

Oct 21, 2020 19:13

## How to record a message via Custom application

**i** The Document describes how to record a custom message via Dialplan Custom application.

Created: May 2019

Permalink: <https://confluence.wildix.com/x/c4NpAg>

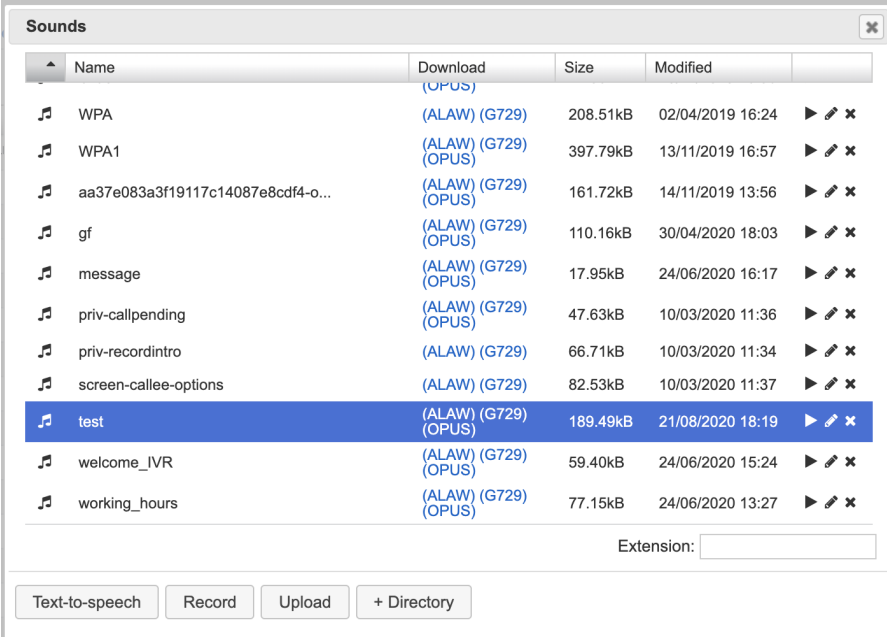
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## Use case

A user wants to change a standard IVR announcement from an external phone. To override restriction of not being able to dial feature code 74 as external caller - we can use configure it via Dialplan.

## Dialplan configuration

For the configuration, the previously recorded audio message is used ("test" in our example):



Name	Download (OPUS)	Size	Modified	
WPA	(ALAW) (G729)	208.51kB	02/04/2019 16:24	▶ ✎ ✕
WPA1	(ALAW) (G729) (OPUS)	397.79kB	13/11/2019 16:57	▶ ✎ ✕
aa37e083a3f19117c14087e8cdf4-o...	(ALAW) (G729) (OPUS)	161.72kB	14/11/2019 13:56	▶ ✎ ✕
gf	(ALAW) (G729) (OPUS)	110.16kB	30/04/2020 18:03	▶ ✎ ✕
message	(ALAW) (G729) (OPUS)	17.95kB	24/06/2020 16:17	▶ ✎ ✕
priv-callpending	(ALAW) (G729) (OPUS)	47.63kB	10/03/2020 11:36	▶ ✎ ✕
priv-recordintro	(ALAW) (G729)	66.71kB	10/03/2020 11:34	▶ ✎ ✕
screen-callee-options	(ALAW) (G729)	82.53kB	10/03/2020 11:37	▶ ✎ ✕
test	(ALAW) (G729) (OPUS)	189.49kB	21/08/2020 18:19	▶ ✎ ✕
welcome_IVR	(ALAW) (G729) (OPUS)	59.40kB	24/06/2020 15:24	▶ ✎ ✕
working_hours	(ALAW) (G729) (OPUS)	77.15kB	24/06/2020 13:27	▶ ✎ ✕

Extension:

Text-to-speech Record Upload + Directory

It is the original message that was recorded via Feature Code "Shared record" 74/ message recording option in WMS -> Sounds. The idea is to replace it with the new one. When an external caller dials a DID to hit the Dialplan entry shown below, a beep sound is played and the recording starts immediately. You can also add "Play sound" application to announce that a message will be recorded after a beep sound (optional).

Add Custom application (it should match DID configuration):

1 Custom application ▾ Record(/rw2/var/lib/callweaver/sounds/00000/test:alaw, 0,0,k)



- **Custom application -> Record(/rw2/var/lib/callweaver/sounds/00000/test:alaw, 0,0,k)**

where :

- **(/rw2/var/lib/callweaver/sounds/00000/)** - path to the audio message


It is the default path and is used by default. If you place your recording in another folder, the path will be different. For example, ~/00000/MusicOnHold/ folder. To verify the path, use "Play sound" application -> choose your message from Sounds menu:

/00000/MusicOnHold/folk

- **test:alaw** - the message name and format
- **0** - silence: seconds of silence allowed before the recording is stopped. If missing or 0, silence detection is disabled
- **0** - maxduration: the maximum duration of the recording in seconds. If missing or 0, the maximum duration is not set
- **k** - option: may be "skip" option to return immediately if the line is not up, or "noanswer" to record even if the line is not up

Other available options:

- **a** - extends the existing recording (doesn't replace it)
- **n** - does not answer, but record anyway if the line not yet answered
- **q** - quiets (a beep sound is not played)
- **s** - skips recording if the line is not yet answered
- **t** - uses alternate "\*" DTMF key instead of default "#"
- **x** - ignores all sent DTMF keys and keeps recording until hangup
- **k** - keeps recorded file upon hangup
- **y** - terminates the recording if \*any\* DTMF digit is sent

 Note: the k option is used in our example and should likely be used in your case so that a person who is calling to change the announcement can simple hang up OR press "#" key to terminate the recording of the new announcement.