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How to record a message via Custom application

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

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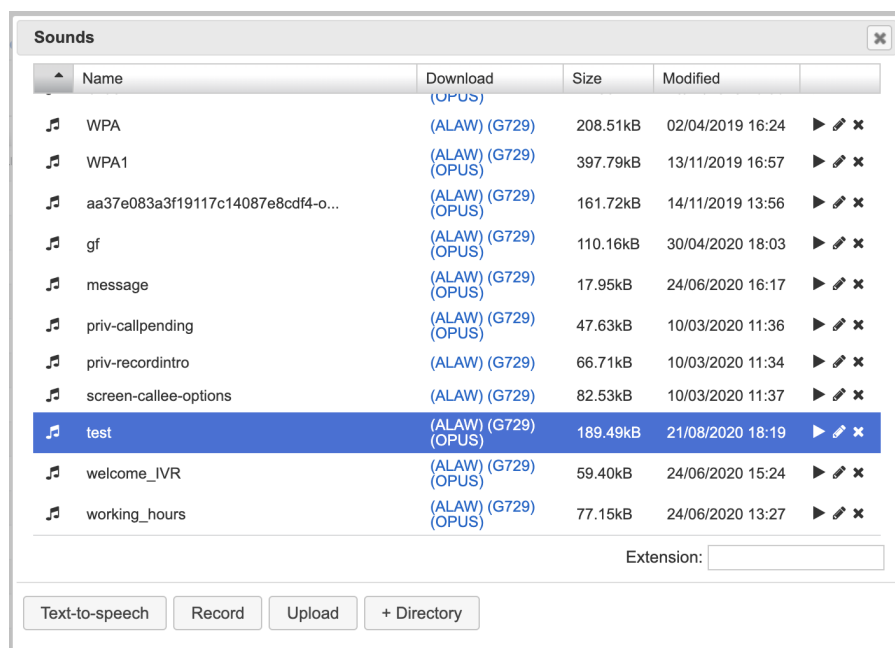
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Use case

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):



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.