Designer User's Guide

Record Utterance Block

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- Administrator

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

Related documentation:

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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.

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Specify prompts to play to collect user input

[+ Add Prompt]

Type		Var?	Value	Play as		Actions
TTS	▼	☐	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 [5] 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.

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.