

AI Analysis

The **AI Analysis** endpoint returns transcript, AI summary, and sentimental analysis data for recorded calls. It is a read-only OpenAPI endpoint and supports `GET` only.

Use this endpoint when an integration already has an Asterisk `uniqueid` from CDR, Simple CDR, call events, or recording metadata and needs the AI results associated with that call.

Object Summary

Property	Value
Object	<code>aianalysis</code>
Primary path	<code>/aianalysis</code>
Path aliases	<code>/aianalysis</code> , <code>/aianalyses</code> , <code>/ai_analysis</code> , <code>/ai_analyses</code> , <code>/callanalysis</code> , <code>/call_analysis</code>
Supported method	<code>GET</code>
Required filter	<code>uniqueid</code>
Default format	<code>json</code>
Source tables	<code>rm_recordingmetadatas</code> , <code>tr_transcripts</code>

Endpoint Patterns

Action	Example pattern
Get AI analysis by unique ID	<code>GET</code> <code>https://pbx.example.com/pbx/openapi.php/aianalysis?tenant=CANISTRACCI&uniqueid=1717240000.42</code>
Get AI analysis by path unique ID	<code>GET</code> <code>https://pbx.example.com/pbx/openapi.php/aianalysis/1717240000.42?tenant=CANISTRACCI</code>
Get multiple calls	<code>GET</code> <code>https://pbx.example.com/pbx/openapi.php/aianalysis?tenant=CANISTRACCI&uniqueid=1717240000.42,1717240000.43</code>
Use an alias path	<code>GET</code> <code>https://pbx.example.com/pbx/openapi.php/ai_analysis?tenant=CANISTRACCI&uniqueid=1717240000.42</code>

Query Parameters

Parameter	Description
tenant	Tenant code or tenant name. Tenant API keys are restricted to their tenant. Global API keys can query one tenant by code or name, use % wildcards, or omit the parameter to search all tenants.
uniqueid	Required comma-separated Asterisk unique ID values. A path value such as /aianaalysis/1717240000.42 also maps to this filter.
key	Optional API key query parameter. Prefer the X-API-Key header or bearer token for new integrations.

Response Fields

Field	Description
tenant_id	Internal tenant ID.
tenant_code	Tenant code.
uniqueid	Asterisk unique ID requested by the integration.
transcript	Full transcript text. When recording metadata does not contain a full transcript, MiRTA PBX builds this value from transcript segments.
summary	AI-generated call summary.
sentiment_score	First numeric sentimental analysis score found for the unique ID, or null.
sentiment_scores	All distinct numeric sentimental analysis scores found for the unique ID.
sentiment_brief	Short sentimental analysis text from recording metadata.
sentiment_details	Detailed sentimental analysis payload. This may be JSON text depending on the configured AI processor.
recordings	Per-recording metadata rows for the unique ID.
transcript_segments	Timestamped transcript segments for the unique ID.

Recording Fields

Field	Description
metadata_id	Internal recording metadata row ID.
recording_id	Internal recording ID.
date	Recording metadata date.
transcript	Transcript stored on that recording metadata row.
summary	Summary stored on that recording metadata row.
sentiment_score	Numeric sentimental score for that recording metadata row, or null.
sentiment_brief	Short sentimental analysis text for that recording metadata row.
sentiment_details	Detailed sentimental analysis payload for that recording metadata row.

Transcript Segment Fields

Field	Description
recording_id	Internal recording ID associated with the transcript segment.
speaker	Speaker number assigned by the transcript processor.
start	Segment start time. Numeric values are returned as numbers.
end	Segment end time. Numeric values are returned as numbers.
text	Transcript text for the segment.

Examples

Get AI Analysis

Returns transcript, summary, and sentimental analysis data for one call unique ID.

```
curl -H "X-API-Key: TENANT_API_KEY" \  
  
"https://pbx.example.com/pbx/openapi.php/aianalysis?tenant=CANISTRACCI&uniqueid=1717240000.42"
```

Get AI Analysis by Path

Uses the path segment after `/aianalysis` as the unique ID filter.

```
curl -H "X-API-Key: TENANT_API_KEY" \  
"https://pbx.example.com/pbx/openapi.php/aianalysis/1717240000.42?tenant=CANISTRACCI"
```

Get Multiple AI Analysis Results

Requests more than one unique ID in a single call.

```
curl -H "X-API-Key: TENANT_API_KEY" \  
  
"https://pbx.example.com/pbx/openapi.php/aianalysis?tenant=CANISTRACCI&uniqueid=1717240000.42,  
1717240000.43"
```

Global Key Tenant Wildcard

Uses a global API key to search matching tenants. Use this only when unique IDs may need to be resolved across tenant boundaries.

```
curl -H "X-API-Key: GLOBAL_API_KEY" \  
"https://pbx.example.com/pbx/openapi.php/aianalysis?tenant=CAN%25&uniqueid=1717240000.42"
```

Example Response

```
[  
  {  
    "tenant_id": 12,  
    "tenant_code": "CANISTRACCI",  
    "uniqueid": "1717240000.42",  
    "transcript": "Speaker 1: Hello, how can I help you?",  
    "summary": "The caller asked for support and the agent scheduled a follow-up.",  
    "sentiment_score": 0.72,  
    "sentiment_scores": [0.72],  
    "sentiment_brief": "Positive",
```

```

"sentiment_details": "{...}",
"recordings": [
  {
    "metadata_id": 345,
    "recording_id": 678,
    "date": "2026-06-01 10:00:00",
    "transcript": "Speaker 1: Hello, how can I help you?",
    "summary": "The caller asked for support and the agent scheduled a follow-up.",
    "sentiment_score": 0.72,
    "sentiment_brief": "Positive",
    "sentiment_details": "{...}"
  }
],
"transcript_segments": [
  {
    "recording_id": 678,
    "speaker": 1,
    "start": 0.0,
    "end": 3.4,
    "text": "Hello, how can I help you?"
  }
]
}
]

```

Important Notes

- The endpoint returns rows only for unique IDs that have recording metadata or transcript segments in the selected tenant scope. Unknown unique IDs are omitted from the response.
- If multiple recording metadata rows exist for the same unique ID, top-level transcript, summary, and sentiment text values are combined without duplicate text. The `recordings` array preserves the per-recording values.
- `sentiment_details` is returned as stored. It may contain JSON text produced by the configured sentimental analysis model.
- The endpoint checks available database columns before selecting transcript and metadata fields, so older installations may return fewer populated fields until their database upgrades are complete.

Common Errors

Error	Meaning
missing_api_key	No API key was supplied in the query string, X-API-Key , or bearer token.
invalid_api_key	The supplied key does not match the tenant or global API key.
tenant_required	A tenant code or tenant name is required when using a tenant API key.
tenant_not_found	The tenant parameter did not match any visible tenant.
uniqueid_required	The request did not include a usable uniqueid value.
method_not_allowed	The endpoint is read-only and only supports GET .

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