

FAQs: Webhooks

Frequently asked questions about Recall.ai status change webhooks

1. How are webhooks retried?

Bot status change webhooks are sent via Svix and follow [their retry schedule](#):

Each message is attempted based on the following schedule, where each period is started following the failure of the preceding attempt:

- Immediately
- 5 seconds
- 5 minutes
- 30 minutes
- 2 hours
- 5 hours
- 10 hours
- 10 hours (in addition to the previous)

If an endpoint is removed or disabled delivery attempts to the endpoint will be disabled as well.

For example, an attempt that fails three times before eventually succeeding will be delivered roughly 35 minutes and 5 seconds following the first attempt.

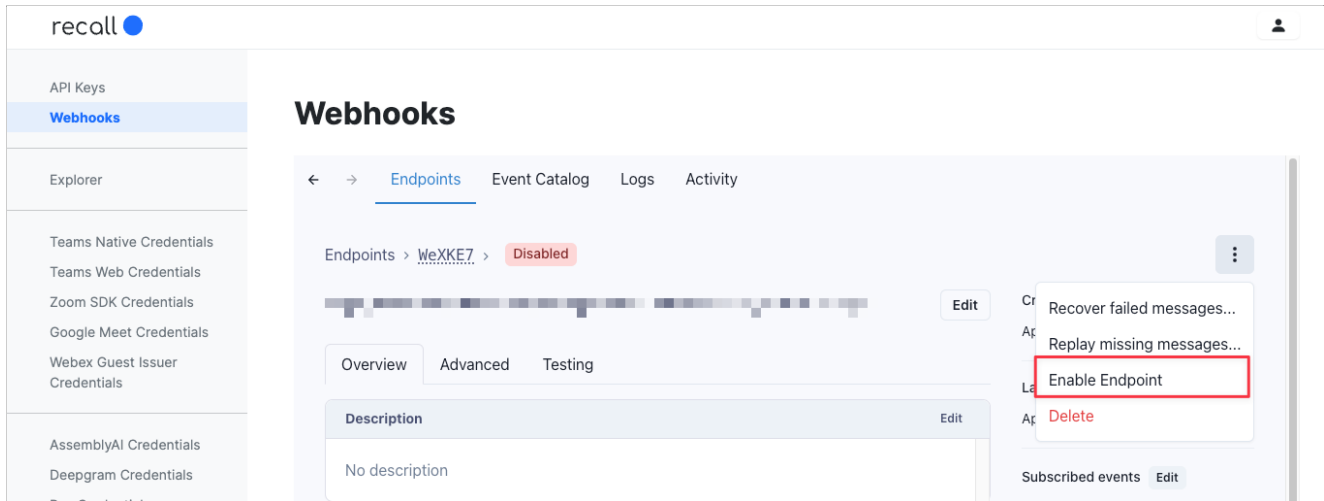


This retry schedule only applies to webhooks sent through svix, and does not include Real-Time Webhook Endpoints.

2. Why was my endpoint automatically disabled?

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If all webhooks sent to a particular endpoint fail for 5 days, the endpoint will be automatically disabled. Endpoints can be re-enabled in the [webhooks dashboard](#).



Re-enabling a webhook endpoint

More details can be found in the [Svix documentation](#).

3. How do I filter webhooks for a specific bot?

While the Webhook Message Viewer doesn't currently support filtering by specific bot statuses like "done", you can filter messages for a particular bot using the tag system. This method allows you to view all status change events for a specific bot.

Steps to Filter Messages by Bot ID:

Open the Webhooks tab in the [Recall dashboard](#).

Locate the filter or tag input field:

Webhooks
Configure webhook endpoints and subscribe to events.

Endpoints > mwkK4q

Overview Testing Advanced

Description: No description

Attempt Delivery Stats: SUCCESS - 2,386

Message Attempts

	EVENT TYPE	MESSAGE ID
✓ Succeeded	bot.status_change	msg_2uSe715kIALRtWp1RlcXh48BVah
✓ Succeeded	bot.status_change	msg_2uSe70rZLL9f0edAzKmFiaH0VqY

Filter dropdown: All, Succeeded, Failed, Filters (selected). Event Types: Tags (selected), After Date, Before Date. Filter by tag... Go

Enter the tag in the following format: `bot.id-{BOT_ID}`

Example: `bot.id-8ef3d462-bdcd-44dc-9d5a-af244449a209`

Apply the filter and this will display all webhook events for the specified bot.

4. What IP addresses are webhooks sent from?

You may want to whitelist IP addresses for webhook delivery depending on your security requirements.

A list of IP addresses to whitelist can be found in the Svix's documentation here: [Static source IP Addresses \(EU\)](#)





The above whitelist does not apply to data delivered through Real-Time Endpoints, which are not sent from static IP's.

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