配置座席应答呼叫后在流程中停止呼叫录音。

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简介

本文档介绍如何在座席应答呼叫后立即停止流中的呼叫录音。

先决条件

要求

思科建议您具备Webex Contact Center(WxCC)解决方案的技能和知识。

使用的组件

本文档不限于特定的软件和硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

概述

有些客户希望先向主叫方请求其允许录制呼叫,然后再开始录音。此用例可使用内部API连接器和 事件流中的配置来处理。

配置

步骤1.确保租户配置为记录特定队列的所有呼叫或呼叫。

第2步:转至Control Hub,打开Contact Center Service,点击Integrations并添加新的Webex Contact Center集成(如果尚未创建)。

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步骤3.使用读写访问权限创建连接器。

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Set up Webex Contact Center HTTP Connector	
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步骤4.打开流,点击Event Flow,添加HTTP Request和End Flow blocks。

第5步:使用以下设置配置HTTP请求块:

使用经过身份验证的终端:启用 连接器:从已创建的列表中选择连接器。

请求路径:/v1/tasks/{{NewPhoneContact.InteractionId}}/record/pause

方法:POST

内容类型:application/json

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注意:此API配置取自开发人员门户。



验证

完成这些配置后,一旦座席应答呼叫,录音将暂停并可以选择继续录音。

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

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