Save Recording(s)

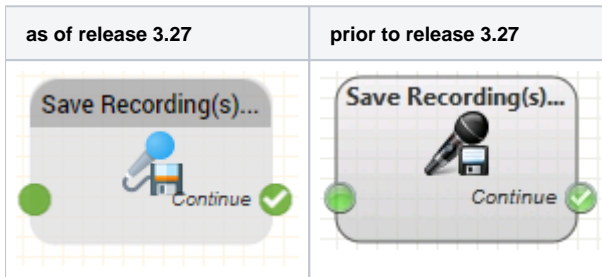| as of release 3.27	prior to release 3.27
Save Recording(s)... Continue	Save Recording(s)... Continue

Function

This module is used to save one or more previously recorded audio files. This object is often used in End Call Actions.

There are several options available for saving audio files:

- save to the web portal
- send by FTP
- send by Email
- overwrite an audio file in the system

It is also possible to delete previously made recordings.

Depending on the save type chosen, several more parameters may be required.

Common Parameters

Object Name	The name of this object instance
File Name	Used to specify a file name. You can use variables in this field, for example *$caller*. The specified name is a prefix for the actual file name which will be used. The prefix is used, followed by an underscore, a unique ID and the file name ending (.mp3 or .wav). Example: When the filename you provide is *$date_$time_*, the actual file name used might be *20140416_121314_123.wav*.
List of Recordings	This field is used to select the recordings which should be saved by this object. If you specify more than one recording, they are concatinated together in the specified order.
Recording Object	This parameter defines what recording object in the application must be successfully executed before any of the recordings are saved. Example: Your program records the caller name, street, post code and town and order number. You can make the saving of the recordings dependent on the successful recording of the order number, to make sure that only complete details are sent for processing.
Save To	Choose where the recordings sould be saved to. See the following table. All further parameters are dependent on the type selected here.

Save To

Save To	Description
Overwrite Recording	Thus function overwrites a voice prompt in the system. Example: You define an emergency prompt for a call center routing program, which the call center supervisor can activate by telefone. If a certain event occurs, which causes an increase in the volume of calls, the emergency prompt could be updated to the following content: If you are calling because of the problem we are experiencing with the internet connection at our Hamburg location, then please hangup now. We are already working on fixing this problem.
Email	The recordings will be sent by email
FTP	The recordings will be uploaded to an FTP server. The settings for the FTP server and the root directory are configured in the client account master data.
Do not save	Previously recorded files can be deleted using this function. This can, for example, be useful if a series of recordings in the routing application is repeated. Example: Callers are prompted to record their names and addresses. After this, the recordings are played back to the callers and they are asked to confirm wether the data is correct. If the caller decides that the recordings should be made again, then the function *do not save* can be used to delete the existing recordings. If, following this, the End Call Actions are executed because the caller hangs up, then the parameter Recording Object will be evaluated correctly, because the older recordings will have benn deleted and only the new recordings will be known to the system.
Portal	The recordings will be saved to the web portal. You can access these using the Messaging - Voice Mail function in the main menu.
Distribute over ACD	Recordings are distributed over the selected ACD group

Parameters for *Overwrite Recording*

Prompt Type	Choose the type of the recording to be overwritten
Voice Prompt	Choose the recording to be overwritten

Parameters for Save To *Email*

Email Recipient	The recipient address Separate more than one address using a comma.
Email Subject	The subject of the email. You can use variables in this field.
Email Message	The text of the message. You can use variables in this field. Example: *Voice Mail from $caller.*
File Format	Here you can choose whether the recording(s) should be sent as WAV or MP3 files. If you have a high volume of files, MP3 is recommended.
ZIP	If you select this option, the files will be sent in a ZIP file.
ZIP File Password	If you specify a password here, the ZIP file will be password protected. If you do not specify a password, then none will be used.

Interval Type	Here you select the interval, in which the recordings should be sent.
	You can select from the following interval types:
	Once (discard further recordings) - the recordings are saved until the set date is reached and then sent. All recordings after that date are discarded.
	Immediately on x (max 1 month) - Sending is executed when the number of recordings equals x. Sending will be executed at most one month after the first recording is made, no matter how many recordings are available.
	Immediately on x (max 1 day) - As previous option, but 1 day after first recording.
	Immediately on x (max 1 week) - As previous option, but 1 week after first recording.
	Cyclic - Send on every specified weekday on the specified time, starting on the specified Begin Date.

Parameters for Save To *FTP*

FTP Directory	The directory in which the recordings should be saved. This directory should be a sub directory of the FTP start directory, which is specified in the client account master data.
File Format	Here you can choose whether the recording(s) should be sent as WAV or MP3 files. If you have a high volume of files, MP3 is recommended.
ZIP File Password	If you specify a password here, the files will be packed as a password protected ZIP file before sending. If you do not specify a password, then the files will be sent separately.
Interval Type	Here you select the interval, in which the recordings should be sent. For a description of the interval types, see *Parameters for Email*.

Parameters for Save To Portal

File Format	Here you can choose whether the recording(s) should be sent as WAV or MP3 files. If you have a high volume of files, MP3 is recommended.
Storage Time	The storage time for recordings in the system is shown here for informational reasons.

Parameters for Distribute over ACD

ACD-Group	Select here in which ACD group the speech should be distributed.
User ID	If you want the speech to be distributed to a specific user, enter his or her user UID here.
E-mail subject	Enter the subject of the sent e-mail with the recordings here.
E-Mail Message	Enter the content of the sent e-mail with the recordings here.

Outputs

Output	Used when ...
Continue	Always