



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Designer User's Guide

### Record Utterance Block

---

## Contents

- 1 Prompts tab
- 2 Advanced tab
  - 2.1 Maximum recording duration
  - 2.2 Minimum recording duration
  - 2.3 End of recording timeout
  - 2.4 Use any DTMF keypress to stop recording
- 3 Retry tab
- 4 Results tab



- Administrator

This block enables you to capture a voice recording of a customer.

### Related documentation:

- 

Use this block to capture a voice recording of the caller. You can then use the HTTP REST block to send the recording to an external API, or play it back using the Play Message block.

This block can only be used in the **Self Service** phase of an application. After the Self Service phase is completed, the recording is no longer available.

## Prompts tab

Click **Add Prompt** to specify the prompts that will be played to the caller.

Select **Prompts must finish completely before users can provide input** to prevent users from responding to the prompt before it has finished.

Select **Play a beep tone prior to recording** to indicate that recording is about to begin.

You can also specify a timeout value to indicate how long Designer should wait for the user to provide a voice input before moving to the next block.

---

## Properties - Record Utterance



This block records voice input from the caller.

**Prompts**

**Advanced**

**Retry**

**Results**

---

Specify prompts to play to collect user input

+ Add Prompt

Type	Var?	Value	Play as	Actions
TTS	<input type="checkbox"/>	Were you satisfied with our service?	text	

---

Prompts must finish completely before users can provide input

Play a beep tone prior to recording

Timeout - wait for  s before assuming that no input was received.

## Advanced tab

Use the settings on this tab to specify the recording duration and timeout settings.

### Maximum recording duration

Specify the maximum duration (in seconds) of the recording. The default maximum recording duration value is 10 seconds.

### Minimum recording duration

Specify the minimum duration (in milliseconds) of the recording. The default minimum recording duration value is 250 ms (milliseconds).

### End of recording timeout

Specify how many seconds of silence should elapse before recording stops. The default recording timeout value is 2 seconds.

---

Use any DTMF keypress to stop recording

Enabling this option allows users to stop the recording with any key press.

---

**Properties - Record Utterance**

This block records voice input from the caller.



 Prompts  Advanced  Retry  Results

---

**Advanced Settings**

Maximum recording duration  seconds

Minimum recording duration  ms

End of recording timeout  seconds

Use any DTMF keypress to stop recording

## Retry tab

Enable **Use application-wide retry** to use the default retry settings specified in your application settings.

If you disable **Use application-wide retry**, you can enable **Allow Retries** to use the standard input retries if no input was detected during recording.

## Results tab

Specify the variables that will store the recording and its details.