



After Call Action: Export Recording

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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.

The screenshot shows a dialog box titled "http://tracer-house-Action" with a close button in the top right corner. The dialog is divided into several sections:

- Name:** A text input field containing "Export to Nexidia".
- Type:** A dropdown menu currently set to "Export Call".
- Export Path:** A text input field with a "Browse.." button to its right.
- Export Recording Type:** A dropdown menu with options "< None >" and "GSM Wav".
- Export Recording File Name:** A text input field containing "%C.wav".
- Meta Data File Type:** A dropdown menu with options "< None >" and "Nexidia XML".

At the bottom left of the dialog, there are two buttons: "Save" and "Cancel".

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>
```

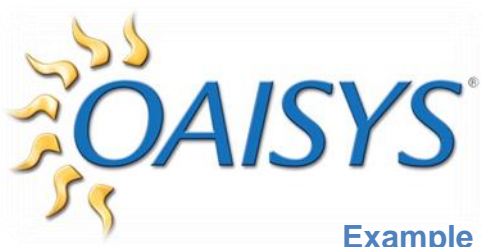
```
    <CallerID>%P</CallerID>
```

```
    <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



ADDITIONAL VARIABLES

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

Variable	Information
%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")