



# ECS Setup: Interaction Handling Flow Voice Recorder & Recorder Callback

*Users Guide v5.22*

EVOLVE IP, LLC

ECS Setup: Interaction Handling Flow  
Voice Recorder & Recorder Callback  
Users Guide v5.22

---

© Evolve IP, LLC

CORPORATE HEADQUARTERS

630 Allendale Road

King of Prussia, PA 19406

Main Phone: 610-964-8000

PAGE LEFT  
INTENTIONALLY  
BLANK

## Table of Content

|  |   |
|--|---|
| Getting Started.....                         | 2 |
| Introduction .....                           | 3 |
| Setup Voice Recorder Activity .....          | 3 |
| Type .....                                   | 5 |
| Recording End Detection Method .....         | 6 |
| Example.....                                 | 6 |
| Voice Recorder Callback .....                | 7 |
| Setup Voice Recorder Callback Activity ..... | 7 |
| Type .....                                   | 8 |
| Callback.....                                | 8 |

PAGE LEFT  
INTENTIONALLY  
BLANK

EVOLVE IP, LLC

ECS Setup: Interaction Handling Flow  
Voice Recorder & Recorder Callback  
Users Guide v5.22

---

CONTRIBUTIONS:

Lisa Brown Tech Writer

Autumn Salama Content Contributor(s)

Doug Hutchinson

Mercedes Weathers

## Getting Started

Evolve IP are registered trademarks of Evolve IP, LLC.

Evolve IP is a trademark of Evolve IP, LLC. © 2006-2022 by Evolve IP, LLC. All rights reserved.

Any technical documentation that is made available by Evolve IP, LLC is proprietary and confidential and is considered the copyrighted work of Evolve IP, LLC.

This publication is for distribution under Evolve IP non-disclosure agreement only. No part of this publication may be duplicated without the express written permission of Evolve IP, LLC 630 Allentown Road, King of Prussia, PA 19406.

Evolve IP reserves the right to make changes without prior notice.

The electronic version (PDF) of this document may be downloaded and printed for personal use or stored as a copy on a personal machine. The electronic version (PDF) of this document may not be distributed. Information in this document is subject to change without notice and does not represent a commitment on the part of the vendor. The software described in this document is furnished under a license agreement and may be used or copied only in accordance with the agreement. It is against the law to copy the software on any medium except as specifically allowed in the agreement.

The use of general descriptive names, trade names, trademarks, etc., in this publication, even if the former are not especially identified, is not to be taken as a sign that such names, as understood by the Trademarks and Merchandise Marks Act, may accordingly be used freely by anyone.

Windows is a registered trademark of Microsoft Corporation.

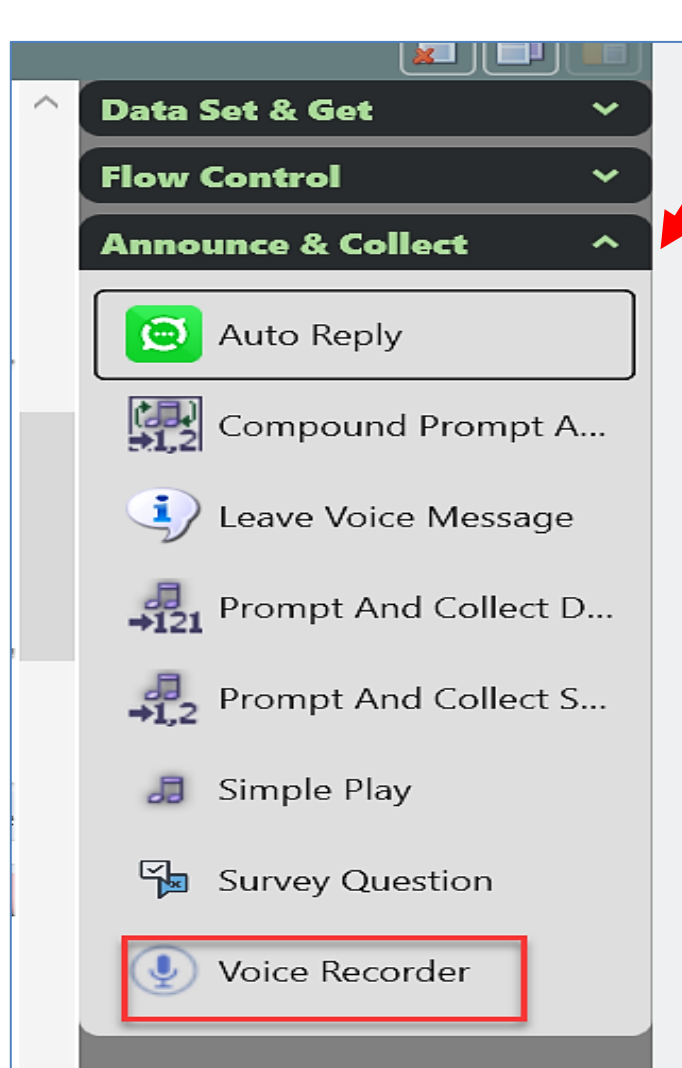
All other trademarks are property of their respective owners.

## Introduction

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

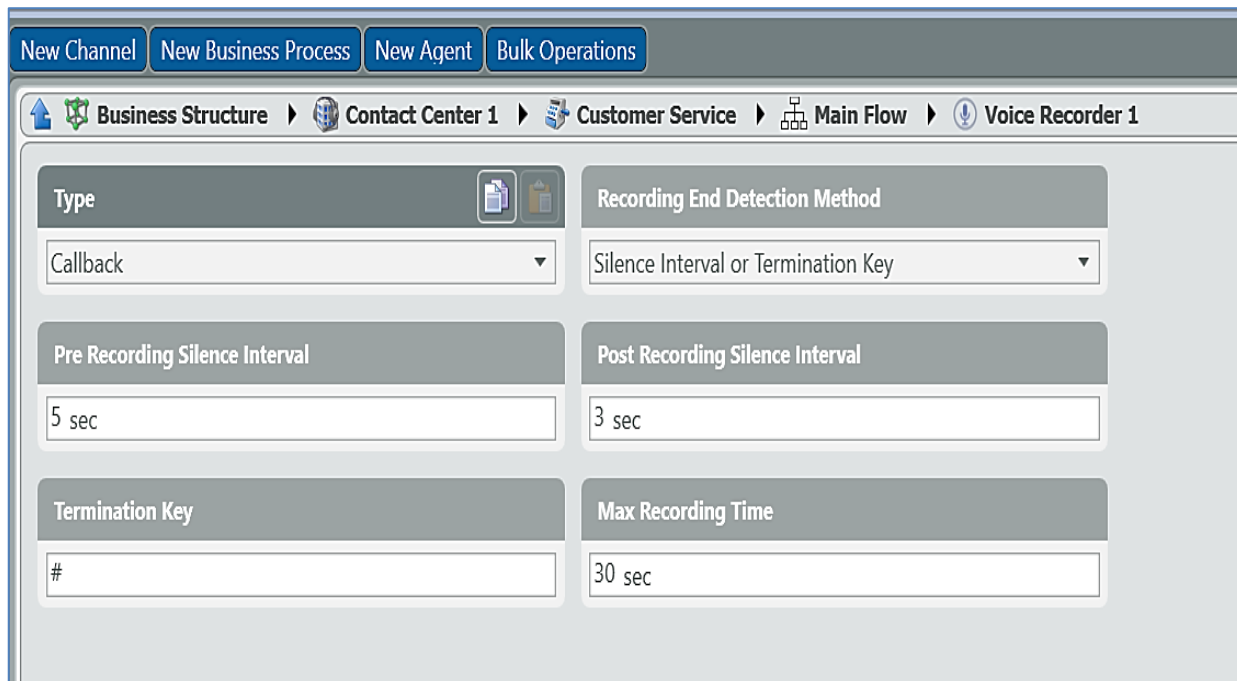
Add the Voice Recorder activity from “Announce & Collect” in the right sidebar.





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.



The screenshot shows the configuration interface for the Voice Recorder activity. At the top, there are navigation buttons: "New Channel", "New Business Process", "New Agent", and "Bulk Operations". Below these is a breadcrumb trail: "Business Structure" > "Contact Center 1" > "Customer Service" > "Main Flow" > "Voice Recorder 1".

The configuration area contains several fields:

- Type:** A dropdown menu set to "Callback".
- Recording End Detection Method:** A dropdown menu set to "Silence Interval or Termination Key".
- Pre Recording Silence Interval:** A text input field containing "5 sec".
- Post Recording Silence Interval:** A text input field containing "3 sec".
- Termination Key:** A text input field containing "#".
- Max Recording Time:** A text input field containing "30 sec".

## Type

The screenshot shows the configuration page for a Voice Recorder. The breadcrumb trail is: Business Structure > Contact Center 1 > Customer Service > Main Flow > Voice Recorder 1. The 'Type' dropdown menu is open, showing 'Callback' (selected) and 'Media Repository'. The 'Recording End Detection Method' is set to 'Silence Interval or Termination Key'. The 'Post Recording Silence Interval' is 3 sec. The 'Termination Key' is '#'. The 'Max Recording Time' is 30 sec.

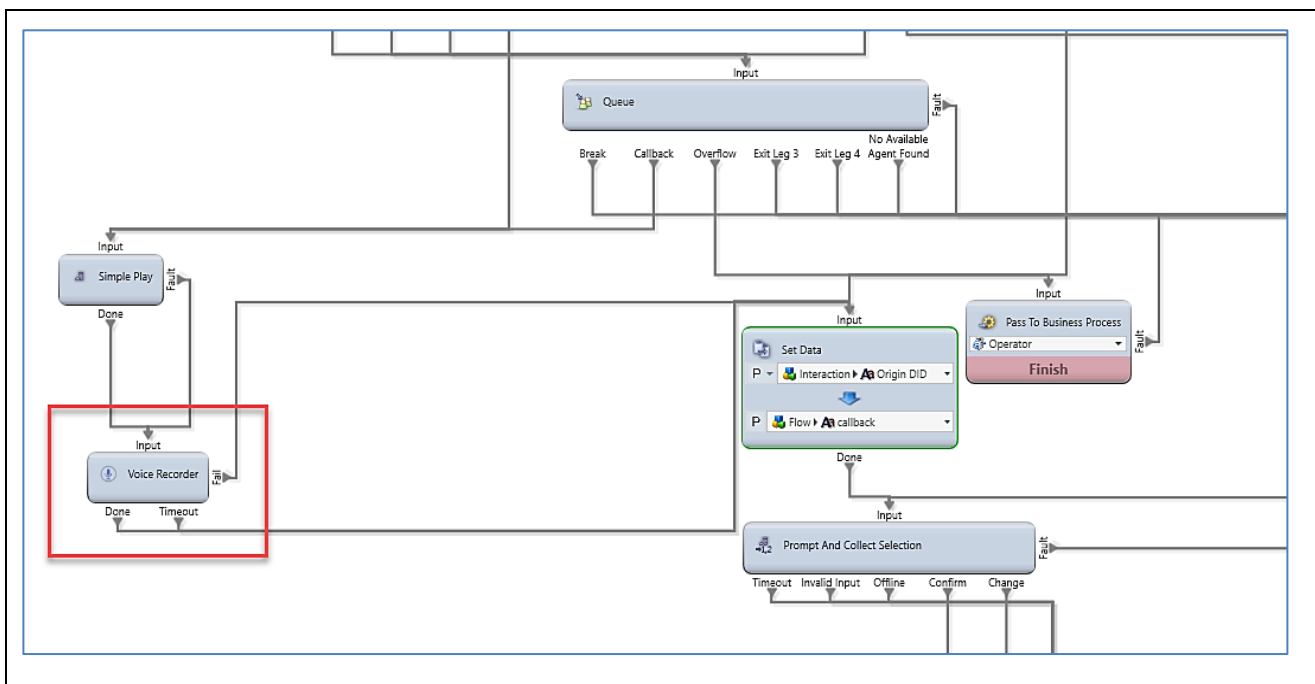
If Type equals Media Repository, a Media Repository File Name must be selected from the dropdown. Note: A Media Repository File is required to be configured in order to be displayed in the dropdown.

The screenshot shows the configuration page for a Voice Recorder with the 'Media Repository File Name' dropdown open. The breadcrumb trail is: Business Structure > Contact Center 1 > Customer Service > Main Flow > Voice Recorder 1. The 'Type' is set to 'Media Repository'. The 'Recording End Detection Method' is 'Silence Interval or Termination Key'. The 'Pre Recording Silence Interval' is 5 sec. The 'Post Recording Silence Interval' is 3 sec. The 'Termination Key' is '#'. The 'Max Recording Time' is 30 sec. The 'Media Repository File Name' dropdown is open, showing a list of items: '\_CLBK Selection', '\_ English Press 1', and '\_ French 0' through '\_ French 9'.

## 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



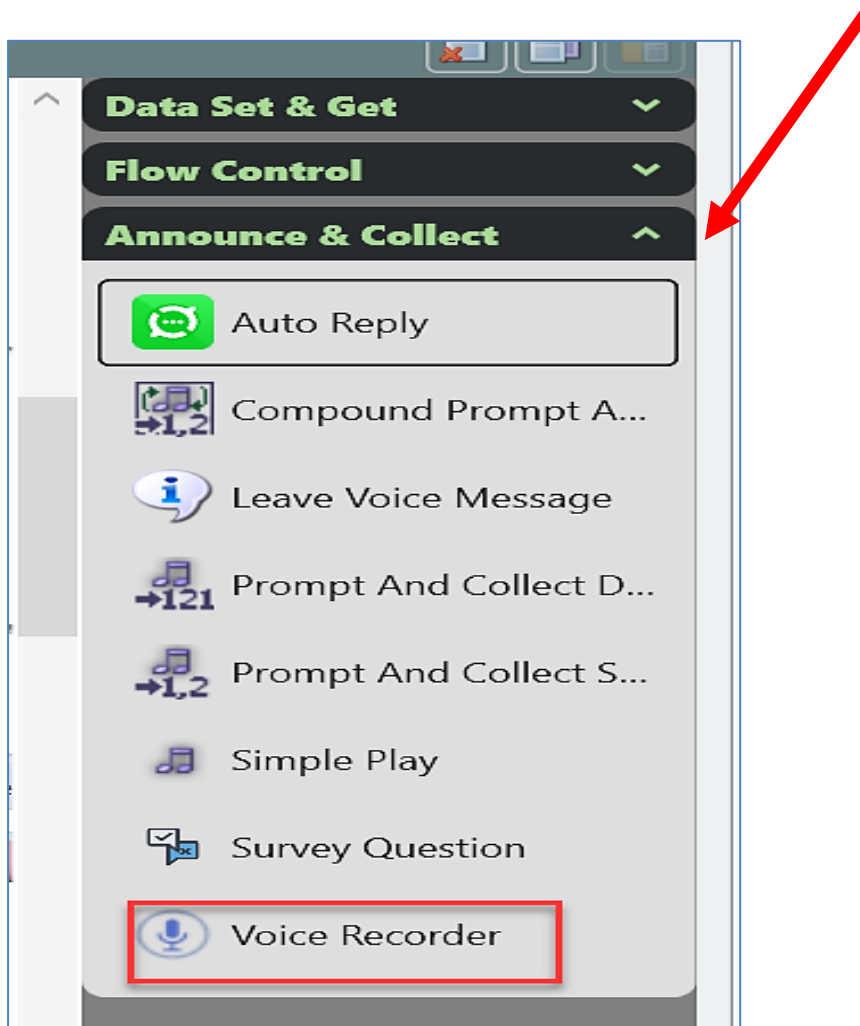
## Voice Recorder Callback

The voice recorder activity can be used to record organization specific information for a callback. This information can then be played or read as transcribed content by Agents before a callback starts. This will allow Agents to be more informed about the callback recipient. This activity will permit a caller requesting a callback to record a message with a name, company name, extension number or any information required by an organization, and associate the recording to the callback request.

## Setup Voice Recorder Callback Activity

This allows a recording to be saved for a callback.

Add the Voice Recorder activity to the Interaction Handling Flow from “Announce & Collect” in the right sidebar.



The following information can be customized in the Voice Recorder activity:

- 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. This is required to be a value between 1-10.
- 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. This is required to be a value between 1-10.
- 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.

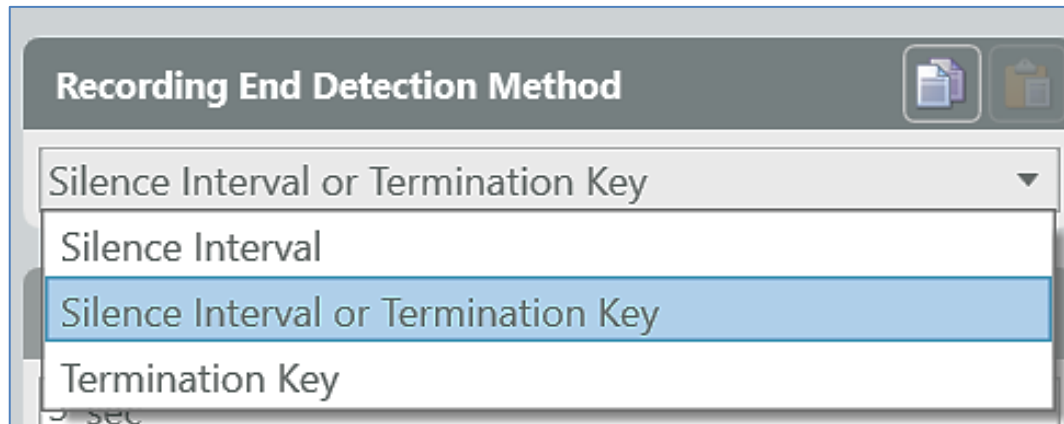
For a callback recording, select the following in the Voice Recorder activity:

## Type

### Callback



Recording End Detection Method= Silence Interval, Silence Interval or Termination Key, Termination Key



Pre Recording Silence Interval= Enter value between 1-10

Post Recording Silence Interval= Enter value between 1-10

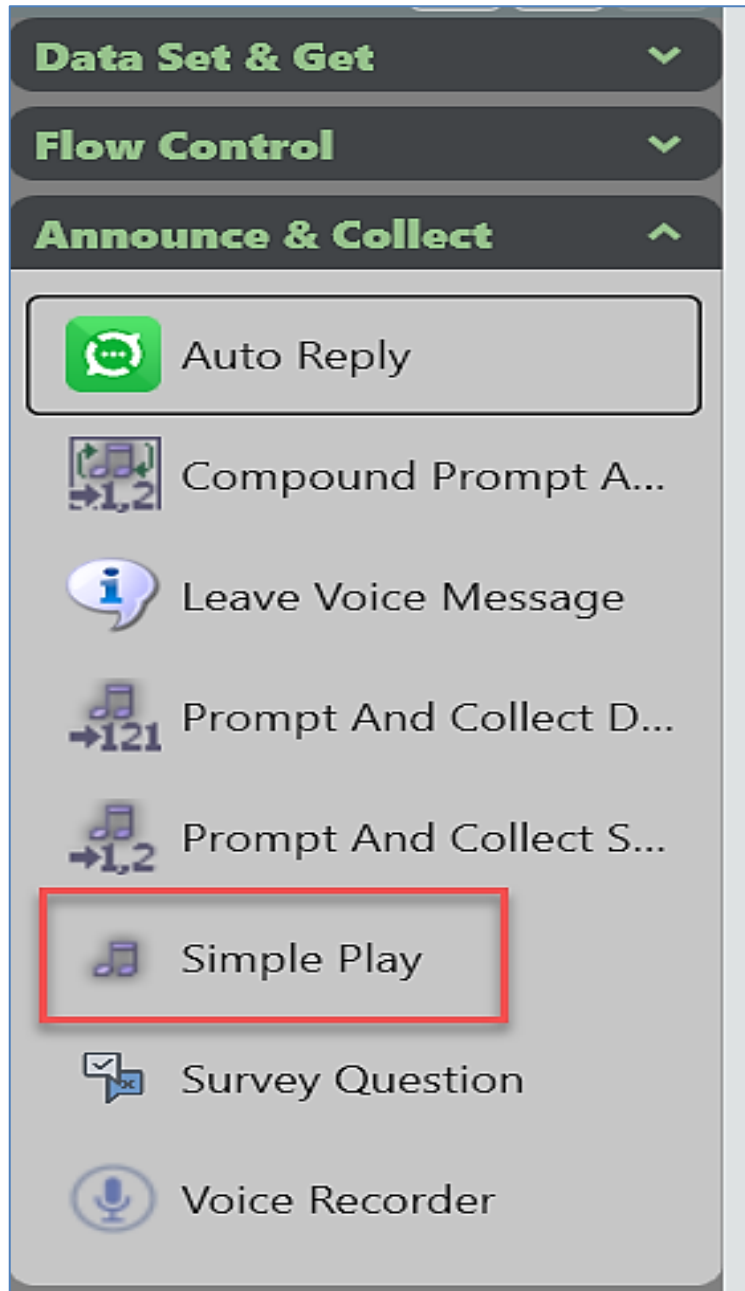
Termination Key= Enter key to be used as a termination key

Max Recording Time= Enter the number of seconds allowed for a recording

### Set up Simple Play

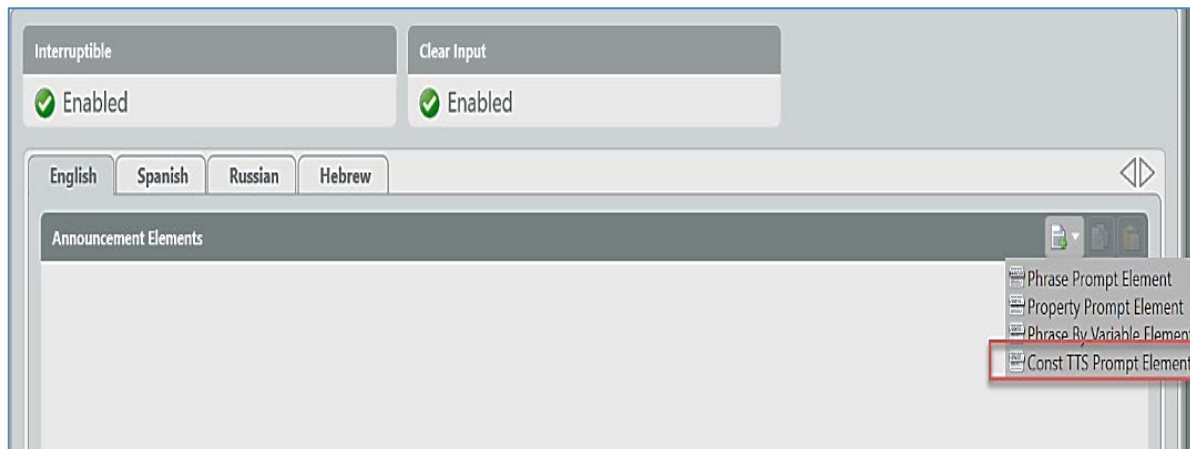
This allows a message to be played before the Voice Recorder starts. (See [ECS Setup: Interaction Handling Flow: Announce and Collect Nodes - Evolve IP Knowledge Base - The Evolve IP Knowledge Base](#))

- Add the Simple Play activity to the Interaction Handling Flow from “**Announce & Collect**” in the right sidebar.

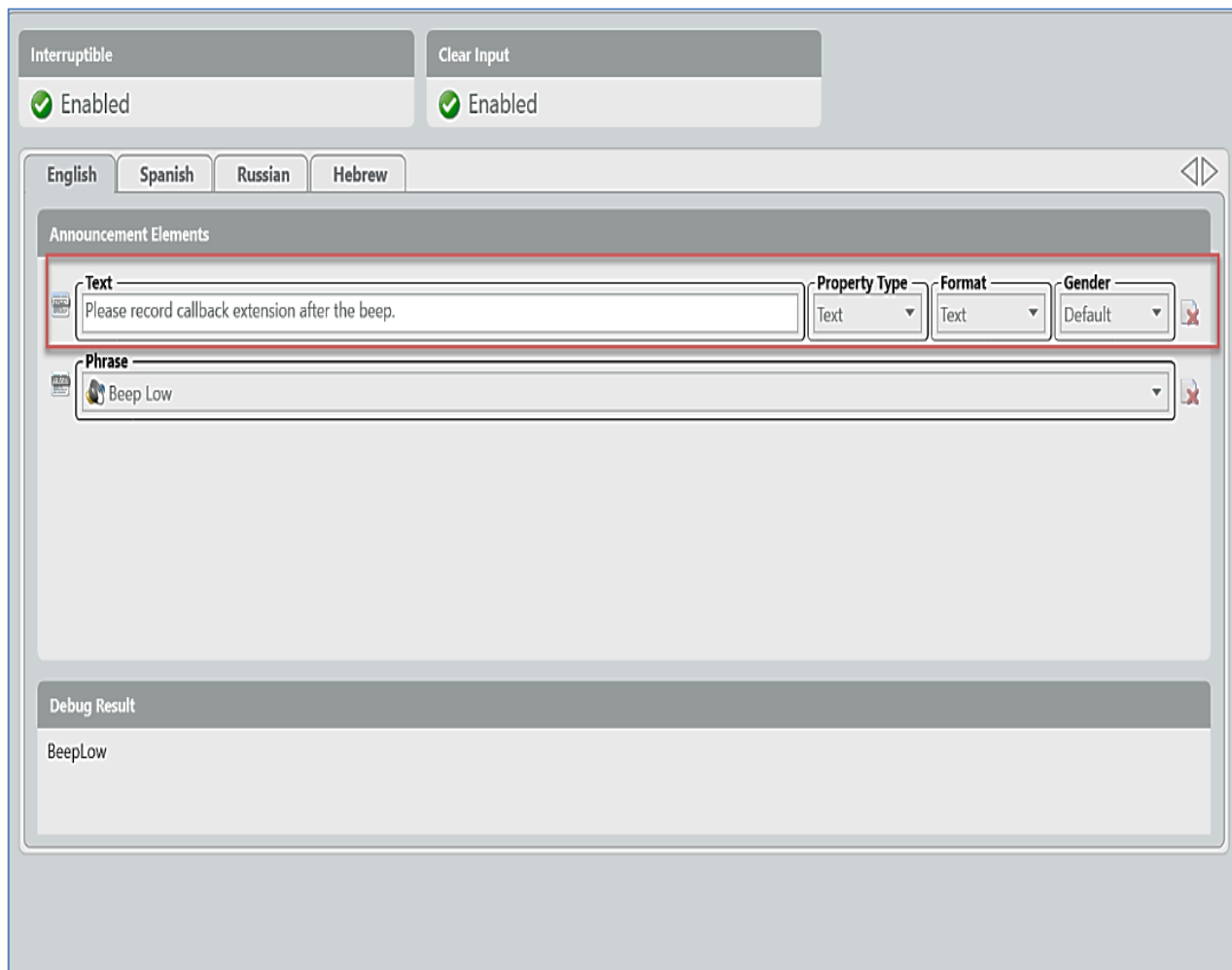


The introductory message before the callback recording is entered at Text. Any information that the organization wants to request in a callback recording can be entered.

- Add "Const TTS Prompt Element"

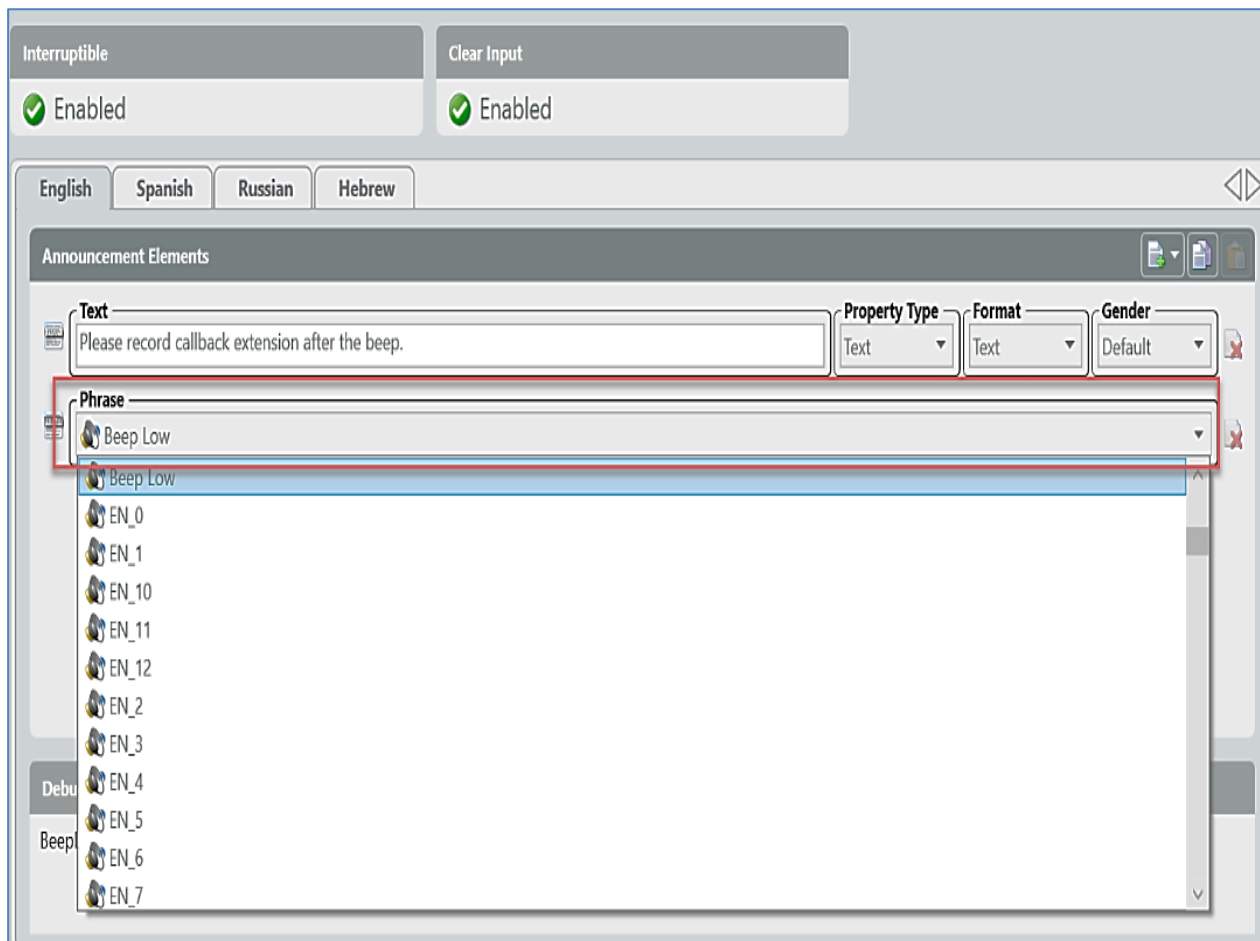
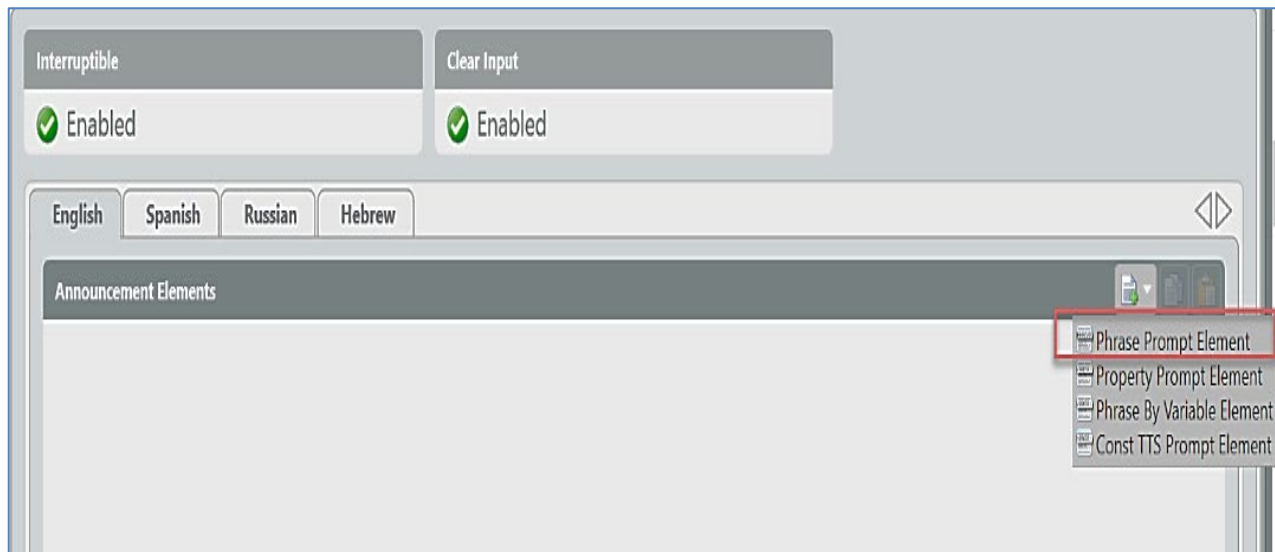


- Enter introductory message.



An audio notification can be added to indicate that the recording will start by adding a "Phrase Prompt Element" and selecting an item as audio.

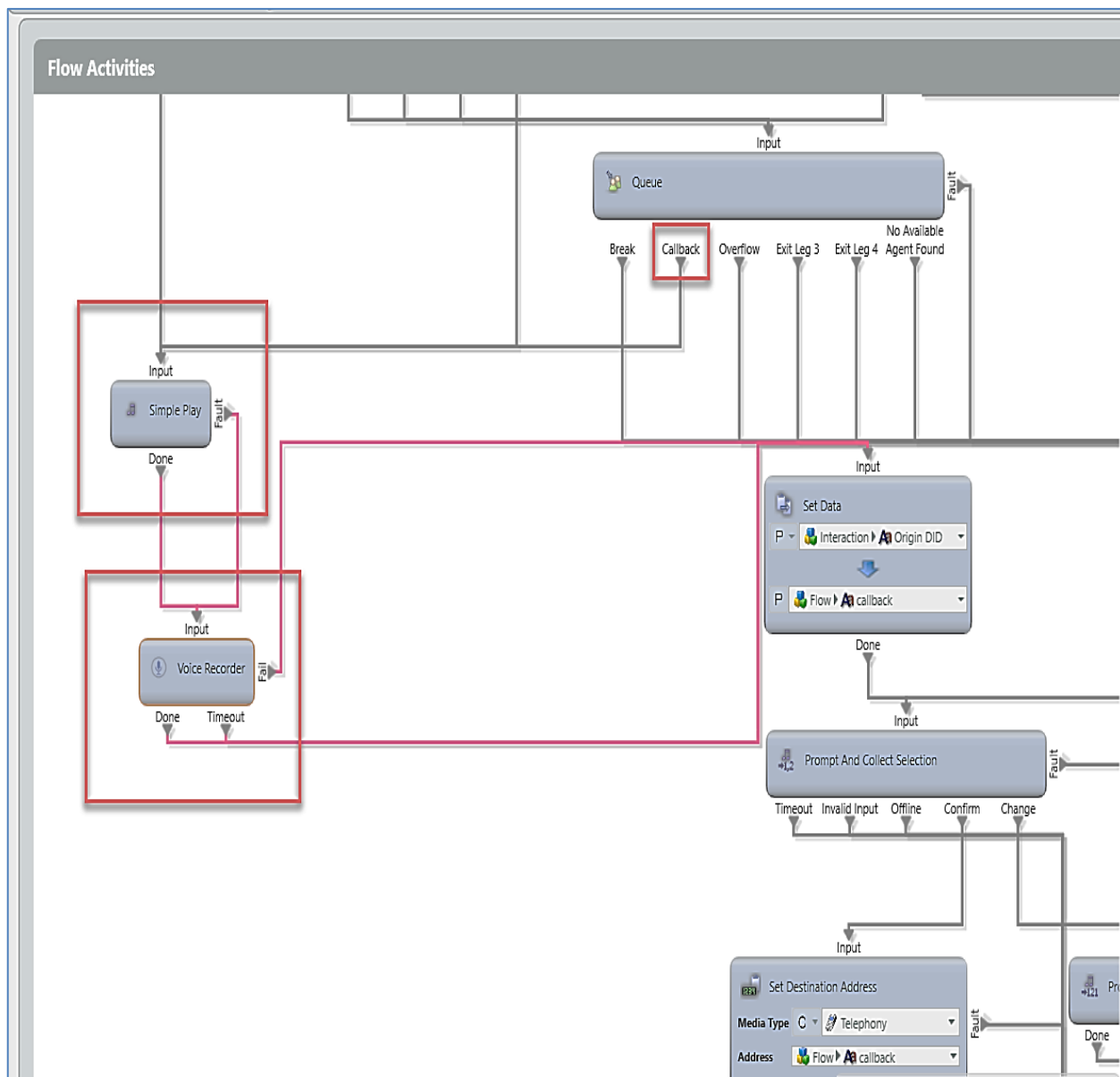




All input and output legs of Simple Play and the Voice Recorder activities must be connected to the callback activity within the flow.

- Callback leg from Queue activity to Simple play Input
- Done leg from Simple Play to Voice Recorder Input
- Fault leg from Simple Play to Voice Recorder Input
- Done leg from Voice Recorder to Set Data Input
- Fail leg from Voice Recorder to Set Data Input
- Timeout leg from Voice Recorder to Set Data Input

**Note:** For detail on Set Data, see [ECS Setup: Interaction Handling Flow: Data Set and Get Nodes - Evolve IP Knowledge Base - The Evolve IP Knowledge Base](#)



PAGE LEFT  
INTENTIONALLY  
BLANK

EVOLVE IP, LLC

ECS Setup: Interaction Handling Flow  
Voice Recorder & Recorder Callback  
Users Guide v5.22

---