Session Protocol Voice API - Complete Documentation & Use Cases

Welcome to the SESPCL Voice API! This service allows you to programmatically send outbound voice calls and check their delivery status. Calls can be initiated using **text-to-speech**, a **pre-recorded audio file**, or with an **IVR action** to transfer the call. The API acts as a secure wrapper around the Infobip backend, protecting your primary API keys.

Base URL

All API endpoints are relative to your production server's base URL:
https://api.sespcl.com/api/v1

Authentication

All endpoints are protected by an API key. You must include your assigned key in the x-api-key header with every request.

Required Headers

Header	Description
x-api-key	Required. Your private API key.
Content-Type	Required. Must be application/json for POST requests.

Content Moderation

This API uses a multi-stage process to prevent spam and inappropriate content. If a message is flagged, the API will reject the request with a 400 Bad Request error.

Endpoints

1. Send Voice Call

This endpoint initiates a new voice call. It can function in one of three modes:

1. **Text-to-Speech:** Provide text.
2. **Audio File:** Provide audioUrl.
3. **IVR Transfer:** Provide transferToNumber and dtmfTransferDigit along with either text or audioUrl.

- **Endpoint:** /call/tts
- **Method:** POST

Request Body

| Parameter | Type | Description | Required |

to	String	Required. The recipient's phone number in E.164 format.	Yes
text	String	Conditional. The text message to be converted to speech.	No
audioUrl	String	Conditional. A public URL to an audio file (e.g., .mp3) to be played.	No
from	String	Optional. The caller ID to be displayed. If not provided, the system's default is used.	No
transferToNumber	String	IVR. The phone number to transfer the call to if the digit is pressed.	No
dtmfTransferDigit	String	IVR. A single digit (0-9, *, #) that the recipient can press to trigger the transfer.	No

Use Case 1: Simple Text-to-Speech Notification

- **Goal:** Send a simple appointment reminder.
- **Example Request:**

```
curl -X POST
  https://api.sespcl.com/api/v1/call/tts
  -H 'x-api-key: YOUR_API_KEY'
  -H 'Content-Type: application/json'
  -d '{
    "to": "+15053753840",
    "from": "+15053761293",
    "text": "Hello, this is a friendly reminder of your appointment tomorrow at 10 AM."
  }'
```

- **Success Response (200 OK):**

```
{
   "message": "Call initiated successfully.",
   "tracking": {
      "bulkId": "XYZ-123-456-789",
      "messages": [
         {
            "to": "15053753840",
            "status": {
               "groupId": 1,
               "groupName": "PENDING",
               "id": 7,
               "name": "PENDING_ENROUTE",
               "description": "Message has been processed and sent to the mobile
operator"
            },
            "messageId": "ABC-DEF-GHI-JKL"
         }
      ]
   }
```

}

Use Case 2: IVR Call Transfer

- **Goal:** Play a message and allow the user to press a key to be connected to a live agent.
- **Example Request:**
  curl -X POST
  https://api.sespcl.com/api/v1/call/tts
  -H 'x-api-key: YOUR_API_KEY'
  -H 'Content-Type: application/json'
  -d '{
  "to": "+15053753840",
  "from": "+15053761293",
  "text": "Hello. You have an important message from our support team. Press 1 to connect now.",
  "transferToNumber": "+15055559999",
  "dtmfTransferDigit": "1"
  }'

- **Success Response (200 OK):** The response is identical in structure to the TTS example, providing a bulkId for tracking.

2. Get Call Status

This endpoint retrieves the delivery status report for a previously initiated call, allowing you to find out if it was answered, failed, or is still in progress.

- **Endpoint:** /call/status/:bulkId
- **Method:** GET
- **URL Parameter:** bulkId - The unique ID that was returned when the call was first created.

Use Case: Check a Call's Final Status

- **Goal:** After sending a call, wait a few moments and then check if the call was successfully delivered.
- **Example Request:**
  curl -X GET
  https://api.sespcl.com/api/v1/call/status/XYZ-123-456-789
  -H 'x-api-key: YOUR_API_KEY'

- **Success Response (200 OK):**
  {
  "results": [
  {
  "bulkId": "XYZ-123-456-789",

```
      "messageId": "ABC-DEF-GHI-JKL",
      "to": "15053753840",
      "sentAt": "2025-06-17T20:30:00.123Z",
      "doneAt": "2025-06-17T20:30:15.456Z",
      "messageCount": 1,
      "price": {
        "pricePerMessage": 0.05,
        "currency": "USD"
      },
      "status": {
        "groupId": 3,
        "groupName": "DELIVERED",
        "id": 5,
        "name": "DELIVERED_TO_HANDSET",
        "description": "Message delivered to handset"
      },
      "error": {
        "groupId": 0,
        "groupName": "OK",
        "id": 0,
        "name": "NO_ERROR",
        "description": "No Error",
        "permanent": false
      }
    }
  ]
}
```


Error Responses

If a request fails, the API will return an appropriate error code and a JSON body with details.

400 Bad Request (Invalid Input)

- **Cause:** A required field like to or text was missing from the request.
- **Response Body:**


```
{
  "error": "Missing required fields: `to` and either `text` or `audioUrl` are required."
}
```


400 Bad Request (Content Moderation)

- **Cause:** The message text was flagged by the content moderation system as

inappropriate.

- **Response Body:**

```
{
  "error": "Message flagged as inappropriate content (TOXICITY)."
}
```

401 Unauthorized

- **Cause:** The x-api-key header was missing or contained an invalid key.
- **Response Body:**

```
{
  "error": "Unauthorized. Invalid or missing API Key."
}
```

500 Internal Server Error

- **Cause:** A problem occurred on the server when trying to communicate with the backend Infobip API (e.g., Infobip is down, or there's a configuration issue).
- **Response Body:**

```
{
  "error": "Failed to initiate call via backend service.",
  "details": {
    /* Detailed error information from the backend service may appear here */
  }
}
```