# 配置代理應答呼叫後在流程中停止呼叫記錄。

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## 簡介

本文檔介紹如何在座席應答呼叫後立即停止流中的呼叫錄音。

### 必要條件

需求

思科建議您瞭解Webex客服中心(WxCC)解決方案。

#### 採用元件

本文件所述內容不限於特定軟體和硬體版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路運作中,請確保您瞭解任何指令可能造成的影響。

#### 概觀

有些客戶想要在呼叫者開始錄製之前請求他們允許其錄製呼叫。此用例可以使用事件流中的內部 API聯結器和配置來處理。

#### 組態

步驟1.確保租戶配置為記錄特定隊列的所有呼叫或呼叫。

步驟2.轉到Control Hub,開啟Contact Center Service,點選Integrations並新增新的Webex Contact Center整合(如果尚未建立)。

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#### 步驟3.使用讀寫訪問許可權建立聯結器。

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Set up Webex Contact Center HTTP Connector	
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步驟4.開啟流,點選Event Flow,新增HTTP Request和End Flow blocks。

步驟 5. 使用以下設定配置HTTP請求塊:

使用經過身份驗證的終結點:已啟用 聯結器:從已建立的清單中選擇聯結器。

請求路徑: /v1/tasks/{{NewPhoneContact.InteractionId}}/record/pause

方法:POST

內容型別:application/json

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附註:此API配置從開發人員門戶獲取。



## 驗證

完成這些配置後,一旦座席應答呼叫,錄音將暫停並可以選擇繼續錄音。

#### 關於此翻譯

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