

# Configure Stop Call Recording in the Flow after an Agent Answers the Call.

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## Introduction

This document describes how to stop a call recording in the flow right after an agent answers the call.

## Prerequisites

### Requirements

Cisco recommends that you have skills and knowledge of Webex Contact Center (WxCC) solution.

### Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Overview

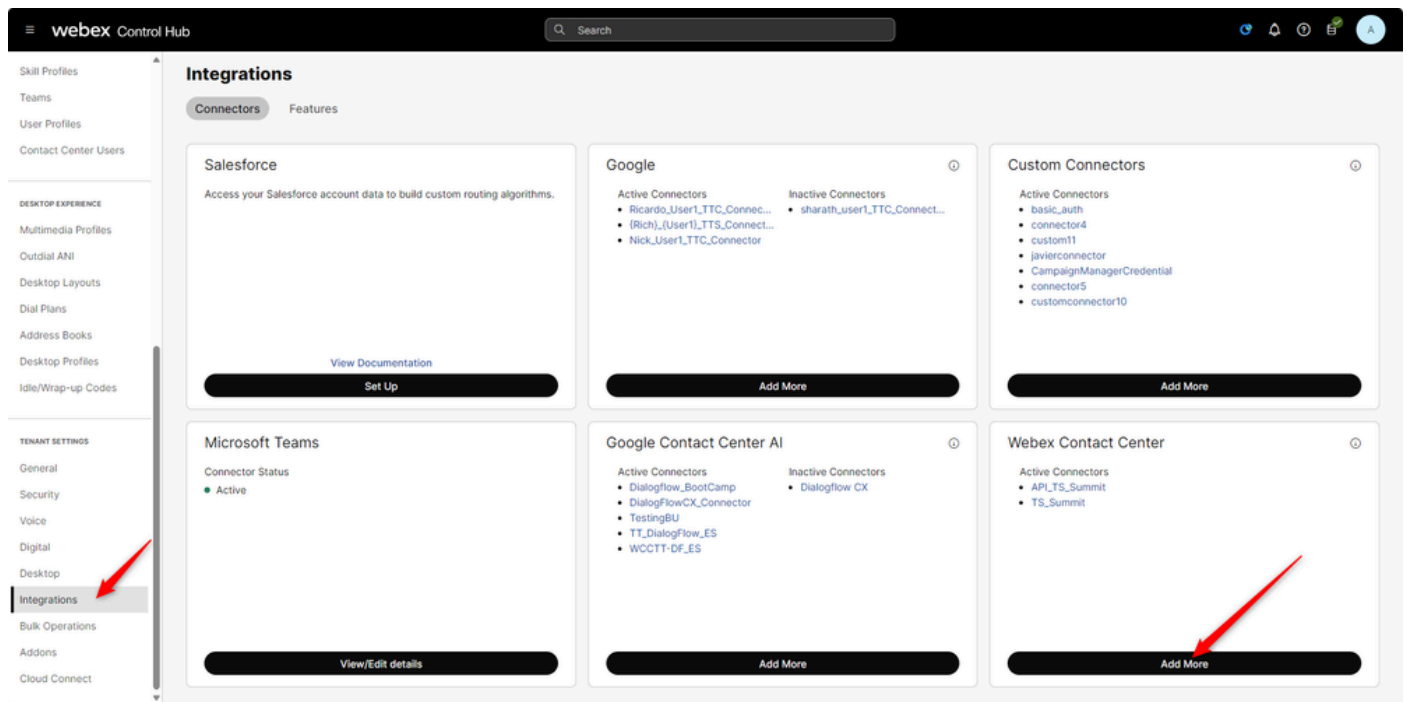
Some customers would like to ask callers for their permission to record the calls before starting recording. This use case can be handled using the internal API connector and configuration in the Event Flow.

## Configurations

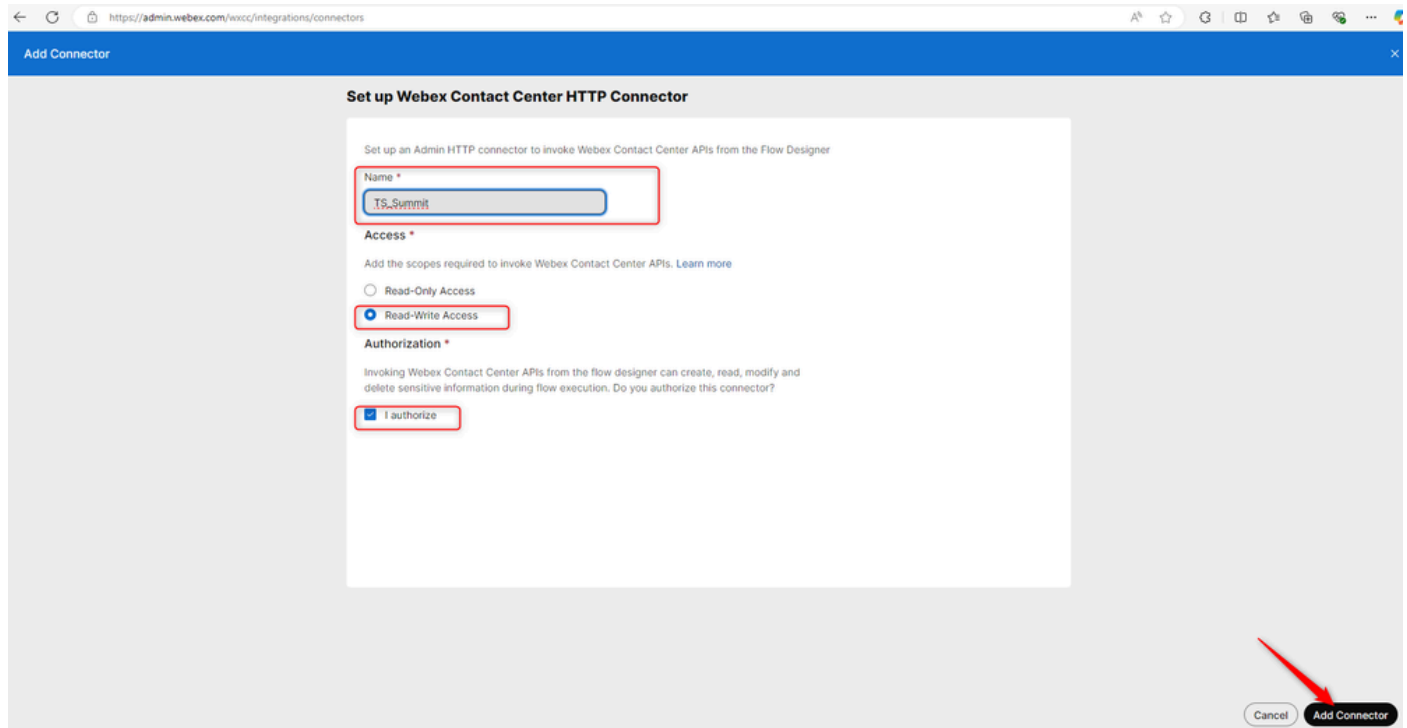
**Step 1.** Ensure the tenant is configured to record all calls or calls for the specific queues.

**Step 2.** Go to Control Hub, open Contact Center Service, click on Integrations and add new Webex Contact

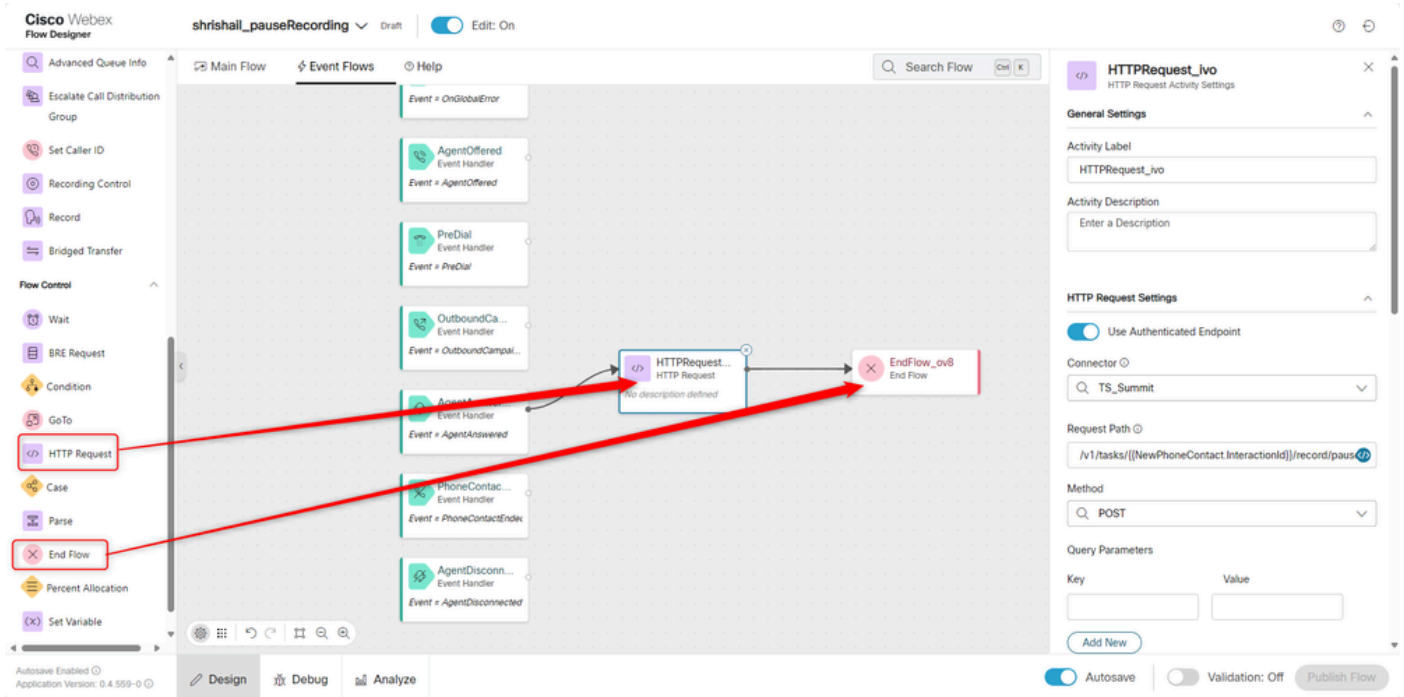
Center integration, if its not been created yet.



**Step 3.** Create the connector with Read-Write access permissions.



**Step 4.** Open up your flow, click on Event Flow, add **HTTP Request** and **End Flow** blocks.



**Step 5.** Configure HTTP Request block with the settings:

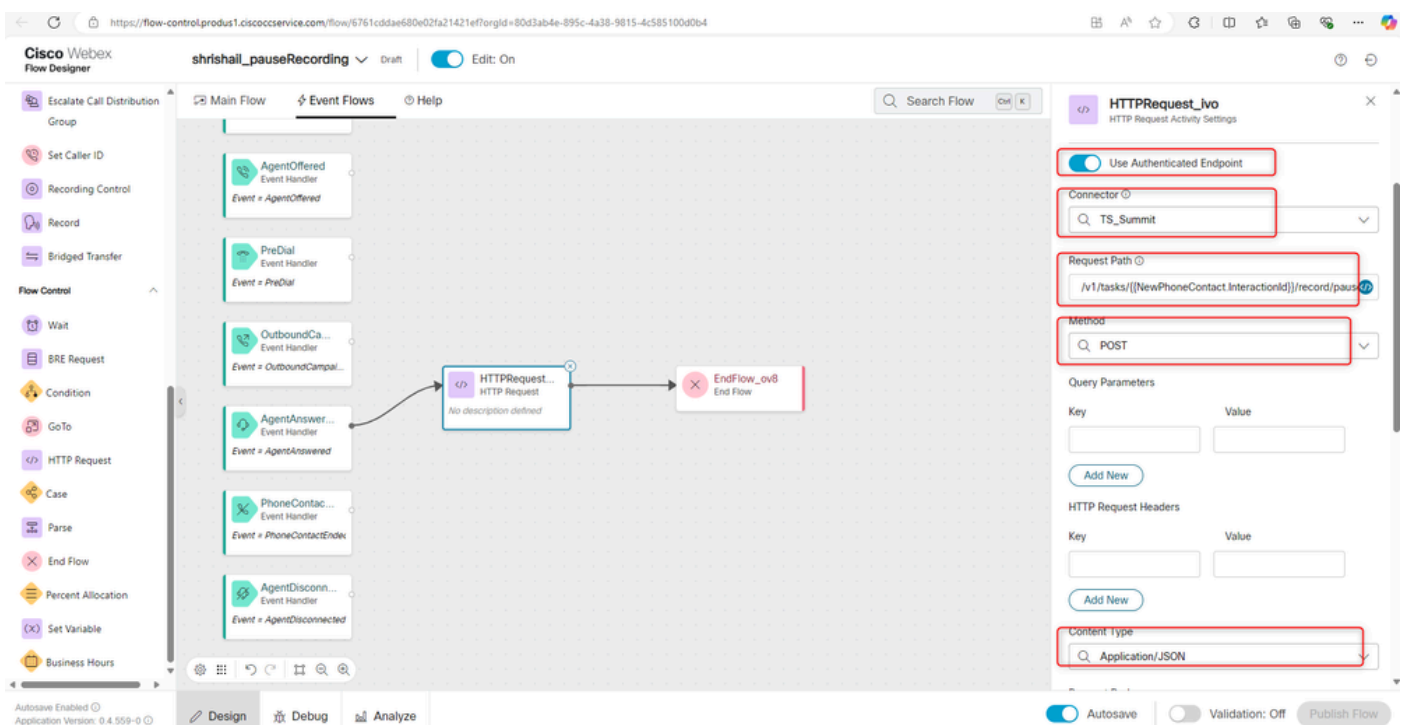
Use Authenticated Endpoint: Enabled

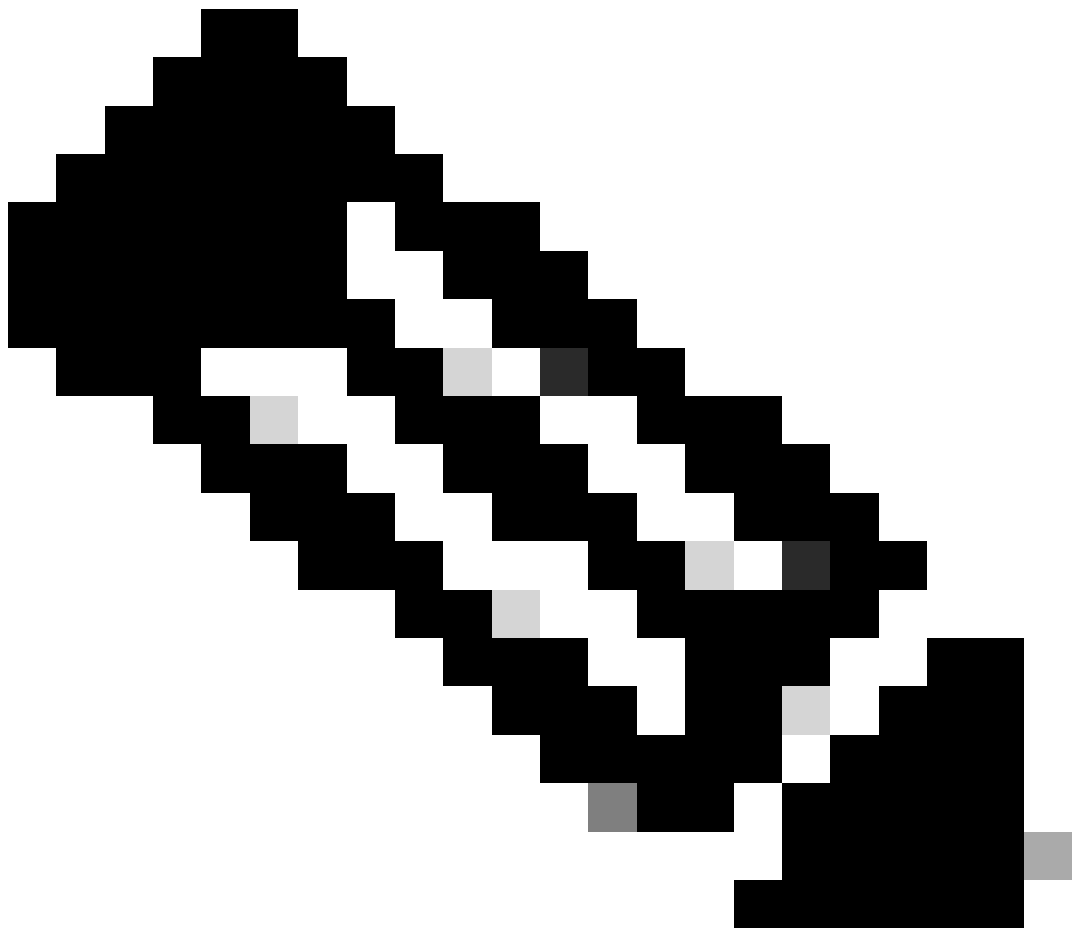
Connector: Select the connector from the list that you have created.

Request Path: /v1/tasks/{NewPhoneContact.InteractionId}/record/pause

Method: POST

Content Type: Application/JSON





**Note:** This API configuration is taken from the Developer Portal.

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The screenshot shows the 'Pause Recording Task' documentation page. On the left is a navigation menu with 'Tasks' highlighted. The main content area includes a 'POST /v1/tasks/{taskid}/record/pause' endpoint, a description of the task, path parameters for 'taskid', and a table of response codes.

**POST /v1/tasks/{taskid}/record/pause**

When configured by the administrator, telephony tasks are often being recorded for various reasons. When an user is handling sensitive customer information, he/she might want to pause the recording and later on resume recording. For a list of possible response messages, see the [Call Control API Guide](#). Requires one of the following scopes 'cjp:user' or 'cloud-contact-center:pod\_conv' for authorization.

**Path Parameters**

**taskid** \* UUID  
The unique ID represents the task that the user is currently working on. It will be generated automatically during the creation of a new task.  
Example: "315fbb91-2288-427c-9588-ec764cd46ea4"

**Response Codes**

Code	Status / Description
202	The recording has been paused
400	The request was invalid and cannot be served. An accompanying error message will explain further.
401	Unauthorized, Token is Invalid

**Sample Code**

```
curl --request POST \
--url https://api.wxcc-us1.cisco.com/v1/tasks/315fbb91-2288-427c-9588-ec764cd46ea4/record/pause \
--header 'Authorization: Bearer YOUR_TOKEN'
```

## Verify

After these configurations are completed, once the agent answers the call, the recording is paused and have the option to resume it.