



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Active Recording Ecosystem Solution Guide

Consultation

12/17/2025

Consultation

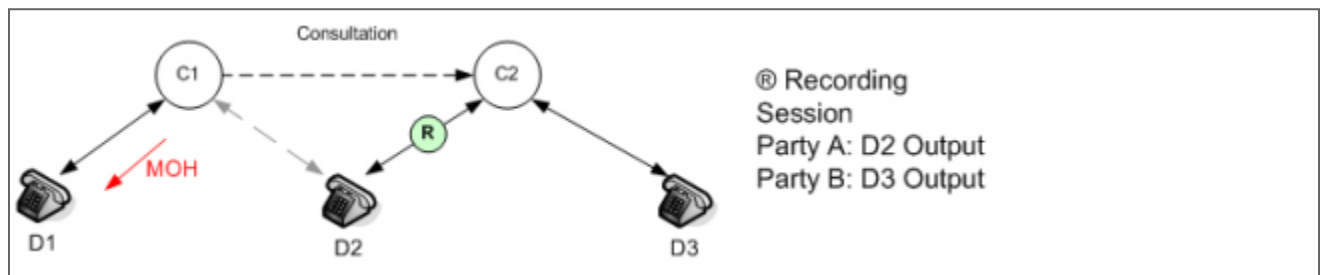
When the agent initiates a consultation call and call recording is enabled on the agent DN, the call recording to record the consultation session as well is allowed. This is recognized as a single-dialog consultation mode where there is only a single active SIP dialog on the device. Set the DN dual-dialog-enabled option to false to allow recording of consultation calls. By default the value is set to true so consultation calls are not recorded. The following diagrams illustrate this scenario.

Before Consultation



The initial call when the customer (D1) is talking to the agent (D2).

During Consultation



When the agent initiates a consultation to the supervisor (D3), the existing SIP dialog is retained and so is the Recording Session.

Note: As a current limitation for consultation calls, recording is not available on the consulted party, so a Recording Session cannot be started on D3.