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Genesys App Automation Platform Help

Recording Block

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Recording Block

Important

This page is only applicable to users with the role **Application Designer**.



You can use **Recording** blocks to record free speech during a call. For example, you can record the caller's name for later use in a Whisper Transfer, or to record feedback at the end of a questionnaire call.

If you want to use the recorded audio later in the call, GAAP automatically creates a **LastRecording** variable for you to use in prompts. For example, if you record the caller's name and you want to play it back during a Whisper Transfer, use the following variable: `[var:LastRecording]`.

Important

Recording blocks do not perform voice recognition.

Adding this block to the callflow

To add and configure **Recording** blocks in a callflow:

1. Drag and drop a **Recording** block onto the appropriate position in the callflow.
2. Click the **Recording** block to view its properties.
3. In the **Prompts** tab, update the prompts for **Initial** and **Timeout**. The latter is used when no sound is detected.
4. (Optional) In the **Recording Options** tab, you can enable the **Save Recording After Call is Complete** check box to save the recording after the call is complete. GAAP saves this recording in the **resources** folder of the Tomcat VUI server.

For example, you can save recordings to allow support staff to listen to a caller's response at a later time, as with questionnaire responses. However, you might not want to save recordings if you are only using them for Whisper Transfers. In this case, GAAP deletes the recording after it finishes handling the call.

5. (Optional) In the **Preferences** tab, you can configure **Maximum recording timeout** and **Recording complete timeout** to specify the maximum duration of the recording.

6. Click **Update**.