

OrecX Gives Customers Full Recording App Control with Enhanced REST API

Customers now have full control over the Oreka TR call/screen recording product and simple, open integration with third party applications.

CHICAGO - April 18, 2018 - [PRLog](#) -- OrecX (<http://www.orecx.com/>), the world leader of open source call recording applications for call centers, enterprises and communication service providers, today announced enhancements to its REST API to provide customers with full control over the Oreka TR call/screen recording product and simple, open integration with third party applications. With these API updates, users can now search, sort and stream their recordings much more effectively.

The new enhancements to the OrecX REST API include:

- Recordings can now be **searched** by many new fields including recording id, local party, call direction, media type (audio or screen), minimum and maximum duration, user id, user first and last name, program id and many more
- Recordings can now be **sorted** by any combination of the following metadata: recording id, local party, remote party, local entry point, file name, media type, direction, duration, timestamp, user id, program id, service id, ucid, orkuid, user first or last name
- Audio recordings may now be **streamed** with a new mediastream/ API
- Audio recordings waveform images may now be downloaded via the new mediastream/waveform/ API

"OrecX was founded on the principle of openness," said Steve Kaiser, OrecX CEO. "We continue to innovate and enhance the extensive interoperability and customization capabilities of our recording applications, far above anything else on the market. These enhancements to our REST API are a big step in that continued evolution."

These additions to our REST API will offer OrecX customers and potential customers complete control over how they utilize Oreka TR and integrate the application into their own solutions. The REST API comes for free with any deployment of Oreka TR.

About OrecX

North American-based OrecX's award-winning call recording software is powered by an open, scalable and extensible design that meets the diverse requirements of call centers, VoIP communication providers, large enterprises, and small business at a fraction of the cost and complexity of proprietary closed-end solutions. OrecX's open recording architecture promotes enhancements with third party voice analytics and workforce optimization solutions, further extending the value of the software for partners and clients. OrecX is the primary developer and sponsor of the Oreka GPL open source call recording project hosted on Sourceforge, with more than 175,000 unique downloads and millions of users in over 195 countries. Among others, OrecX's software has received accolades from Linux World – Best New Use of Open Source, TMC Labs – Innovation Award and Contact Center Technology Award, Unified Communications and Customer Interaction Solutions – Product of the Year, and Insights Success – Top 50 Most Valuable Tech Companies.

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