



## After Call Action: Export Recording

4/24/2012

### **Americas Headquarters**

OAISYS

7965 South Priest Drive, Suite 105

Tempe, AZ 85284

USA

[www.oaisys.com](http://www.oaisys.com)

(480) 496-9040



## OVERVIEW

This document guides a user on exporting a call recording and/or its related call data, and can be used with a third-party speech analytics application.

Supported audio formats include:

*MP3 40kbps*

*MP3 64kbps*

*Native PVD*

*GSM Wav*

*PCM Wav*

Input parameters are:

*Export path*

*Export recording type*

*Export Recording File Name*

*Meta-Data File Type*



## EXPORT RECORDING

This action can be used to export a call recording and/or the related call meta-data in a separate file. You should be allowed to export just the recording, just the meta-data file, or both.

A screenshot of a web application dialog box titled "http://tracer-house-Action". The dialog has a blue title bar with a close button (red X) on the right. The main area is light beige and contains several fields and buttons. On the left, there is a "Name:" field with the text "Export to Nexidia" and a "Type:" dropdown menu set to "Export Call". On the right, there is an "Export Path:" field with a "Browse.." button next to it. Below that is an "Export Recording Type:" dropdown menu set to "< None >" with "GSM Wav" visible below it. To the right of this is an "Export Recording File Name:" field containing "%C.wav". Below these is a "Meta Data File Type:" dropdown menu set to "< None >" with "Nexidia XML" visible below it. At the bottom left, there are "Save" and "Cancel" buttons.

## EXPORT PATH

Full path to where exported files should be sent. This should be a local or networked drive. The path name should support dynamic variables (% tokens) and whenever a file is to be exported, if the destination folder doesn't already exist, it should be created.

## EXPORT RECORDING TYPE

Types provided should include GSM Wav, Native PVD, PCM Wav, MP3 (40kbps), MP3 (64kbps), and <None> (if not exporting the recording). The default file is GSM Wav.

## EXPORT RECORDING FILE NAME

This should typically be a unique prefix name (like the GUID %C or the PVD prefix %BX), with the suffix being appropriate for the exported audio file. The default is %C.wav.



## META-DATA FILE TYPE

This can be <None> if you don't want to export a meta-data file, but if they want to export call meta-data, you can choose from a dynamic list of meta-data formats that are available on that Tracer. The Tracer will look for Meta-data format files and populate the list with this.

The Meta-data format files will be as follows:

**Default:** <None>

**Filename:** Call\_Meta\_Export\_XXXXX.INI

**Required Data:**

**Format Name:** Mexidia XML

**Filename:** %C.wav.xml

**Data:**

...Any text/XML data in the required output format with imbedded call data tokens (%xxx) here the specific call data should be inserted...

### Example

Meta-Data Format File

CALL\_META\_EXPORT\_OAISYS1.INI

==== Contents of File =====

**Format Name:** Oaisys XML

**Filename:** %C.wav.xml

**Data:**

```
<?xml version="1.0" encoding="utf-8" ?>
```

```
<CallData>
```

```
    <DialedNum>%BD</DialedNum>
```

```
    <DNIS>%E </DNIS>
```

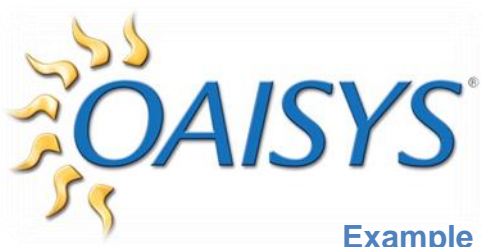
```
    <CallerID>%P</CallerID>
```

```
    <ExtNum>%S</ExtNum>
```

```
    <CallDirection>%BRbound</CallDirection>
```

```
    <CallDateTime>,%BD %BT </CallDateTime>
```

```
</CallData>
```



### Example

Meta-Data Format File

CALL\_META\_EXPORT\_VERINT1.INI

===== Contents of File =====

**Format Name:** Verint DAT

**Filename:** %BX.DAT

**Data:**

Station,%S

TrunkNumber,%BK

Agent,%K

AgentName,%BN

CallDirection,%+1BR

CallerNumber,%P

GroupID, %F

GroupName, %G

M\_Index,{%C}

CallStartTime,%BD %BT

Duration,%L



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## ADDITIONAL VARIABLES

Some additional variables (tokens) have been added to allow access to more information about a call, as shown in the following table:

| <b>Variable</b> | <b>Information</b>   |
|-----------------|--|
| %A              | Account Number   |
| %BN             | Recording File name (whole name) - "017XD.PVD"                 |
| %BX             | Recording File name (Prefix) - "017XD"                         |
| %BY             | Recording File name (Suffix) - "PVD"                           |
| %BD             | Recording Date Start - MM/DD/YYYY                              |
| %BT             | Recording Time Start (24 hr)- HH:MM:SS                         |
| %BA             | Recording Time Start (AM/PM) - HH:MM:SS AM/PM                  |
| %BD             | Dialed Phone Number – xxxxxxxxxx if Outbound, blank if Inbound |
| %BK             | Trunk ID – blank if IC call                                    |
| %BN             | Agent Name   |
| %BR             | Call Direction ("In" or "Out") – but English only              |
| %C              | Call Historian Unique Database ID (GUID)                       |
| %D              | Call Direction ("In" or "Out")                                 |
| %E              | Called Phone Number (DNIS number)                              |
| %F              | ACD Group Extension  |
| %G              | ACD Group Name   |
| %H              | Calling Phone Number (hyphenated - type 1)                     |
| %I              | PBX Call ID  |
| %J              | Calling Phone Number (hyphenated - type 2)                     |
| %K              | Agent ID   |
| %L              | Length (duration) of a call in Seconds                         |
| %N              | Calling Party Name (outside calls only)                        |
| %P              | Calling Phone Number   |
| %R              | Recording Path and Filename                                    |
| %S              | Station Extension  |
| %T              | Call Type ("IC" or "CO")                                       |
| %U              | VAT Extension Number   |
| %V              | VAT Number   |
| %W              | VAT port number  |
| %X              | Extra Info field – i.e. %X("Notes")                            |