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.

← C (a) https://admin.webex.com/wxxc/integrations/connectors	A [®] ☆	G	Ф	¢= (è (ъ	(
Add Connector							
Set up Webex Contact Center HTTP Connector Set up an Admin HTTP connector to invoke Webex Contact Center APIs from the Flow Designer Inter IS.WmmH Access I Add the scopes required to invoke Webex Contact Center APIs. Learn more Read-Oraly Access Inter IS Authorization I Invoking Webex Contact Center APIs from the flow designer can create, read, modify and deter sensitive information during flow execution. Do you authorize this connector? I authorize							
			(Cancel	Add	Connec	ctor

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

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🧐 Set Caller ID		AgentOffered		Activity Label
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😑 Bridged Transfer		PreDial Cvent Handler		
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End Flow				Query Parameters
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Step 5. Configure HTTP Request block with the settings:

Use Authenticated Enpoint: 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

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Do Record	ETTER = Approx.		Q TS_Summit V
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Flow Control			Method
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HTTP Request	Event #adder Event # AgentAnswered		
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(X) Set Variable	Event = AgentDisconnected		Content Type
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Note: This API configuration is taken from the Developer Portal.



Verify

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