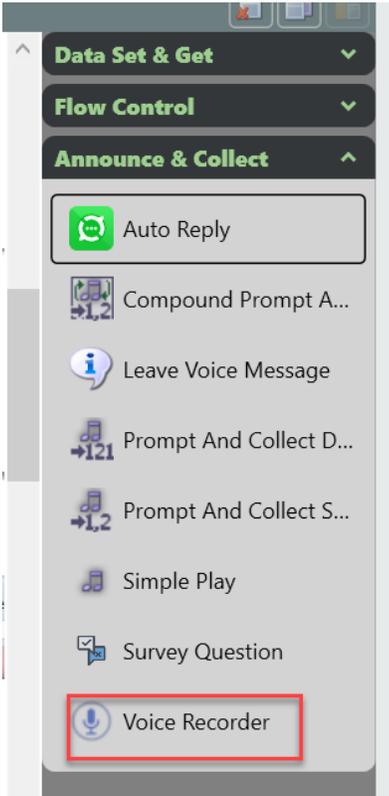


ECS Setup: Interaction Handling Flow: Voice Recorder

The voice recorder activity allows customers to record answers and to be redirected in a flow depending on the answer. The recordings are part of the respective interaction. The recording is stored in history. The setup of the recording can be customized based on the needs of each organization with information such as the recording time, auto detection, and programmed entry keys. Simple play capabilities can be built in with the voice recorder activity. The voice recorder activity can be used in conjunction with other existing activities such as including a callback recording in a callback.

Setup Voice Recorder Activity

Add the Voice Recorder activity from "Announce & Collect" in the right sidebar.



The Voice Recorder activity can be customized by:

- Type-Indicates the category of the recording:
 - Callback- A recording that can be associated to a callback so that a customer can be recorded.
 - Media Repository- A media repository file can be played with this Type.
- Recording End Detection Method- A period of silence or selection of a Termination Key can be used to signal that recording should end.
- Pre Recording Silence Interval-The amount of silent time to wait for a response before a message is repeated.
- Post Recording Silence Interval-The amount of silent time after a recording that will indicate the end of a recording if Silence Interval is the Recording End Detection Method. The default is 2 seconds.
- Termination Key-The key that should be selected to terminate a recording if Termination Key is the Recording End Detection Method. The default Termination Key is #.
- Max Recording Time-The maximum amount of time that is allowed for a recording. The maximum and default time that can be configured is 120 seconds.

New Channel New Business Process New Agent Bulk Operations

Business Structure Contact Center 1 Customer Service Main Flow Voice Recorder 1

Type	Recording End Detection Method
Callback	Silence Interval or Termination Key
Pre Recording Silence Interval	Post Recording Silence Interval
5 sec	3 sec
Termination Key	Max Recording Time
#	30 sec

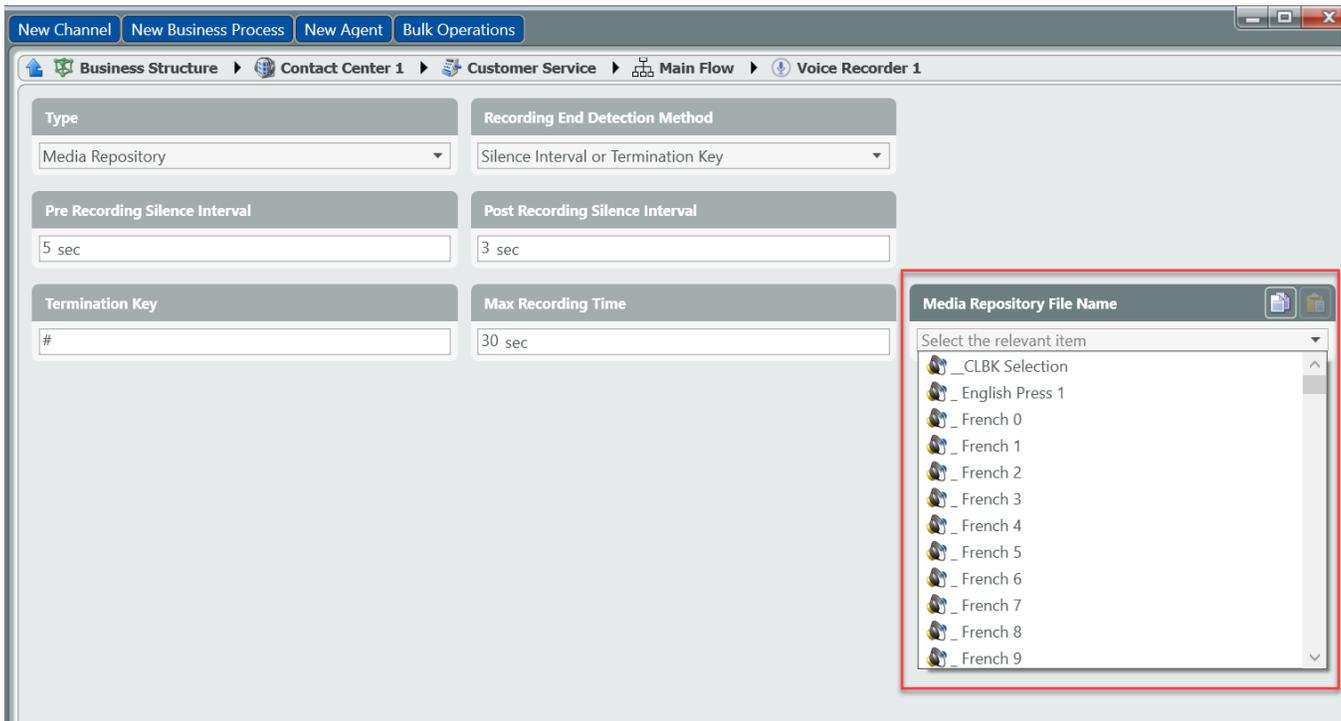
Type:

New Channel New Business Process New Agent Bulk Operations

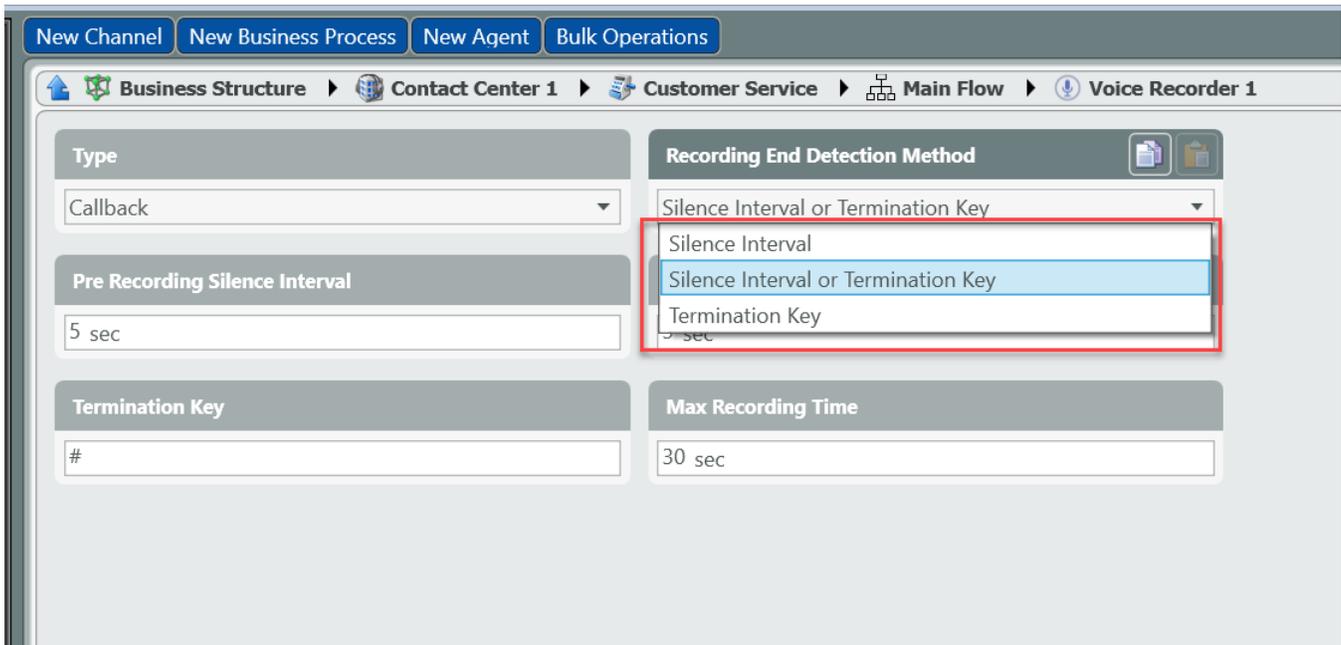
Business Structure Contact Center 1 Customer Service Main Flow Voice Recorder 1

Type	Recording End Detection Method
Callback	Silence Interval or Termination Key
Media Repository	Post Recording Silence Interval
5 sec	3 sec
Termination Key	Max Recording Time
#	30 sec

If Type equals Media Repository, a Media Repository File Name must be selected from the dropdown. Note: A Media Repository File is required to be configured in order to be displayed in the dropdown.



Recording End Detection Method



Note: Simple Play can be used to set up a message before the Voice Recorder starts.

All input and output legs must be connected within the flow

Example:

