

Oct 26, 2020 22:33

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.

Created: November 2018

Permalink: <https://confluence.wildix.com/x/6ILIAQ>

- [Dialplan configuration](#)
 - [Step 1. Create a separate Dialplan procedure](#)
 - [Step 2. Add called numbers](#)
 - [Step 3. Add strings via Custom applications](#)
- [Example of Dialplan configuration](#)

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 ▼ Playback(/var/lib/callweaver/sounds/00000/test); ⊞

[Add application](#)

stop ▼ ⊞

1 Custom application ▼ Answer(); ⊞

2 Custom application ▼ Wait(2); ⊞

3 Custom application ▼ SayDigits(\${RECID}); ⊞

4 Custom application ▼ Hangup(); ⊞

[Add application](#)