

UCCX 10.5 - working with voice records...



SERGIO IBANEZ MORAN 1 posts since Nov 26, 2015

UCCX 10.5 - working with voice records in documents variables Nov 26, 2015 2:10 AM

Hi All,

Please, I would be very grateful if you could support me with this script configuration.

The idea is that a caller records several messages using the recording step. Each

resulted record is stored in a variable (document type).

I would like to make the concatenation of these records (several documents) and send by e-mail

one wav file with all the recorded messages. I don't want to save the documents to a disk.

An example:

variable with name "All_in_one", type: document

variable with name "record1", type: document

variable with name: "record2", type: document

Set All_in_one = record1 + record2

The problem is that in "All_in_one" only I can hear the record1. The record2 isn't concatenated.

Actually using the Attach to eMail step, I send each recording (record1 and record2) as separate attachment in a single e-mail

and I have to listen them individually.

Please, anybody knows how to concatenate several recordings in only one file?

Thanks in advance,

Best regards,



bmungaven 3 posts since Oct 26, 2010

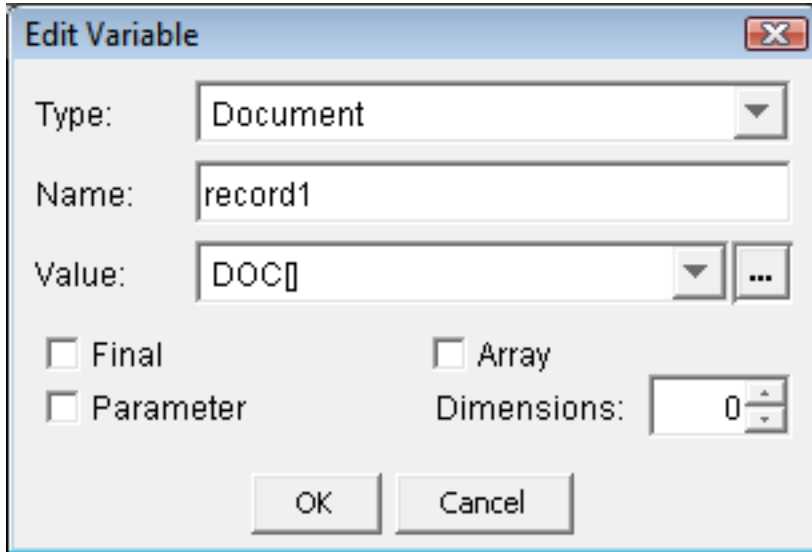
Re: UCCX 10.5 - working with voice records in documents variables Dec 9, 2015 2:37 PM

Sergio,

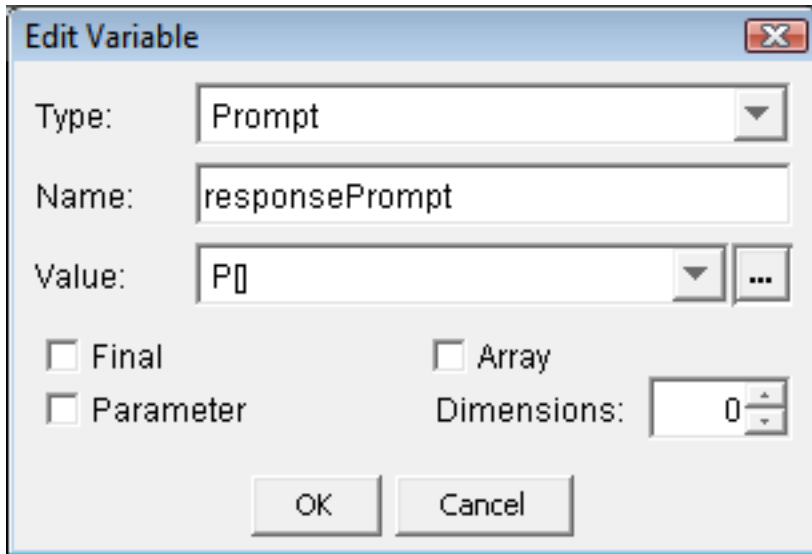
I just experimented with this and found a way to do what you want to do. This may not be the best or most elegant way to do it but it worked.

I created a test script with the following variables:

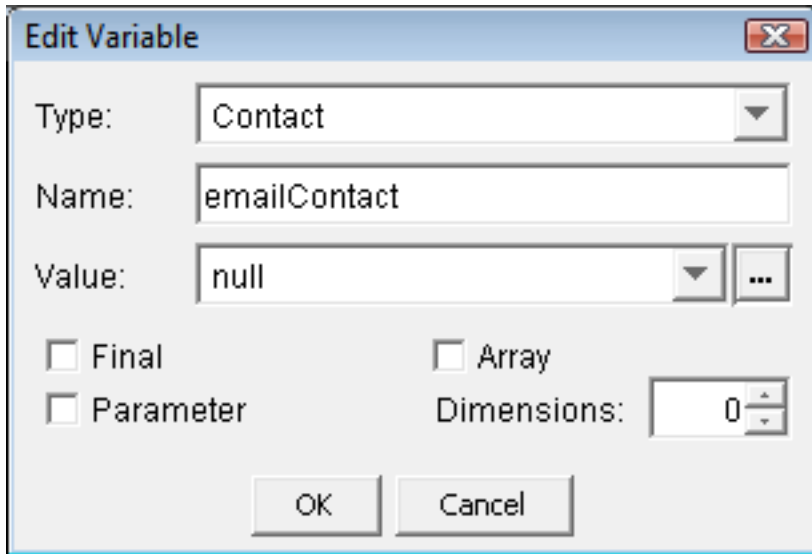
record1 as type Document



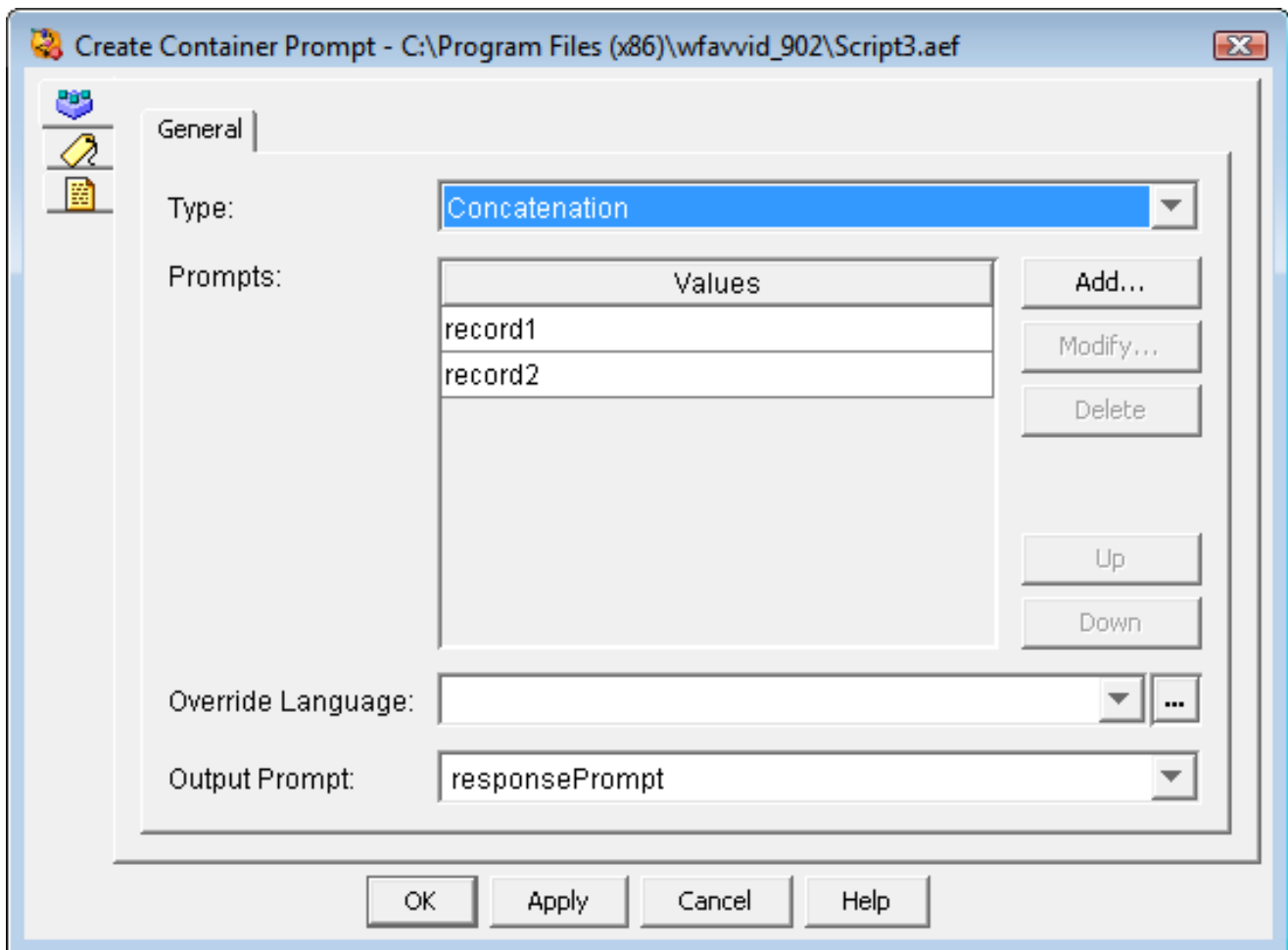
record2 as type Document
allInOne as type Document
responsePrompt as type Prompt



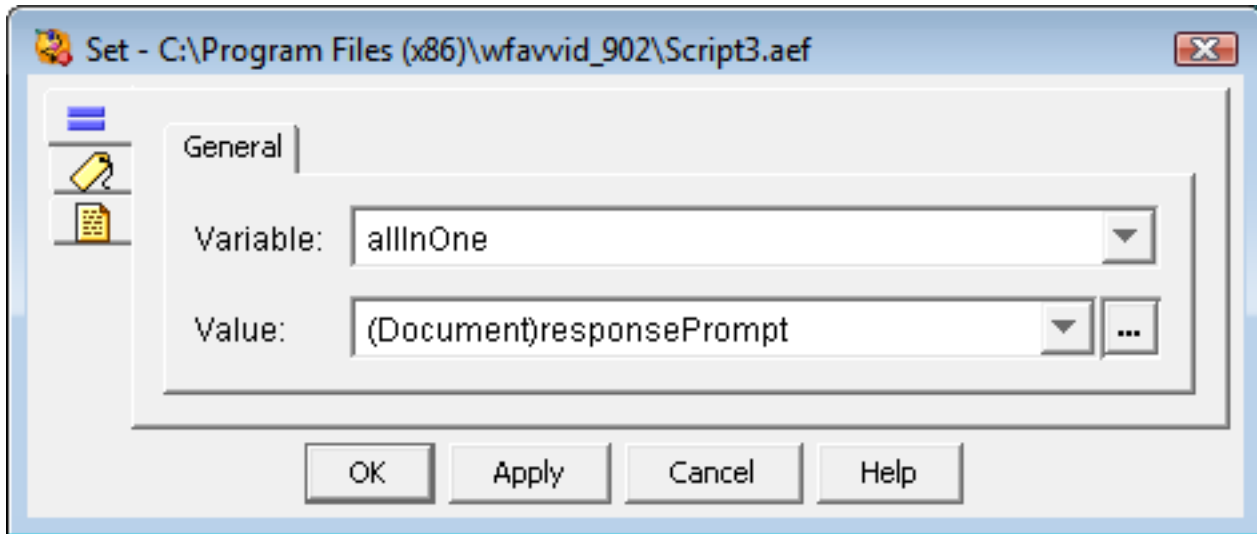
emailContact as type contact



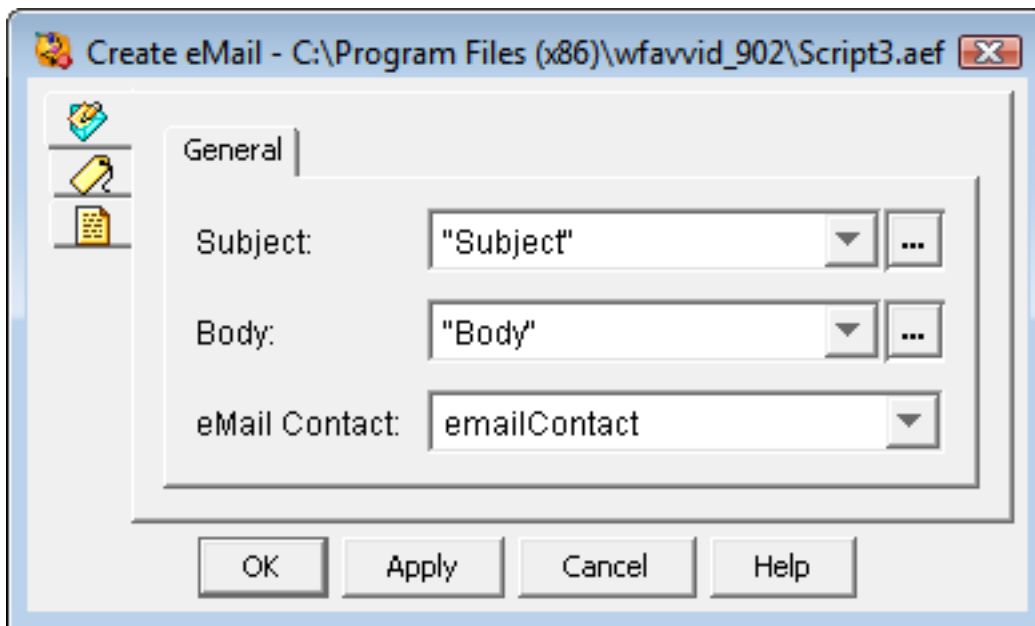
After I made the recordings stored in record1 and record2, I did a Create Container Prompt step, concatenating record1 and record2 into the variable responsePrompt



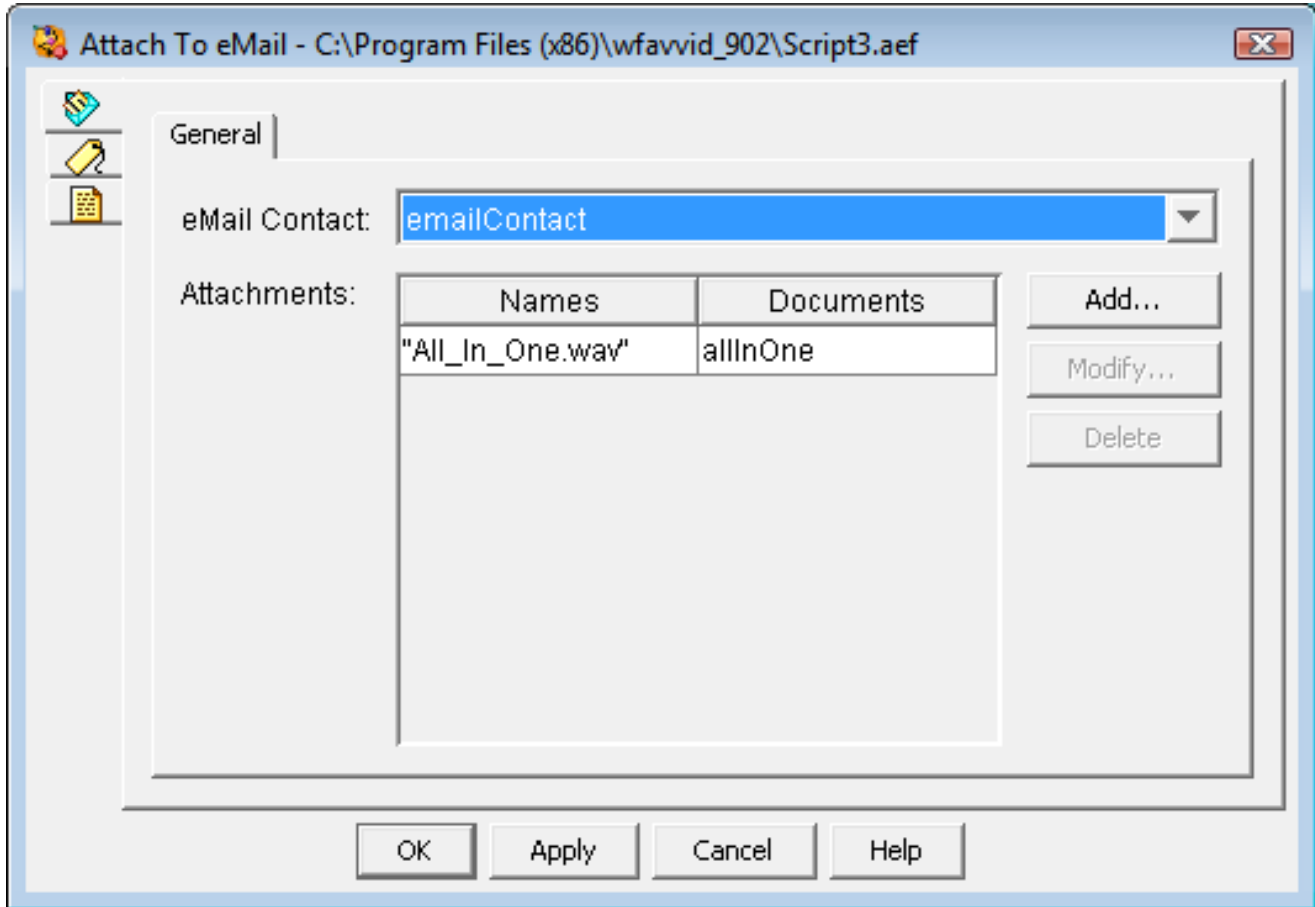
After that, I did a Set step where I set the variable allInOne and typecast the responsePrompt to a Document type.



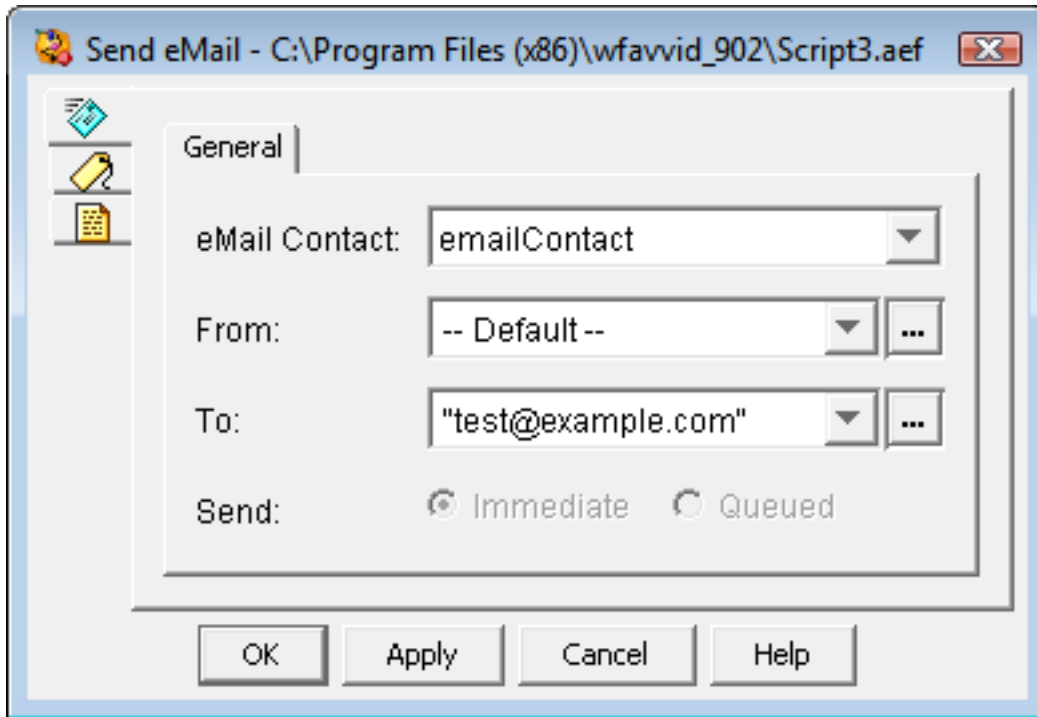
Next, I did a Create eMail step where I defined my subject, body and email contact variables.



Next, I did an Attach To eMail step where I set up the attachment wav file name and associated it with the allInOne Document variable.



Last, I did a Send eMail step where I added the email contact and To email address.



I got an email with the 2 recording files concatenated into a single file.

I hope that helps.

Bill