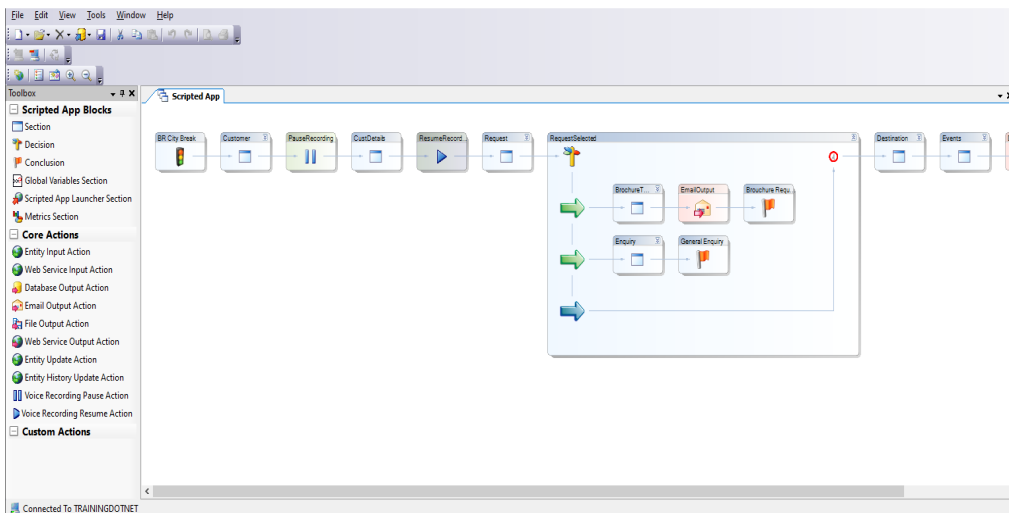
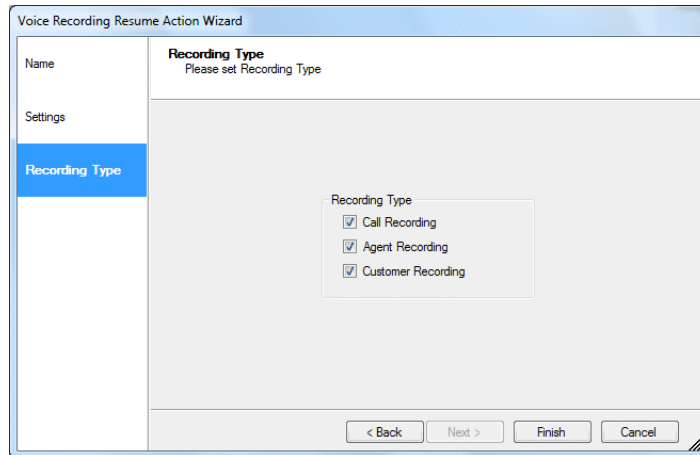


VOICE RECORDING PAUSE/ RESUME ACTION



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Synthesys™ Voice Recording

Last updated January 2021

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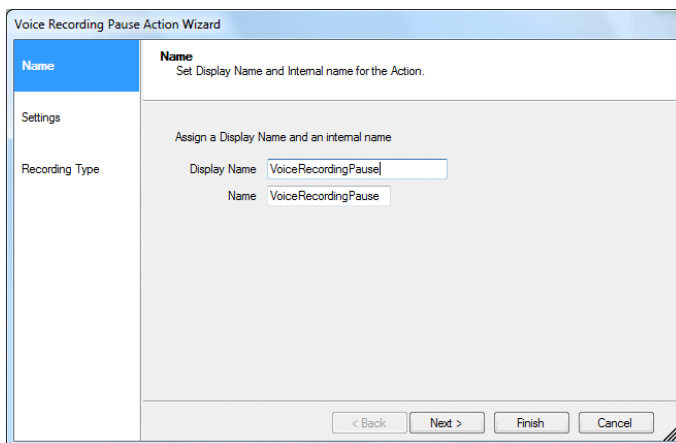
VOICE RECORDING PAUSE/ RESUME ACTION

The *Voice Recording Pause* and *Resume* actions are used to pause, and re-start call recording from within a scripted app.

Voice recording could be paused, for example, while sensitive information is taken or passed to the customer.

Pause Voice Recording

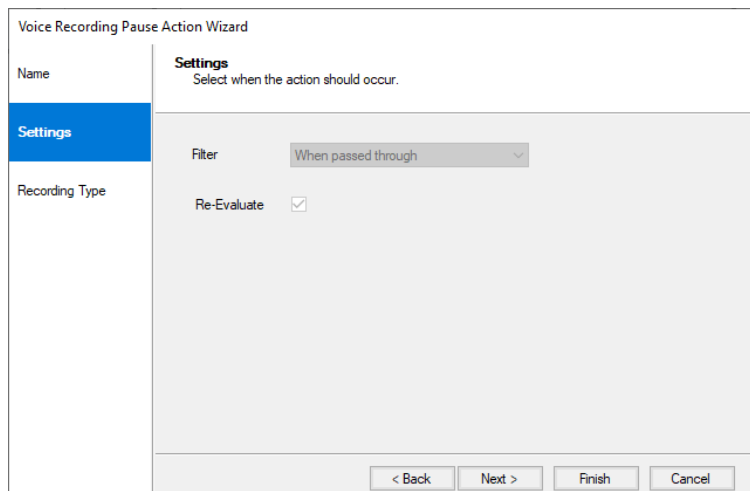
- In the Synthesys™ Interaction Studio, pick up the  **Voice Recording Pause Action** icon from the Core Action section of the Toolbox and drag it to the required point of your scripted app.
- Enter a logical name for the Voice Recording Pause action into the Display Name field.



The screenshot shows the 'Voice Recording Pause Action Wizard' window. The 'Name' tab is selected in the left sidebar. The main area is titled 'Name' and contains the instruction 'Set Display Name and Internal name for the Action.' Below this, it says 'Assign a Display Name and an internal name'. There are two input fields: 'Display Name' with the value 'VoiceRecordingPause' and 'Name' with the value 'VoiceRecordingPause'. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

In the **Settings** page of the *Voice Recording Pause* wizard no configuration is required.

The recording will automatically stop at run time, when passing through the *Voice Recording Pause* action.



The screenshot shows the 'Voice Recording Pause Action Wizard' window. The 'Settings' tab is selected in the left sidebar. The main area is titled 'Settings' and contains the instruction 'Select when the action should occur.' Below this, there is a 'Filter' dropdown menu set to 'When passed through' and a 'Re-Evaluate' checkbox which is checked. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

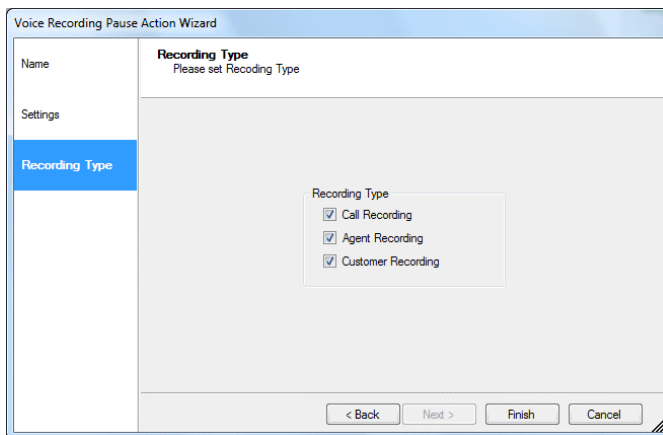
Move to the next wizard page to select the type of recording action to pause.

Selecting Recording Type to pause

The **Recording Type** section of the wizard displays the three recording types available.

Call Recording creates a file recording the conversation of both agent and customer. **Agent Recording** creates a file recording the conversation of the agent. **Customer Recording** creates a file recording the conversation of the customer if your Telephony platform supports this functionality.

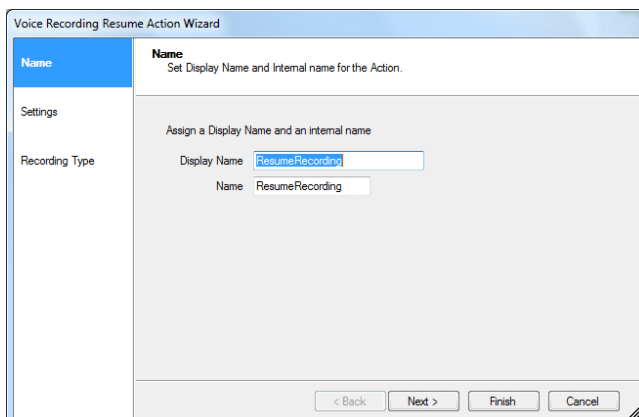
- Place a tick into the checkbox next to each of the recording types that you wish to pause.
- To pause all call recordings, tick all three options available.



- Click Finish to display the Voice Recording Pause actions in the scripted app.

Resume Voice Recording

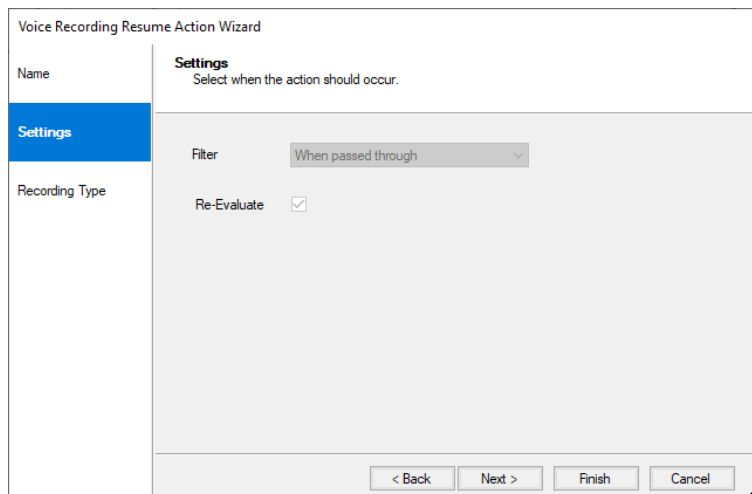
- Pick up the **Voice Recording Resume Action** icon from the Core Action section of the Toolbox and drag it to the required point of your scripted app.
- Enter a logical name for the Recording Resume action into the Display Name field.



Move to the next page of the wizard.

In the **Settings** page of the *Voice Recording Resume* wizard no configuration is required.

The recording will automatically start up again at run time, when passing through the *Voice Recording Resume* action.

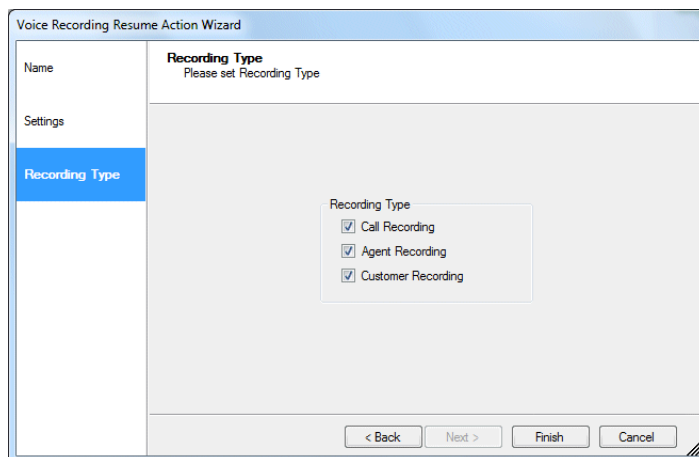


The screenshot shows the 'Voice Recording Resume Action Wizard' window. On the left, there is a navigation pane with three items: 'Name', 'Settings', and 'Recording Type'. The 'Settings' item is highlighted in blue. The main area of the wizard is titled 'Settings' and contains the instruction 'Select when the action should occur.' Below this, there is a 'Filter' dropdown menu set to 'When passed through' and a 'Re-Evaluate' checkbox which is checked. At the bottom of the wizard, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Selecting Recording Type to resume

In the **Recording Type** page of the wizard, you can resume all call recordings, or just the Agent or Customer recording.

- Place a tick into the checkbox next to each of the recording types that you wish to resume.
- To resume all call recordings, tick all three options available.

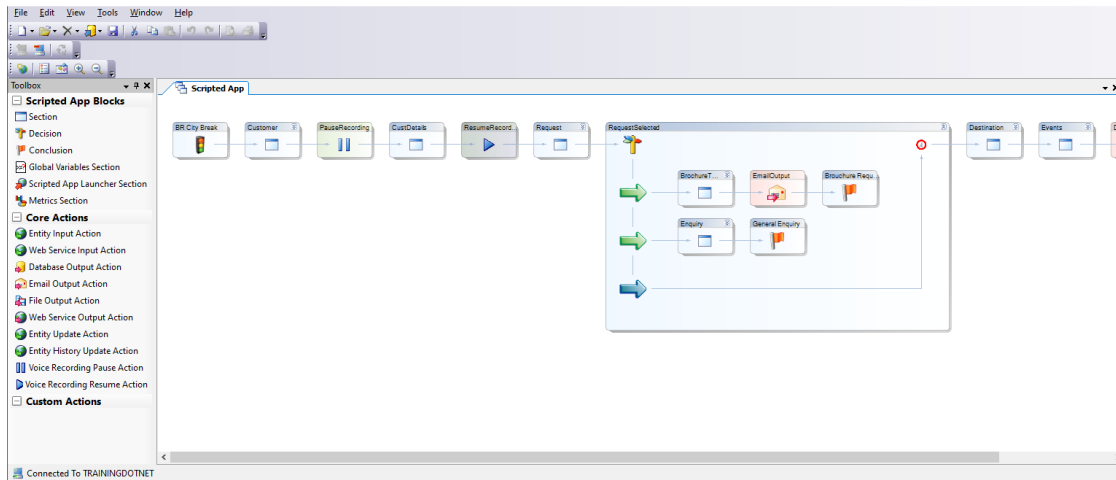


The screenshot shows the 'Voice Recording Resume Action Wizard' window. On the left, the 'Recording Type' item in the navigation pane is highlighted in blue. The main area is titled 'Recording Type' and contains the instruction 'Please set Recording Type'. Below this, there is a 'Recording Type' section with three checkboxes, all of which are checked: 'Call Recording', 'Agent Recording', and 'Customer Recording'. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

- Click Finish to display the Voice Recording Resume actions in the scripted app.

Displaying the Control

Having clicked *Finish*, the *Voice Recording Pause/ Resume* actions will be displayed in the Scripted app.



Click the *Scripted app* tab to return to the scripted app view, then save and publish your scripted app.



Information related to the Voice Recording Pause/ Resume Actions is stored in the Phoenix_Switch_Interface_Event table.

Information related to call recordings is stored in the Phoenix_Switch_Recording table.