

WebSocket Server API Documentation

WebSocket server for inbound call handling. Processes call-related events and handles binary audio data streaming. You need to implement your own WebSocket server and handle events and actions during WebSocket communication process.

Table of Contents

- [Server Information](#)
- [Message Formats](#)
- [API Events](#)
- [Call Flow](#)
- [Example Source Code](#)

Server Information

- **Port:** `4143` (Customizable - define your own port and inform development team)
- **Protocol:** `ws://` (Can be either `ws://` or `wss://`)

Message Formats

The server handles two types of messages:

1. **JSON Text:** For signaling and control events
2. **Binary:** For audio data streaming

API Events

Client → Server Events

`incoming_call`

Sent when a new call is received by server.

Payload:

```
{  
  "event": "incoming_call",  
  "callerId": "string",  
  "didNumber": "string",  
  "sessionId": "string"  
}
```

Parameters:

- `callerId`: Caller phone number
- `didNumber`: Destination phone number

- **sessionId**: Unique session identifier for the call

dtmf

Sent when a DTMF digit is pressed by the caller.

Payload:

```
{  
  "event": "dtmf",  
  "digit": "string"  
}
```

Valid Digits: 0-9, *, #, A-D

hangup

Sent when client terminates the call.

Payload:

```
{  
  "event": "hangup"  
}
```

cdr

Sent after the call ends with call detail record information.

Payload:

```
{  
  "event": "cdr",  
  "sessionId": "string",  
  "source": "string",  
  "destination": "string",  
  "startTime": "string",  
  "answerTime": "string",  
  "endTime": "string",  
  "duration": number,  
  "billableSeconds": number,  
  "disposition": "string",  
  "hangupBy": "string",  
  "hangupCauseCode": string,  
  "hangupCauseText": "string"  
}
```

Parameters:

- **sessionId**: Unique session identifier for the call
- **source**: Source phone number
- **destination**: Destination phone number
- **startTime**: Call start time (ISO format)
- **answerTime**: Call answer time (ISO format)
- **endTime**: Call end time (ISO format)
- **duration**: Total call duration in seconds
- **billableSeconds**: Billable duration in seconds
- **disposition**: Call disposition status
- **hangupBy**: Who initiated hangup
- **hangupCauseCode**: Hangup cause code
- **hangupCauseText**: Hangup cause description

Server → Client Events

answer

Sent to answer the incoming call.

Payload:

```
{  
  "event": "answer"  
}
```

dtmf

Sent to initiate DTMF tone to the caller.

Payload:

```
{  
  "event": "dtmf",  
  "digit": "string",  
  "duration": number  
}
```

Parameters:

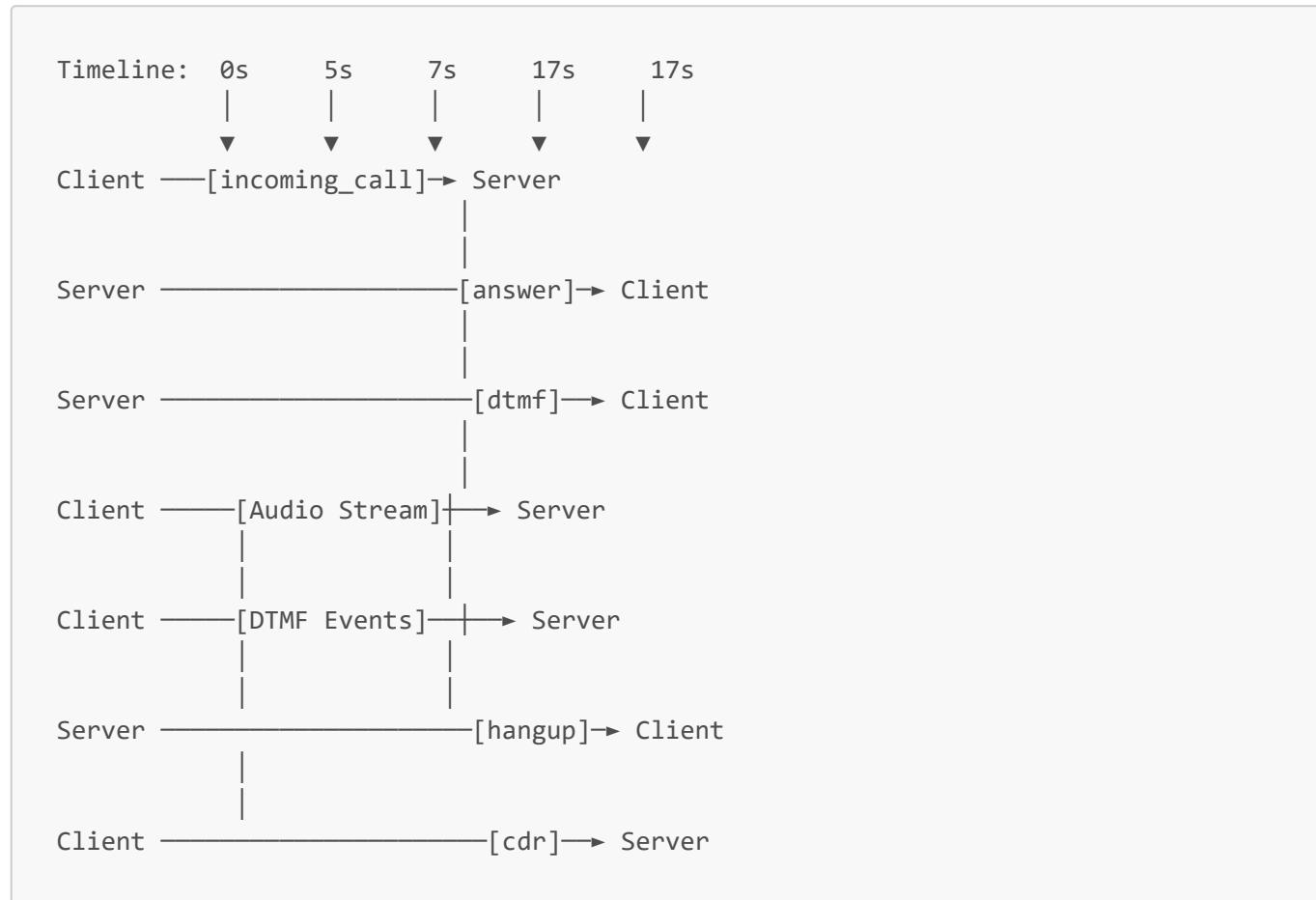
- **digit**: DTMF digit to send (0-9, *, #)
- **duration**: Tone duration in milliseconds (max 1000ms)

hangup

Sent to terminate the call.

Payload:

```
{  
  "event": "hangup"  
}
```

Call Flow**Detailed Flow:****1. Connection (0s)**

- Client connects to `ws://localhost:4143`

2. Incoming Call (5s)

- Client sends `{ "event": "incoming_call", "callerId": "...", "didNumber": "...", "sessionId": "..." }`

3. Answer (5s)

- Server sends `{ "event": "answer" }`

4. Send DTMF (7s)

- Server sends `{ "event": "dtmf", "digit": "1", "duration": 200 }`

5. Audio Stream & DTMF (7s - 17s)

- Client streams binary audio data
- Server echoes audio data back
- Client sends DTMF events: { "event": "dtmf", "digit": "1" }

6. Hangup (17s)

- Server sends { "event": "hangup" }

7. CDR (17s)

- Client sends call detail record: { "event": "cdr", "sessionId": "...", "source": "...", "destination": "...", "duration": ..., "billableSeconds": ..., "disposition": "...", "hangupBy": "...", "hangupCauseCode": "...", "hangupCauseText": "..." }
- Connection closes

Example Source Code

Complete example source code available at: <https://github.com/sunvone/websocket-inbound-call>