



Record_With_Confirm

The `Record_With_Confirm` voice element combines the functionality of the `Record` voice element with that of the `MenuYesNo` voice element. The voice element records the caller's voice, then prompts the caller to confirm that the recording is acceptable. The caller can then accept or reject the confirmation or ask to have the message replayed. If the caller accepts the recording, the voice element saves the file just as the `Record` voice element does. This voice element contains all settings and audio groups from both the `Record` and `MenuYesNo` voice elements, however audio groups that are found in both voice elements (`nomatch`, `noinput`, and `help`) are now named differently for them to be distinguished.

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Settings

Name (Label)	Type	Req'd	Single Setting Value	Sub. Allowed	Default	Notes
<code>inputmode</code> (Input Mode)	string enum	Yes	true	true	both	The type of entry allowed for input during confirmation. Possible values are: <code>voice</code> <code>dtmf</code> <code>both</code> .
<code>noinput_timeout</code> (Noinput Timeout)	string	Yes	true	true	5s	The maximum time allowed for silence or no keypress before a <code>noinput</code> event is thrown. Possible values are standard time designations including both a non-negative number and a time unit, for example, 3s (for seconds) or 3000ms (for milliseconds). Default = 5s.

record_max_noinput_count (Record Max NoInput Count)	int ≥ 0	Yes	true	true	3	The maximum number of noinput events allowed during input capture. 0 = infinite noinputs allowed.
confirm_max_noinput_count (Confirm Max NoInput Count)	int ≥ 0	Yes	true	true	3	The maximum number of noinput events allowed during confirmation. 0 = infinite noinputs allowed.
confirm_max_nomatch_count (Confirm Max NoMatch Count)	int ≥ 0	Yes	true	true	3	The maximum number of nomatch events allowed during confirmation. 0 = infinite nomatches allowed.
max_disconfirmed_count (Max Disconfirmed Count)	int ≥ 0	Yes	true	true	3	<p>The maximum number of times a caller is allowed to reject a recording. 0 = infinite disconfirmations allowed.</p> <p>Note Special consideration must be taken for the "ivr record memory session" setting on the gateway: Each time a caller "disconfirms" a recording made while using the Record_With_Confirm element, the disaffirmed recording(s) remain in memory on the gateway. Depending on the "ivr record memory session" setting on the gateway and the configured values for the "Max Disconfirmed Count" and "Max Record Time" settings in the Record_With_Confirm element, a caller may exhaust all available memory on the gateway for their session. At which point the gateway will drop the call.</p>

							<p>Note</p> <p>In general, to prevent calls from being dropped while using the Record_With_Confirm element, the following formula should be adhered to: ("Max Record Time" in seconds * audio codec bitrate in kilobytes/second) * "Max Disconfirmed Count" < "ivr record memory session" setting, in kilobytes. Testing should be done by increasing values for the gateway's "ivr record memory session" setting until an acceptable amount of audio/retries are accepted without exhausting the gateway's session memory (dropped calls).</p>
confirm_confidence_level (Confirm Confidence Level)	decimal (0.0 – 1.0)	Yes	true	true	0.50	The confidence level threshold to use for the confirmation.	
start_with_beep (Start With Beep)	boolean	Yes	true	true	true	Whether or not to play a beep before recording begins.	
terminate_on_dtmf (Terminate On DTMF)	boolean	Yes	true	true	true	Whether or not the caller can end the recording by pressing a touchtone key.	
keep_recording_on_hangup (Keep Recording On Hangup)	boolean	Yes	true	true	false	Whether or not the recording is stored if the caller hung up while making the recording or during the confirmation menu. Default = false.	
max_record_time (Max Record Time)	string	Yes	true	true	180s	The maximum time (in seconds) the recording is allowed to last. Possible values are standard time designations including a positive integer followed by s (for seconds), for example, 30s. Default = 180s.	

final_silence (Final Silence)	string	Yes	true	true	4s	<p>The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are standard time designations including both a positive integer and a time unit identifier, for example, 3s (for 3 seconds) or 300ms (for 300 milliseconds). Default = 4s.</p> <p>Note For silence detection to work, you must enable Voice Activity Detection (VAD) in the gateway dial-peers. Manually remove NO VAD from the configuration script and replace it with VAD.</p>
replay (Replay)	boolean	Yes	true	true	false	Adds an option to replay the confirm initial audio groups.
filename (Filename)	string	No	true	true	None	The filename of the recording (without extension). If left blank, an auto-generated filename will be used.
file_type (File Type)	string enum	Yes	true	true	wav	This specifies the audio type of the file that will hold the recording. Possible values are: wav vox au other.
mime_type (Mime Type)	string	Yes	true	true	None	This specifies the MIME type of the file that will hold the recording, if file_type is set to other.
file_extension (File Extension)	string	No	true	true	None	This specifies the file extension to use for the recorded file. A file extension different from the file type can be used. For example, with a mime type of vox, the file extension could be set to ulaw.
path (Path)	string	No	true	true	None	The path to the file that will hold the recording. Either the path, ftp host, or both must be specified.
ftp_host (FTP Host)	string	No	true	true	None	The domain name of the host to FTP the recording. Either the path, ftp host, or both must be specified.
Secure (Secure)	boolean	Yes	true	true	false	Whether or not to enable Secure File Transfer protocol (SFTP). Default =

						false, indicates file transfer happens over FTP by default.
ftp_user (FTP User)	string	Yes	true	true	None	The user name to use while FTPing the recording, if ftp_host is set.
ftp_password (FTP Password)	string	Yes	true	true	None	The password to use while FTPing the recording, if ftp_host is set.
ftp_path (FTP Path)	string	No	true	true	None	The directory in which to FTP the recording, if ftp_host is set.
ftp_in_background (FTP In Background)	boolean	Yes	true	true	true	Whether or not the FTP is to be performed in the background, if ftp_host is set.

Note For settings, for Record_With_Confirm, follow these procedures:

- The path setting does not require a trailing slash. The voice element will determine the appropriate destination. The path may be specified in operating system specific format (for example, on Windows it might be specified as `C:\directory\subdirectory\` and on UNIX it might be `/usr/local/directory/`).
- For a recording to be stored, you can choose either to store it locally or remotely. For locally on the VXML server itself, configure only the filename (`myfile`) and the path (`c:/recordings/`). For remotely on a ftp server, configure the filename (`myfile`) and the FTP details such as: host, user, path, and password. Once your record element is configured, determine the url to access the recording from an external system. Run a simple test by playing the recording from your web browser. Make use of the url: `http://<ftpserver>/<ftp_path>/filename`. Find the correct path to play the audio file and use the same url in the audio element settings.
- If `terminate_on_DTMF` is `false` or off, recording will stop only after the voice browser reaches the input timeout.
- Some voice browsers may not accept all options provided for the `file_type` and `mime_type` settings. Check your voice browser documentation for information on supported audio types.
- It is important to ensure that VXML Server has permission to save audio files to the specified path.

Element Data

Name	Type	Notes
filename	string	This stores the filename of the recording (without the path).
filepath	string	This stores the path to the file holding the recording (including the filename).
confirm_confidence	float	This is the confidence value of the utterance for the confirmation menu.
hungUpWhileRecording	boolean	This stores a <code>true</code> if the caller hung up while making the recording or the confirmation menu, <code>false</code> if not.

Exit States

Name	Notes
max_nomatch	The maximum number of nomatch events has occurred. If the nomatch max count is 0, this exit state will never occur.
max_noinput	The maximum number of noinput events has occurred. If the noinput max count is 0, this exit state will never occur.
max_disconfirmed	The maximum number of disconfirmations has occurred. If the max disconfirmed count is set to 0, this exit state will never occur.
done	The recorded message was confirmed.

Audio Groups

Record Capture

Name (Label)	Req'd	Max1	Notes
record_initial_audio_group (Record Initial)	Yes	Yes	Played when the voice element first begins.
record_noinput_audio_group (Record NoInput)	No	No	Played when a noinput event occurs during recording.

Record Confirm

Name (Label)	Req'd	Max1	Notes
before_confirm_audio_group (Before Confirm)	No	Yes	Played before the recording is played back. The recording will be played back after this audio group is done playing.
after_confirm_audio_group (After Confirm)	No	Yes	Played after the recording is played back. At least one of the two confirm prompts must be specified.
confirm_nomatch_audio_group (Confirm NoMatch)	No	No	Played when a nomatch event occurs during confirmation.
confirm_noinput_audio_group (Confirm NoInput)	No	No	Played when a noinput event occurs during confirmation.

confirm_help_audio_group (Confirm Help)	No	No	Played when the caller asks for help during the confirmation menu. If not specified, help is treated as a nomatch by default.
max_disconfirmed_audio_group (Max Disconfirmed)	No	Yes	Played after the caller disconfirms the recorded entry, upon reaching the <code>max_disconfirmed_count</code> . The prompt should be about exiting with the <code>max_disconfirmed</code> exit state.

Folder and Class Information

Studio Element Folder Name	Class Name
Record	com.audium.server.voiceElement.record.MRecordWithConfirm

Events

Name (Label)	Notes
Event Handler	You can select either VXML Event or Java Exception as event handler type from the drop-down list.

