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Composer Help

IVR Recording Block

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IVR Recording Block

Starting with 8.1.430.03 Composer supplies an IVR Recording block that allows you to control and record an IVR application from a Composer IVR self-service application. You can use this block to both record calls and to control the recording process by using additional blocks with START/STOP/PAUSE/RESUME operations for recording. Once the application executes, recording becomes available via [Genesys Interaction Recording](#) (GIR).

Important

The IVR Recording block works only with GIR and is not applicable to environments where third party recording solutions are integrated with GVP.

Prerequisites

The IVR Recording block requires the following Genesys components:

- SIP Server version 8.1.102.39
- GVP Resource Manager version 8.5.170.38
- GVP Media Control Platform version 8.5.170.71

This block has the following properties:

Name Property

Find this property's details under [Common Properties for Callflow Blocks](#),

Block Notes Property

Find this property's details under [Common Properties for Callflow Blocks](#).

Action Property

Record action to perform. Select one of the following: start, stop, pause, resume, or a variable.

Additional Commands Property

Use for additional commands for GIR. Click the open the Additional Commands dialog box. Select **Add** to open a dialog box where you can enter one or more key-value pairs using a literal or variable. If applicable, check the **Value is numeric** check box. For information on these commands, refer to the [Genesys Interaction Recording](#) documentation.

Exceptions Property

Find general information about this property under [Common Properties for Callflow Blocks](#). For more specific information on these events, see the [GVP 8.1 Legacy Genesys VoiceXML 2.1 Reference Manual](#).

The IVR Recording block has the following exception events:

- error
- error.semantic
- error.noresource.recording

Condition Property

Find this property's details under [Common Properties for Callflow Blocks](#).

Logging Details Property

Find this property's details under [Common Properties for Callflow Blocks](#).

Log Level Property

Find this property's details under [Common Properties for Callflow Blocks](#).

Partitions Property

Note: This property requires Media Control Platform version 8.5.170.71+.

Use to set different partitions for each IVR Recording segment. Select the variable that contains the list of partitions.

GIR provides access control for recording files to allow any recording files be only accessible for certain users in GIR. To enforce access control, each recording file is provided with a set of partitions. You can individually apply a partition for the IVR recording segments using the Partitions property. For example, Partitions = sales, support can be set to a recording segment using the IVR Recording block. Once this is applied, users from sales and support will only be able to access these particular recordings in GIR.

For more information, see the *Genesys Interaction Recording Solution Guide*, [Recording Methods](#).

Since GVP as an IVR does not support dynamic recording, to set the partition for an IVR segment, use GRECORD_PARTITIONS attached data and use full time recording for the IVR. Use dynamic recording for recording the agent segments.

Enable Status Property

Find this property's details under [Common Properties for Callflow Blocks](#) or [Common Properties for Workflow Blocks](#).

Note: The IVR Recording block does not support Debugger calls.