mentioned more than one number in ***<to>*** tag of your request. You will receive multiple call backs for each number with same calluid containing the call-status of each number respectively.
- Based on the optional tags used in the request, the response parameters will change.

Event Tags (Optional):

All the Event tags will trigger a callback to your url mentioned. You can also mention custom url for each tag if required.

<record>

To record your customer voice use this tag as one of the tags in the request xml mentioned above <record action="http://www.yourdomain.com/recordclip.aspx" method="get/post" maxlength="30" fileformat=".wav" tkey="#">
</record>

*maxlength: maximum number of seconds you want to record the voice. Default value is 30 secs, if you want more time, mention the value in seconds

*fileformat: the file format in which the recorded voice is stored. .wav and .mp3 are supported

*tkey: terminator key, the key which the customer has to press to inform that he is done with recording.

Response from the server can be like below

{"smscresponse":{
"calluid" : "123456", "t
o" : "9866955337", "e

```
                                    vent" : "record",
                                    "callstatus" : "inprogress",
                                    "recordurl" : "http://voice.smscountry.com/
                                    recorded.mp3", "duration" : "30",
                                    "direction" : "outbound"
                                }
            }
```


recordurl: this url will give you the recorded clip out of this

action duration: recorded message duration in seconds

Each voice call can span over multiple request / response communication between voice platform and yourdomain platform.

<getkeys>

To collect customer input from phone keypad (DTMF keys) use this tag as one of the tags in the request xml mentioned above

```
<getkeys validkeys="0123456789" tkey="#" timeout="10">
        <speak>Please enter your customer number followed by # key </speak>
        <timeout type="play">www.yourdomain.com/timoutaudio.mp3</timeout>
</getkeys>
```

*validkeys: the keys which the customer should click. you can restrict user to click only 0,1,2 by mentioning validkeys as "012"

*tkey: teriminator key. The key the customer has to click to notify that at the end of key presses. *timeout:

the maximum time platform will wait for user to input DTMF key press. default is 10

Response from the server can be as below


```
{"smscresponse" : {
                    "calluid" : "123456", "to" :
                    "9866955337", "event" : "
                    getkeys",
                    "callstatus" : "inprogress", "digit
                    s" : "3",
                    "direction" : "outbound"
                }
}
```


digits: the digits customer has entered on the phone keypad

<hangup>

To disconnect the call.

<hangup />


```
{"smscresponse" : {
                    "calluid" : "123456", "to" :
                    "9866955337", "event" : "
                    hangup",
                    "callstatus" : "completed", "dire
                    ction" : "outbound",
                    "starttime" : "Apr-12-2013
                    15:30:00PM" "endtime" : "Apr-12-2013
                    15:35:00PM"
                }

}
```


startime: voice call started time (voice platform server time) endtime:
voice call end time (voice platform server time)

<timeout count=2type='play'>http://www.yourdomain.com/1.mp3</timeout>

Advanced Notes

During the duration of a voice call, there can be multiple request/response between the voice platform and your server. For example:

Step 1:

you issue a call request to a number ask the user some options:

```
<request>
        <to>9866955337</to> <speak>Welcome to
        mydomain</speak>
        <getkeys validkeys="0123456789" tkey="#">
                <speak>Please enter your customer number followed by # key</
        speak> </getkeys>
</request>
```

Step 2:

At this stage, the server will collect the user input and gives you a call back with the response (Step 2). Assume that user has entered 42356 as his customer number. Meanwhile the customer is on call hold


```
{"smscresponse" : {
```

```
                    "calluid" : "123456", "to
                    " : "9866955337", "eve
                    nt" : "getkeys",
                    "callstatus" : "inprogress", "d
                    igits" : "42356", "direction" : "
                    outbound"
                }
        }
```

Step 3:

Now you can lookup in your db about the customer and send the voice platform further instructions on how to proceed further. Suppose you want to speak out his balance, thank him and disconnect in the url call back http response mention the xml as

<eventresponse>
<speak>Dear customer, your balance is 10000 rupees. Thank you for calling</speak> <hangup/>

</eventresponse>

For the instruction after call back the root tag will be <eventresponse>

Step 4:

At this stage, since the voice platform has received a speak and hangup instruction. It will retreive the call in the hold to active state, speak the text mentioned and hang up the call

Response to the call back url will be

```
{"smscresponse" : {
                    "calluid" : "123456", "to"
                    : "9866955337", "event"
                    : "hangup",
                    "callstatus" : "completed", "dir
                    ection" : "outbound",
                    "starttime" : "Apr-12-2013
                    15:30:00PM" "endtime" : "Apr-12-2013
                    15:35:00PM"
                }

        }
```