

ASR Options

FROM RELEASE 3.47



Function

The object **ASR Options** can be used to configure the ASR behavior directly within a routing application.

The object allows the routing application to control:

- The ASR provider used for subsequent ASR operations
- Whether Voicebot ASR utterances are recorded

The configured options apply to subsequent ASR operations and can be changed multiple times during the same call.

This makes it possible, for example, to use the client default ASR provider for one part of a routing application and switch to another provider for a later part of the same call.

Parameters

Object Name	The name of this object instance
ASR Provider	The ASR Provider option can be used to override the ASR provider configured for the client. Currently supported providers are: • Azure • Whisper If no ASR provider is selected, the existing client/default ASR configuration is used. The selected provider remains active for subsequent ASR operations until it is changed by another ASR Options object.

Voicebot Recording*	The Voicebot Recording option controls whether the caller's Voicebot ASR utterances are recorded. Voicebot recording can be: • Enabled • Disabled When enabled, the recorded ASR utterances are stored in the client-specific Voicebot recording directory and are available from the Call Log. The setting remains active until it is changed by another ASR Options object.
---------------------	--

*** Voicebot Recording and Live Agent**

Voicebot ASR recording is independent from Live Agent call recording - changing the Voicebot recording setting does not affect Live Agent call recording.

- When Voicebot recording is enabled using the **ASR Options** object, the caller's Voicebot ASR utterances are recorded.
- Live Agent transcription processes audio in real time and does **not** create a separate ASR recording - Live Agent call recording is controlled independently by the existing **ACD Group recording** configuration.

Outputs

Output	Used when ...
Continue	Always