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How to notify callers of call recording

i The feature is used to notify callers that call recording is activated and provide them with an audio file ID when call recording is deactivated. Notifications are added via Dialplan.

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Dialplan configuration

Step 1. Create a separate Dialplan procedure

To add custom audio notifications informing on call recording, create a new Dialplan procedure "*record_notify*".

Step 2. Add called numbers

Add called numbers "start" and "stop",

Where

- "start" is used to notify callers when call recording is activated
- "stop" is used to notify callers the file ID when call recording is deactivated

Step 3. Add strings via Custom applications

Apply the following strings via Custom applications:

start:

- **Playback(Some notification about recording);** - a specific audio file is played back to a caller when call recording is activated

stop:

- **Answer();**
- **Wait(2);** - set a period of time to be waited before executing the next application
- **SayDigits(\${RECID});** - a recording ID is pronounced digit by digit when call recording is deactivated
- **Hangup();**

Example of Dialplan configuration

Edit record_notify ↗ ✕

Description Visual Developer

start ▼ ⊞

1 Custom application ▼ ⊞

[Add application](#)

stop ▼ ⊞

1 Custom application ▼ ⊞

2 Custom application ▼ ⊞

3 Custom application ▼ ⊞

4 Custom application ▼ ⊞

[Add application](#)