

# 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。

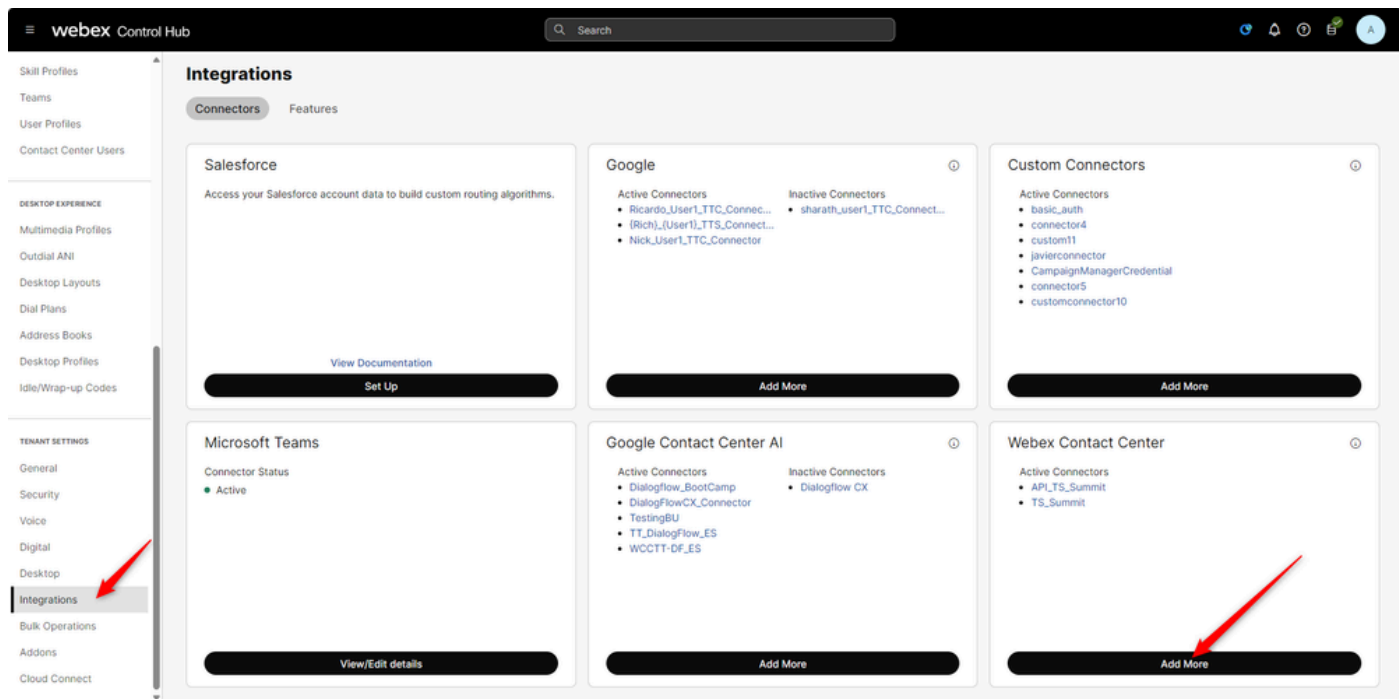
## 概觀

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。

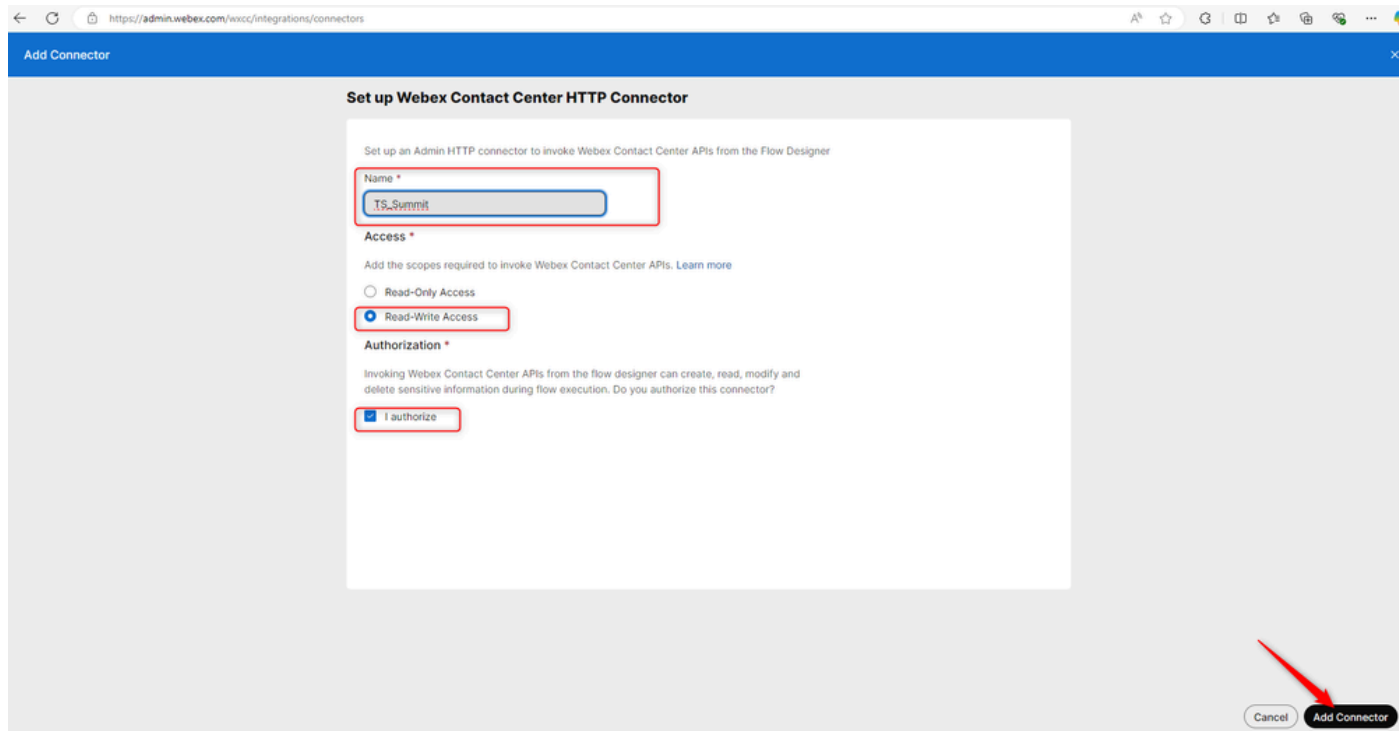
## 組態

步驟1.確保租戶配置為記錄特定隊列的所有呼叫或呼叫。

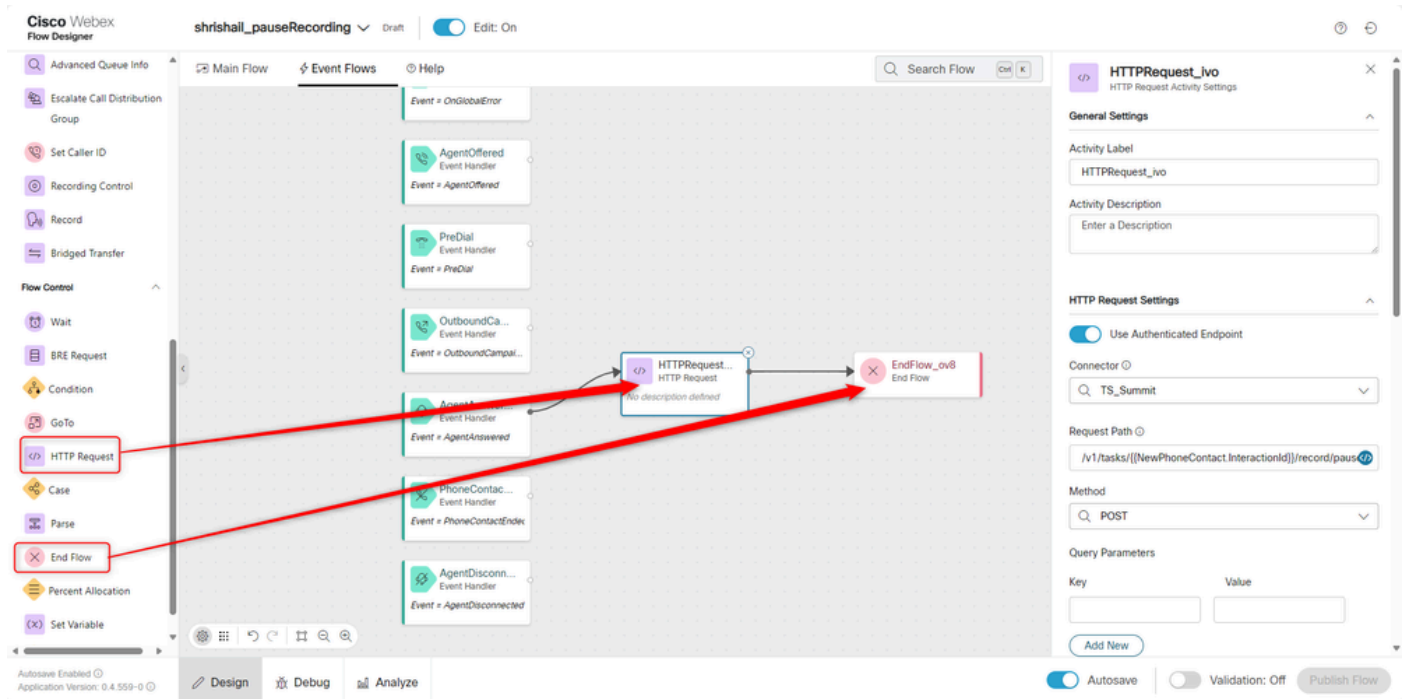
步驟2.轉到Control Hub，開啟Contact Center Service，點選Integrations並新增新的Webex Contact Center整合（如果尚未建立）。



步驟3.使用讀寫訪問許可權建立連結器。



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

連結器：從已建立的清單中選擇連結器。

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

方法：POST

內容型別：`application/json`

https://flow-control.produs1.ciscoccservice.com/flow/6761cdda680e02fa21421ef7orgld+80d3ab4e-895c-4a38-9815-4c585100d0b4

Cisco Webex Flow Designer

shrishail\_pauseRecording Draft Edit: On

Escalate Call Distribution Group

- Set Caller ID
- Recording Control
- Record
- Bridged Transfer

Flow Control

- Wait
- BRE Request
- Condition
- GoTo
- HTTP Request
- Case
- Parse
- End Flow
- Percent Allocation
- Set Variable
- Business Hours

Main Flow Event Flows Help

AgentOffered Event Handler Event = AgentOffered

PreDial Event Handler Event = PreDial

OutboundCa... Event Handler Event = OutboundCampal...

AgentAnswer... Event Handler Event = AgentAnswered

PhoneContac... Event Handler Event = PhoneContactEndw...

AgentDisconn... Event Handler Event = AgentDisconnected

HTTPRequest... HTTP Request No description defined

EndFlow\_ov8 End Flow

Search Flow

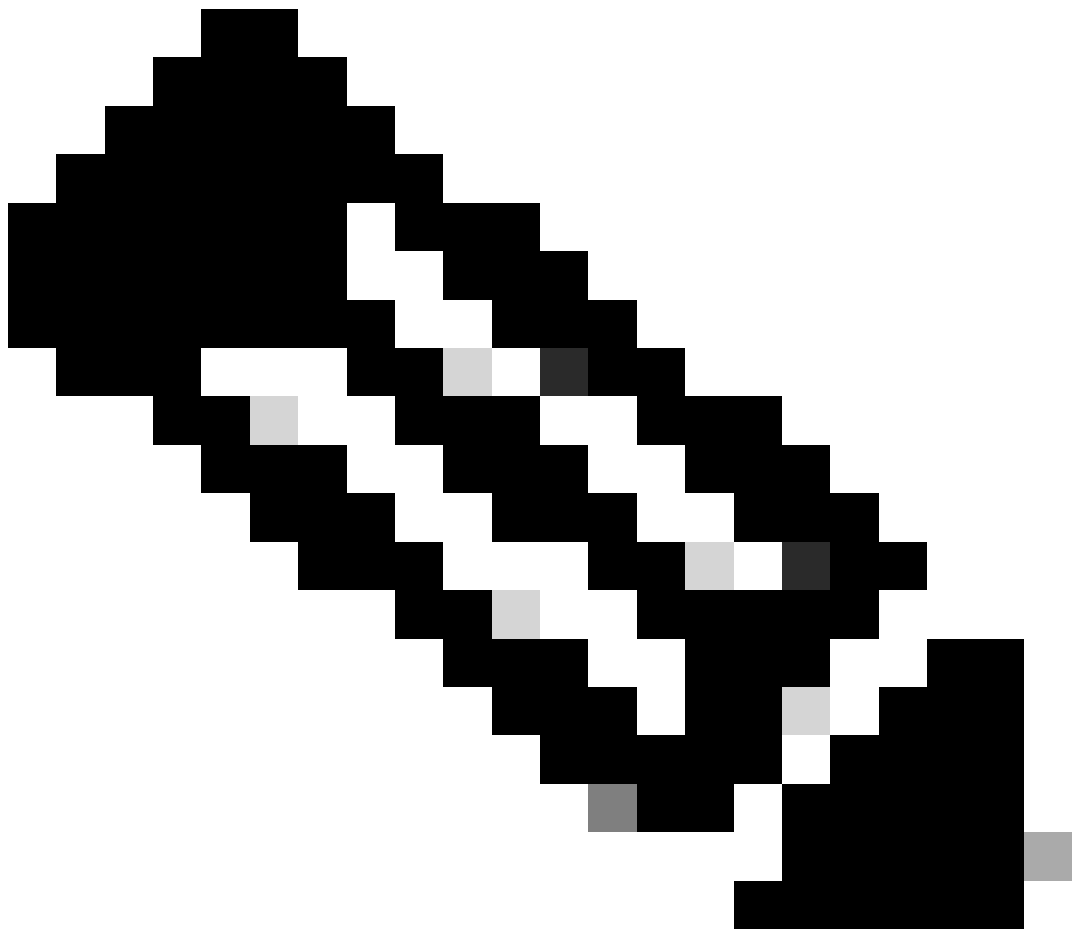
HTTPRequest\_Ivo HTTP Request Activity Settings

- Use Authenticated Endpoint
- Connector TS\_Summit
- Request Path /v1/tasks/{NewPhoneContact.InteractionId}/record/paus...
- Method POST
- Query Parameters
- HTTP Request Headers
- Content Type Application/JSON

Autosave Enabled Application Version: 0.4.559-0

Design Debug Analyze

Autosave Validation: Off Publish Flow



附註：此API配置從開發人員門戶獲取。

The screenshot displays the 'webex Contact Center for Developers' documentation page for the 'Pause Recording Task' API endpoint. The page is titled 'Pause Recording Task' and includes a 'Version 1' label. The endpoint is identified as a POST request to `/v1/tasks/{taskid}/record/pause`. The documentation explains that this endpoint is used to pause recording for telephony tasks. It also provides a table of response codes and their descriptions.

**Endpoint:** `POST /v1/tasks/{taskid}/record/pause`

**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

The right side of the screenshot shows a 'Sample Code' section with a cURL command for testing the endpoint:

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

## 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

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。