zVoice integration guide

zPayLink developer kit, 2026-10-15. Everything below is generated from the verified zPayLink developer documentation; examples use fictional values.

1. Product overview

Call requests, comments, agents, call recording metadata and quality reviews for account management and support teams, server to server.

> The zVoice API works for organizations that zPayLink sets up; there is no self-service sign-up. Outgoing webhooks are not delivered yet (deliveries are simulated), customer assignment and inbound events work for demo organizations only, and commission rates are sample values.

Aspect	Status (2026-10-15)
Implemented	yes
Reachable from the internet	yes (see the connectivity note)
Testing	no separate test environment
Production	for organizations set up by zPayLink
Disabled or restricted	outgoing webhooks simulated; customer assignment and inbound events in demo organizations only

Connectivity: zPayLink servers answer from most networks, but some international networks currently cannot open a connection to them. If your servers time out, test from another network and send zPayLink your public IP and a traceroute.

2. Prerequisites

- Organization owners and admins create keys in the zVoice console (Developers, API keys) with scopes: call_requests:read, call_requests:write, comments:write, agents:read, recordings:read, qc:read, commissions:read. Shown once, up to 20 active keys per organization.
- A server-side environment (the APIs do not allow browser calls) with HTTPS outbound access to the base URL.
- An HTTPS endpoint on a public address for webhooks (where the product sends them).

3. Authentication

Send the key on every request: `Authorization: Bearer <key>`. Key format: `zvk_live_… / zvk_test_…`.

```
export ZVOICE_API_KEY="<your key>"   # keep it in a secret store or environment variable
curl https://voice.zpaylink.com/api/v1/organization -H "Authorization: Bearer $ZVOICE_API
_KEY"
```

Environment	Base URL
Production	`https://voice.zpaylink.com/api/v1`

4. Step-by-step integration

1. Ask zPayLink to set up your organization; an owner or admin creates a key (zvk_) with the scopes you need in the zVoice console.
2. Read your organization with GET /organization to check the key and its permissions.
3. Create call requests with POST /call-requests (send idempotency_key in the body), update them with PATCH and add comments.
4. Read agents, recording metadata, quality reviews and commissions with the list endpoints (page and size).

5. Idempotency, retries and rate limits

Create call request and add comment accept an idempotency_key field in the body (8 to 100 characters); a replay returns the original result. There is no Idempotency-Key header on this API.

120 requests per minute per key (429 rate_limited). Lists are paginated with page and size (default 25, maximum 100).

- Retry network errors, 5xx and 429 with the same idempotency key and growing pauses; on 429 wait at least Retry-After seconds.
- Do not retry 4xx validation errors unchanged.

6. API reference

Method	Path	Endpoint	Scope
GET	`/organization`	Your organization	any key
GET	`/call-requests`	List call requests	`call_requests:read`
GET	`/call-requests/{id}`	Retrieve a call request	`call_requests:read`
POST	`/call-requests`	Create a call request	`call_requests:write`
PATCH	`/call-requests/{id}`	Update a call request	`call_requests:write`
POST	`/call-requests/{id}/comments`	Add a comment	`comments:write`
GET	`/agents`	List agents	`agents:read`

Method	Path	Endpoint	Scope
GET	`/call-recordings`	List call recordings	`recordings:read`
GET	`/call-qc`	List quality reviews	`qc:read`
GET	`/commissions`	List commissions	`commissions:read`

Your organization: `GET /organization`

The organization of the key and its permissions.

Item	Value
Method and path	`GET /organization`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>` , any valid key
Success	`200 OK`

Example request

```
curl https://voice.zpaylink.com/api/v1/organization \
  -H "Authorization: Bearer $ZVOICE_API_KEY"
```

Example response (200 OK)

```
{ "data": { "id": "b2c4e6f8-1a3c-4e5a-8c7e-9f1b3d5f7a9c", "name": "Example Co", "slug": "example-co", "kind": "customer", "permissions": ["call_requests:read"] } }
```

List call requests: `GET /call-requests`

Filter by status (open, closed or a status key), priority, reason, tag, source_crm, team, agent, squad, customer, overdue, from and to (YYYY-MM-DD) or q; sort with sort and dir.

Item	Value
Method and path	`GET /call-requests`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>` , scope `call_requests:read`
Success	`200 OK`

Query parameters

Name	Type	Required	Description
`page / size`	`integer`		Page (default 1) and size (default 25, maximum 100)

Example request

```
curl https://voice.zpaylink.com/api/v1/call-requests \
  -H "Authorization: Bearer $ZVOICE_API_KEY"
```

Example response (200 OK)

```
{
  "data": [
    { "id": 123, "ref": "CR-000123", "priority": "high", "reason_key": "deposit_issue" }
  ],
  "pagination": { "page": 1, "size": 25, "total": 1 }
}
```

Retrieve a call request: `GET /call-requests/{id}`

The request with its calls and callbacks.

Item	Value
Method and path	`GET /call-requests/{id}`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>`, scope `call_requests:read`
Success	`200 OK`

Path parameters

Name	Type	Required	Description
`id`	`string`	yes	Numeric id or reference such as CR-000123

Example request

```
curl https://voice.zpaylink.com/api/v1/call-requests/CR-000124 \
  -H "Authorization: Bearer $ZVOICE_API_KEY"
```

Example response (200 OK)

```
{ "data": { "id": 123, "ref": "CR-000123", "priority": "high", "calls": [], "callbacks": [] } }
```

Errors

- `404 not_found`

Create a call request: `POST /call-requests`

Either customer_id or a customer object is required, with source_department, reason_key and priority.

Item	Value
Method and path	`POST /call-requests`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>` , scope `call_requests:write`
Success	`201 Created`

Body (JSON)

Name	Type	Required	Description
`customer_id | customer`	`uuid | object`	yes	An existing customer, or { name, customer_ref, phone, email, type (prop or broker), source_system, country }
`source_department`	`string`	yes	1 to 32 characters
`reason_key`	`string`	yes	1 to 64 characters
`priority`	`string`	yes	critical, high, medium or low
`summary, tags, product, due_at, agent_id, crm_record_ref`			Optional details
`idempotency_key`	`string`		8 to 100 characters

Example request

```
curl -X POST https://voice.zpaylink.com/api/v1/call-requests \
  -H "Authorization: Bearer $ZVOICE_API_KEY" \
  -H "Content-Type: application/json" \
  -d '{"customer":{"name":"Sara Rezaei","customer_ref":"C-77","type":"broker","source_system":"manual"},"source_department":"finance","reason_key":"deposit_issue","priority":"high","summary":"Deposit not visible in the account","idempotency_key":"cr-c77-20261015"}'
```

Example response (201 Created)

```
{ "data": { "id": 124, "ref": "CR-000124", "priority": "high" } }
```

Errors

- `400 Bad Request`
- `403 insufficient_scope`

Update a call request: `PATCH /call-requests/{id}`

Change priority, due_at, status, summary, reason_key, source_department, product, crm_record_ref or tags; cancelling needs a note of at least 3 characters.

Item	Value
Method and path	`PATCH /call-requests/{id}`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>`, scope `call_requests:write`
Success	`200 OK`

Path parameters

Name	Type	Required	Description
`id`	`string`	yes	Numeric id or CR-…

Body (JSON)

Name	Type	Required	Description
`priority`	`string`		critical, high, medium or low
`status`	`string`		New status key; cancelling needs a note
`note`	`string`		Note for the change; at least 3 characters when cancelling
`due_at, summary, reason_key, source_department, product, crm_record_ref, tags`			Optional fields to change

Example request

```
curl -X PATCH https://voice.zpaylink.com/api/v1/call-requests/CR-000124 \
  -H "Authorization: Bearer $ZVOICE_API_KEY" \
  -H "Content-Type: application/json" \
  -d '{"priority":"medium","note":"Customer called back"}'
```

Example response (200 OK)

```
{ "data": { "id": 124, "ref": "CR-000124", "priority": "medium" } }
```

Errors

- `400 Bad Request`
- `404 not_found`

Add a comment: `POST /call-requests/{id}/comments`

A comment of 1 to 4000 characters, optionally internal.

Item	Value
Method and path	`POST /call-requests/{id}/comments`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>`, scope `comments:write`
Success	`201 Created`

Path parameters

Name	Type	Required	Description
`id`	`string`	yes	Numeric id or CR-…

Body (JSON)

Name	Type	Required	Description
`body`	`string`	yes	1 to 4000 characters
`internal`	`boolean`		Internal comment
`idempotency_key`	`string`		8 to 100 characters

Example request

```
curl -X POST https://voice.zpaylink.com/api/v1/call-requests/CR-000124/comments \
  -H "Authorization: Bearer $ZVOICE_API_KEY" \
  -H "Content-Type: application/json" \
  -d '{"body":"Deposit confirmed by finance.","internal":false,"idempotency_key":"cm-124-0001"}'
```

Example response (201 Created)

```
{ "data": { "id": 501, "body": "Deposit confirmed by finance.", "internal": false } }
```

List agents: `GET /agents`

Agents with their role, squad, availability and number of assigned customers.

Item	Value
Method and path	`GET /agents`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>`, scope `agents:read`

Item	Value
Success	`200 OK`

Example request

```
curl https://voice.zpaylink.com/api/v1/agents \
  -H "Authorization: Bearer $ZVOICE_API_KEY"
```

Example response (200 OK)

```
{ "data": [ { "id": "c1d2e3f4-a5b6-4c7d-8e9f-0a1b2c3d4e5f", "full_name": "Agent One", "ro
le": "agent", "squad": "A", "status": "active", "available": true, "assigned_customers":
42, "crm_agent_id": null } ] }
```

List call recordings: `GET /call-recordings`

Recording metadata only; audio is never returned.

Item	Value
Method and path	`GET /call-recordings`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>`, scope `recordings:read`
Success	`200 OK`

Example request

```
curl https://voice.zpaylink.com/api/v1/call-recordings \
  -H "Authorization: Bearer $ZVOICE_API_KEY"
```

Example response (200 OK)

```
{
  "data": [ { "id": 77, "ref": "REC-000077", "duration_s": 312, "source": "upload", "is_r
eal": true, "call_at": "2026-10-15T08:40:00.000Z", "qc_status": "reviewed", "qc_label":
"good" } ],
  "pagination": { "page": 1, "size": 25, "total": 1 }
}
```

List quality reviews: `GET /call-qc`

Quality reviews of recordings with scores and review status.

Item	Value
Method and path	`GET /call-qc`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>`, scope `qc:read`
Success	`200 OK`

Example request

```
curl https://voice.zpaylink.com/api/v1/call-qc \
  -H "Authorization: Bearer $ZVOICE_API_KEY"
```

Example response (200 OK)

```
{
  "data": [ { "id": 31, "label": "good", "kind": "manual", "title": "Deposit call", "scor
es": { "greeting": 5 }, "overall": 4.6, "review_status": "approved" } ],
  "pagination": { "page": 1, "size": 25, "total": 1 }
}
```

List commissions: `GET /commissions`

Commission records; rate_is_demo marks sample rates.

Item	Value
Method and path	`GET /commissions`
Base URL	`https://voice.zpaylink.com/api/v1`
Authentication	`Authorization: Bearer <key>`, scope `commissions:read`
Success	`200 OK`

Example request

```
curl https://voice.zpaylink.com/api/v1/commissions \
  -H "Authorization: Bearer $ZVOICE_API_KEY"
```

Example response (200 OK)

```
{
  "data": [ { "id": 9, "status": "pending", "base_amount": "250.00", "rate_pct": "5", "am
ount": "12.50", "rate_is_demo": true } ],
  "pagination": { "page": 1, "size": 25, "total": 1 }
}
```

7. Webhooks

> Not delivered yet: deliveries are simulated and no request leaves zVoice. The signature scheme and payload are final.

Event	When
`call.request.assigned`	A call request was assigned
`call.request.completed`	A call request was completed
`call.comment.created`	A comment was added
`call.qc.completed`	A quality review was completed
`customer.assigned`	A customer was assigned to an agent
`conversion.attributed`	A conversion was attributed
`commission.created`	A commission was created

Signature header: `ZVoice-Signature: t=<unix seconds>,v1=<hex HMAC-SHA256(secret, "<t>.<raw body>")>`. Return a 2xx. Defined: 6 attempts with exponential backoff from 30 seconds. data depends on the event type. HTTPS endpoints are added in the zVoice console (up to 10); the whsec_ secret is shown once and rotation keeps the old secret valid for 24 hours.

Full details and verification code: webhooks.md.

8. Error handling

Use the machine-readable code, not the message.

```
{
  "statusCode": 403,
  "error": "insufficient_scope",
  "message": "This API key does not have the scope required for this endpoint."
}
```

All codes: error-codes.md.

9. Important integration notes

- Outgoing webhooks are not delivered yet (deliveries are simulated); poll the API instead.
- There is no Idempotency-Key header on this API; use the idempotency_key body field.
- Commission rates flagged rate_is_demo are sample values.

10. Security

- Keep API keys and webhook secrets on your server, in a secret store or environment variables; never in front-end code, mobile apps or source control.
- Use separate keys per environment and per system, with the narrowest scopes you need (zGate read-only keys, zCheck verifications:submit only where you upload server to server).
- Rotate keys when people or systems change: zCheck and zPay keep the old key valid for a grace period during rotation; revoke at once if a key may be exposed.
- Verify every webhook signature with a constant-time comparison and a 5 minute timestamp window, and deduplicate on the event id.
- Webhook endpoints must be HTTPS on a public address; zPayLink refuses private and internal addresses and does not follow redirects.
- Treat webhooks as notifications: confirm amounts and statuses with the API before you credit a user or ship an order.
- zCheck never returns images or full national IDs through the API or webhooks; keep the personal data you collect to the minimum.

11. Troubleshooting

Symptom	What to do
401 unauthorized / Invalid API key	Send exactly "Authorization: Bearer <key>"; check you use a test key on the test URL and a live key on production.
403 insufficient_scope	The key lacks the scope listed for the endpoint; ask for a key with that scope.
422 validation_error / invalid_request	Fix the request: details lists the fields. Unknown body fields are rejected.
409 idempotency_conflict	The Idempotency-Key was used with a different request; use a new key for a new operation.
429 rate_limited	Wait at least Retry-After seconds, then retry with the same Idempotency-Key.
Webhook signature does not verify	Verify the raw body bytes (before JSON parsing), use the secret of that endpoint and keep your server clock in sync (5 minute window).
Connection timeouts from your servers	Some international networks cannot reach zPayLink servers at the moment. Test from another network and contact zPayLink with your server's public IP and a traceroute.