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Genesys Intelligent Automation 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, Genesys Intelligent Automation 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. Intelligent Automation 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, Intelligent Automation 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**.

Using multiple retry and timeout prompts

Important

- You must have the **Application Designer** role, or higher, to use this feature. If you are not using standard roles, you must have the **configure_number_entry_retry_timeout_prompts** permission.
- The availability of this feature is dependent on whether:
 - In **Default Server Settings**, the setting **Prompts.RetryTimeout.MaxAllowed** has a value greater than 1 (as of the 9.0.101.00 release, the default value is 2).
 - In the application or module details page, the **Allowed number of retry/timeout prompts** has a value greater than 1.

In some situations, you might want to offer different iterations of a timeout prompt to assist the caller. For example:

- *Caller does not provide recording.*
- *Retry 1: "Please try again."*
- *Caller does not provide recording.*
- *Retry 2: "It looks like we are having trouble with your response. Press 0 to speak with an agent for assistance."*

If properly configured (see note above), you can add multiple timeout prompts to this block by clicking **Show more timeout prompts** to see the additional prompts.

If the callflow requires additional timeout prompts, Intelligent Automation repeats the last prompt. For example, if your environment supports two timeout prompts and the caller requires a third timeout attempt, the second timeout prompt will repeat for all additional retries.