

配置座席应答呼叫后在流程中停止呼叫录音。

目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[概述](#)

[配置](#)

[验证](#)

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。

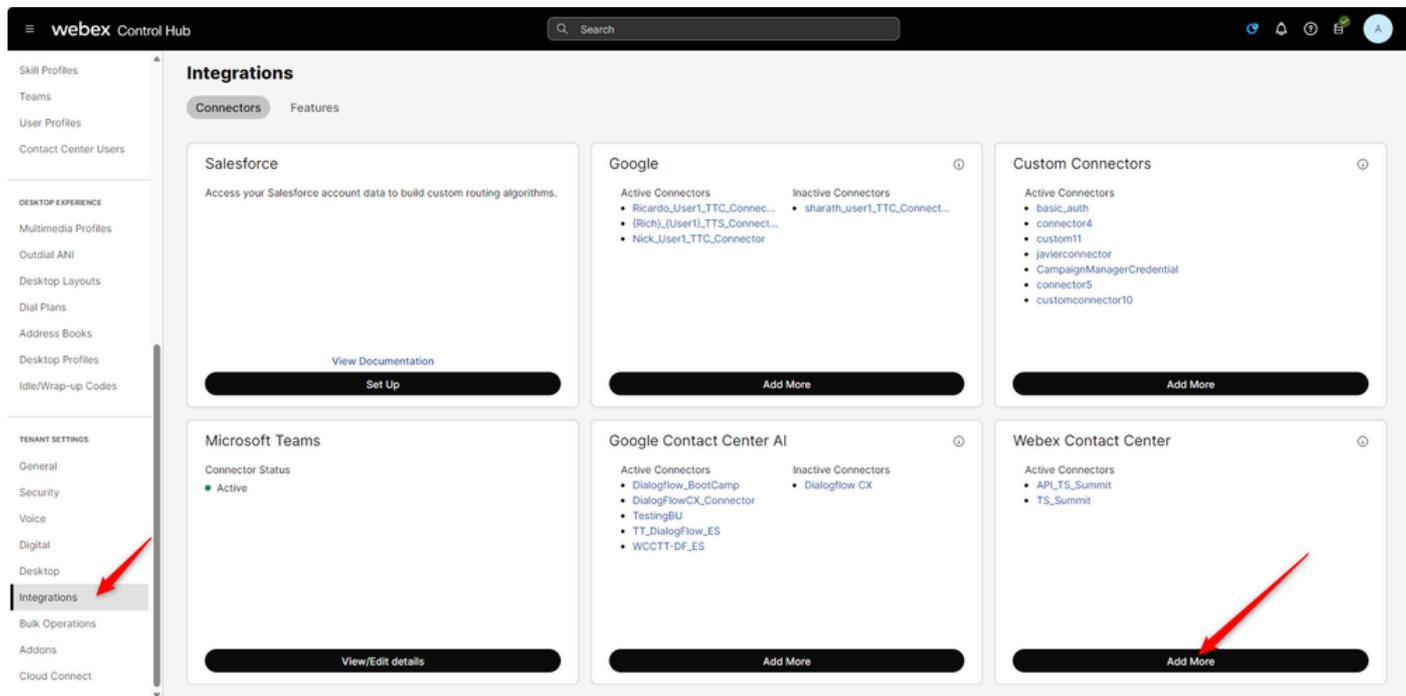
概述

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。

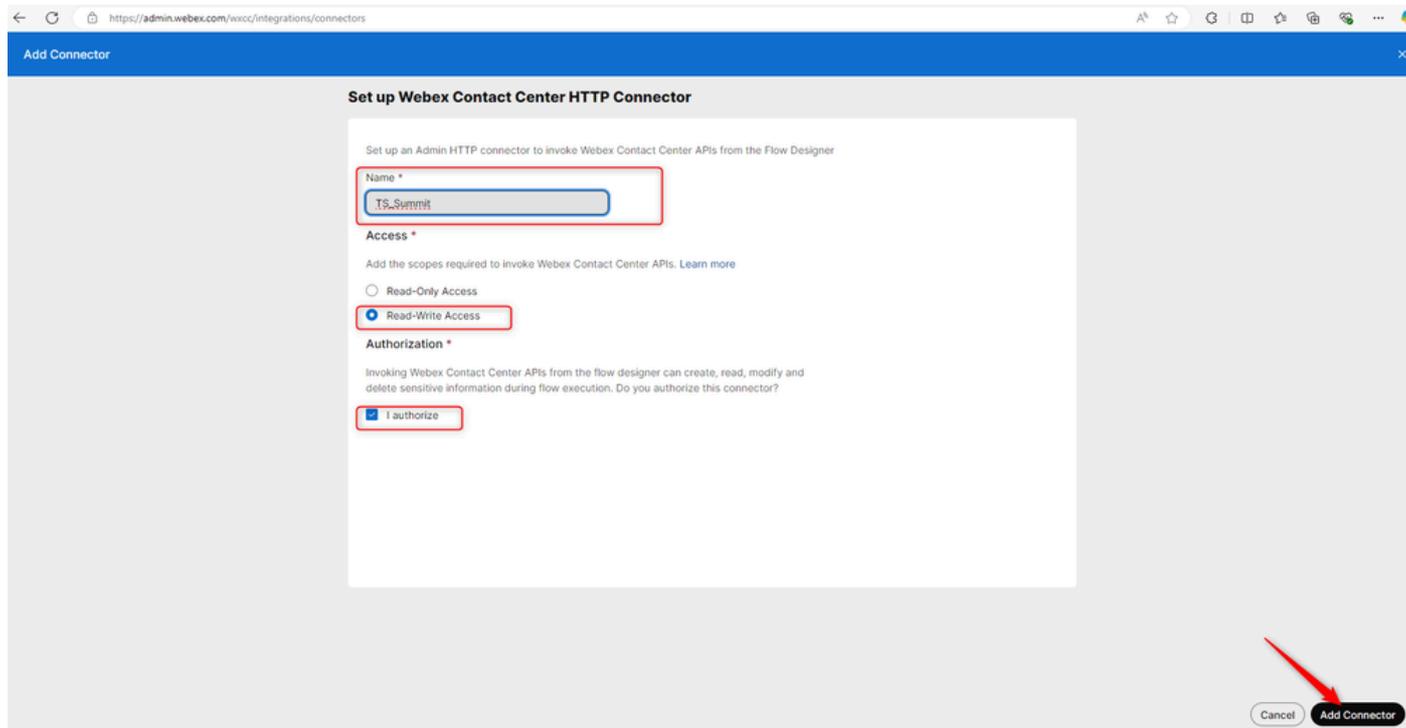
配置

步骤1.确保租户配置为记录特定队列的所有呼叫或呼叫。

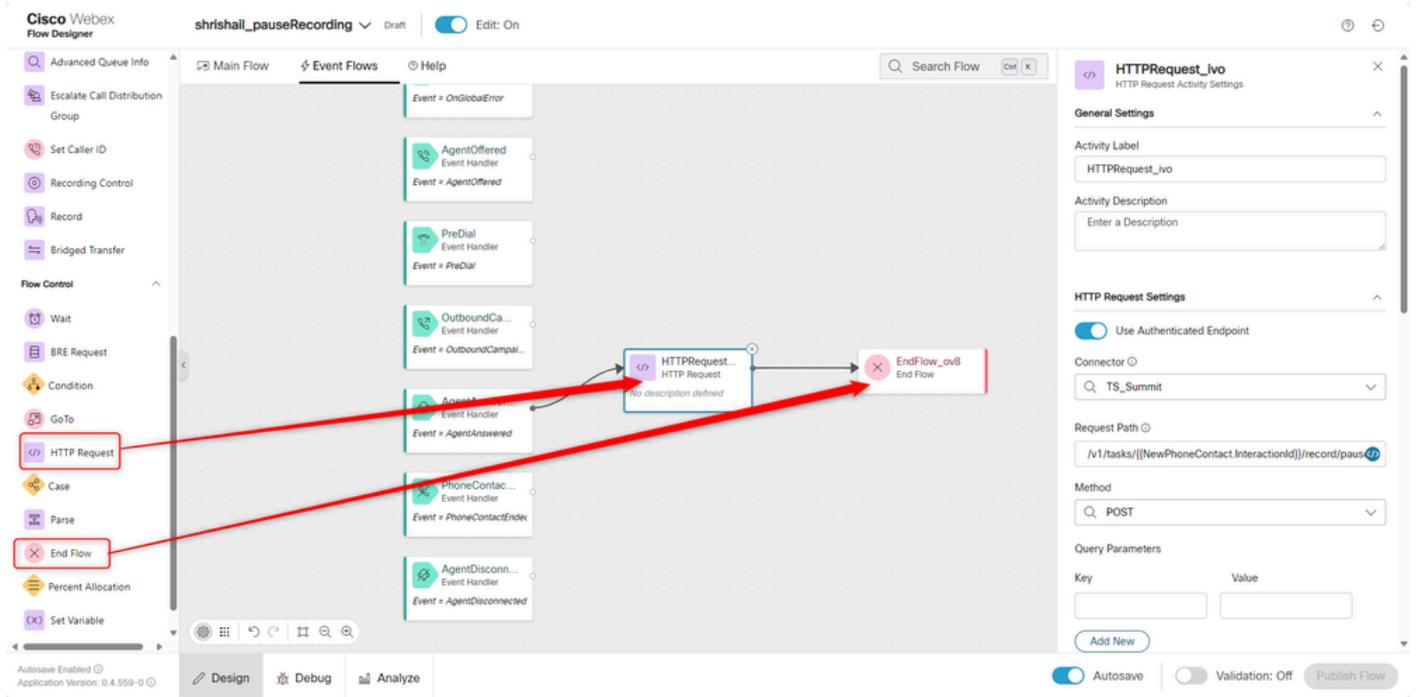
第2步：转至Control Hub，打开Contact Center Service，点击Integrations并添加新的Webex Contact Center集成（如果尚未创建）。



步骤3.使用读写访问权限创建连接器。



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

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

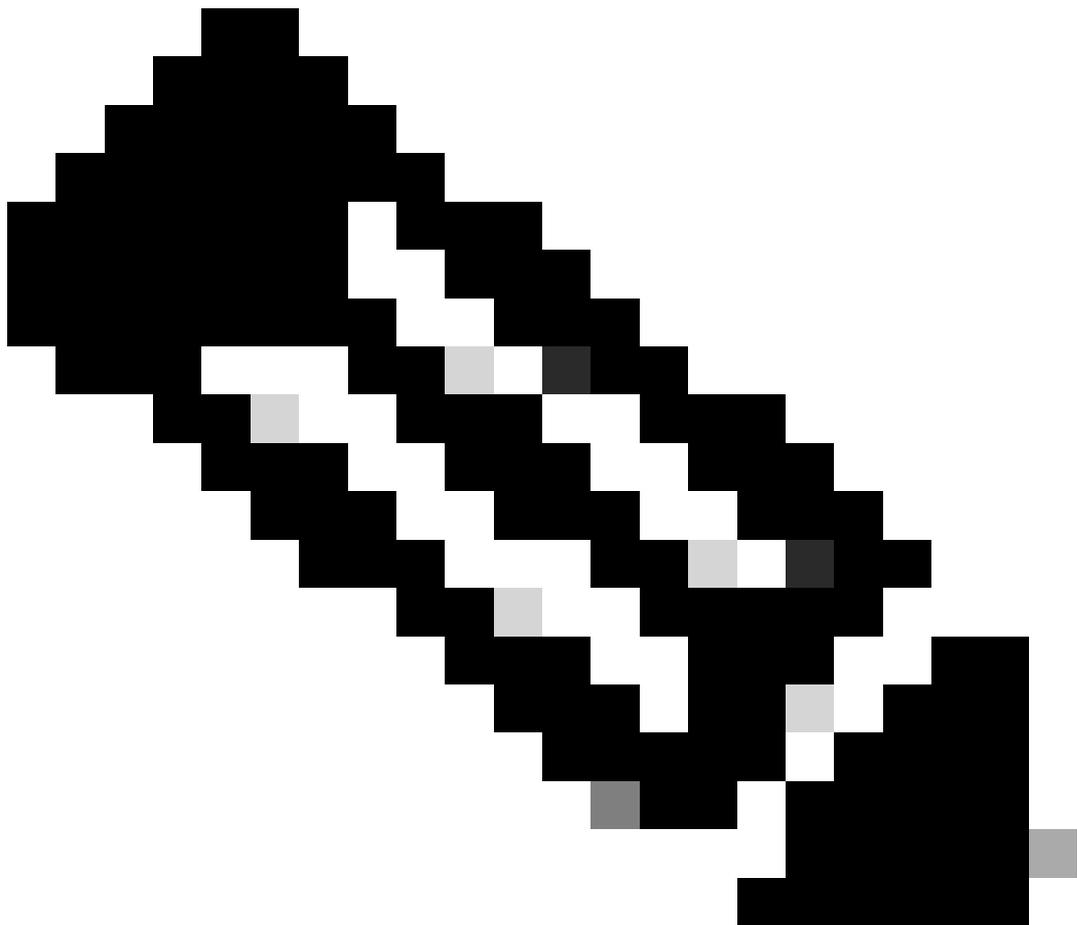
HTTPRequest_Ivo HTTP Request Activity Settings

- 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



注意：此API配置取自开发人员门户。

The screenshot shows the 'Pause Recording Task' API endpoint documentation on the Webex Developer Portal. The endpoint is a POST request to `/v1/tasks/{taskid}/record/pause`. The documentation includes a description, path parameters, and response codes.

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

Description: When configured by the administrator, telephony tasks are often being recorded for various reasons. When an user is handling sensitive customer information, he/she might want to pause the recording and later on resume recording. For a list of possible response messages, see the [Call Control API Guide](#). Requires one of the following scopes 'cjp.user' or 'cloud-contact-center.pod_conv' for authorization.

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

Sample Code:

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

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。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

Cisco Systems, Inc. 对于翻译的准确性不承担任何责任，并建议您总是参考英文原始文档（已提供链接）。