Recordings

- Sending to external storage

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External Storage Transfer
In addition to backing up recordings on a cloud server, they can also be sent to an external storage server provided by the client.

Recordings can be sent in MP3 or stereo WAV format, with the agent's audio on the left channel and the client's audio on the right channel. The file name includes metadata to facilitate more detailed analysis.

FORMAT

(instance) & (date) & (time) & (origin) & (destination) & (campaign) & (agent) & (disposition) & (quality) & (duration) & (guid)

clever&20240131&141929&13612393100&3252126294&LOANS_IN<-&Epineda&Leads&Voicemail&&0&4&d9f25bd0-ab4b-4e01-9ef2-8e4e8361414e.mp3

The fields are defined and ordered as follows, delimited by an ampersand (&):

Instance name
Date (YYYYMMDD)
Time (HHMMSS)
Origin
Destination
Campaign
User
Disposition 1
Disposition 2
Disposition 3
Quality (optional)
Duration
GUID