



# Enabling pause and resume call recordings

## Installation and User Guide

Version 2.2 [Mar 2021]



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## 1 Introduction

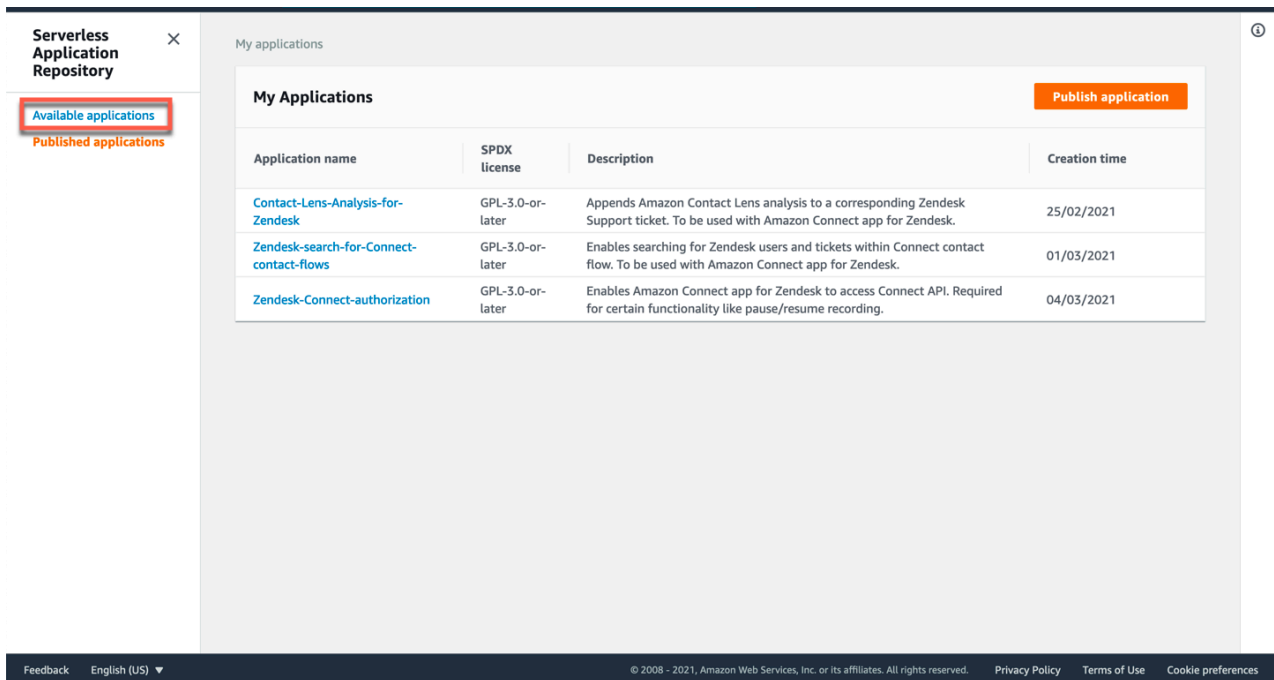
The pause and resume feature allows agents to pause and resume a call recording during a call with a customer. This feature is useful when a customer is providing sensitive information over the phone.

## 2 Installation guide

To enable this feature you will need to install a serverless application within the AWS Serverless Application Repository. Sign in to your AWS account, then search for and select the *Serverless Application Repository* service.

 Make sure you are in the same region as your Connect instance.

Click on *Available applications*.

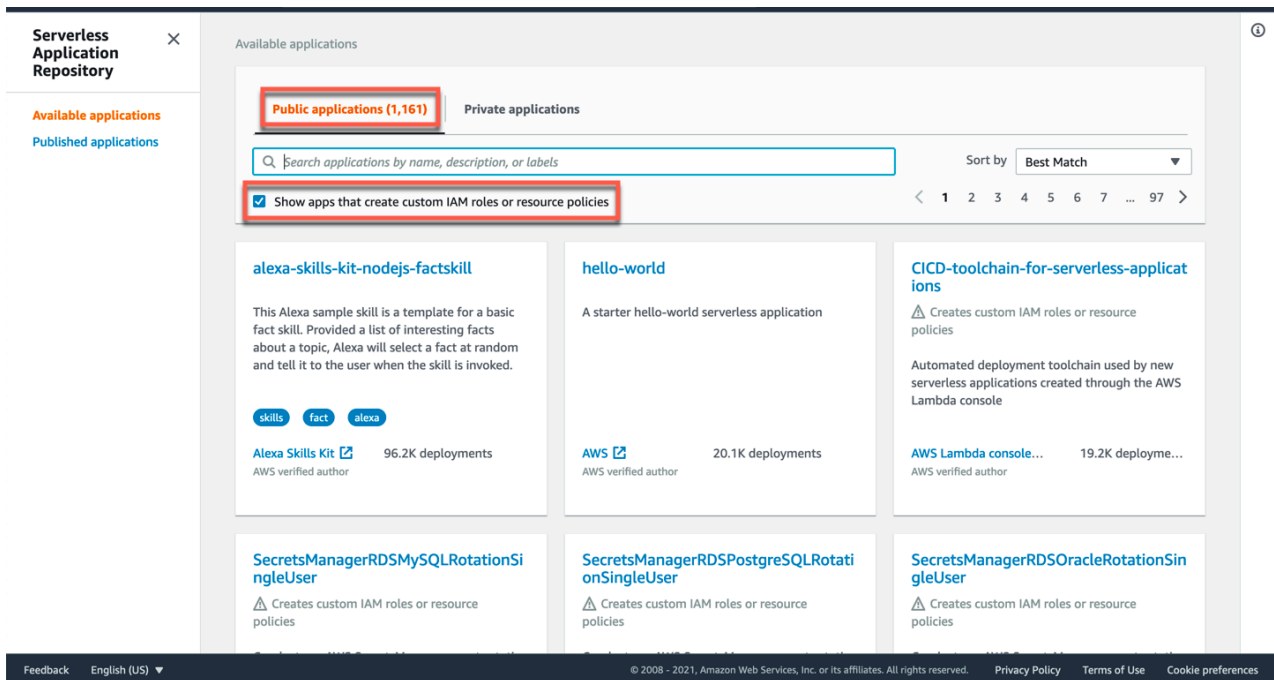


The screenshot shows the AWS Serverless Application Repository interface. On the left, the 'Serverless Application Repository' sidebar has 'Available applications' highlighted with a red box. The main content area, titled 'My applications', contains a table with the following data:

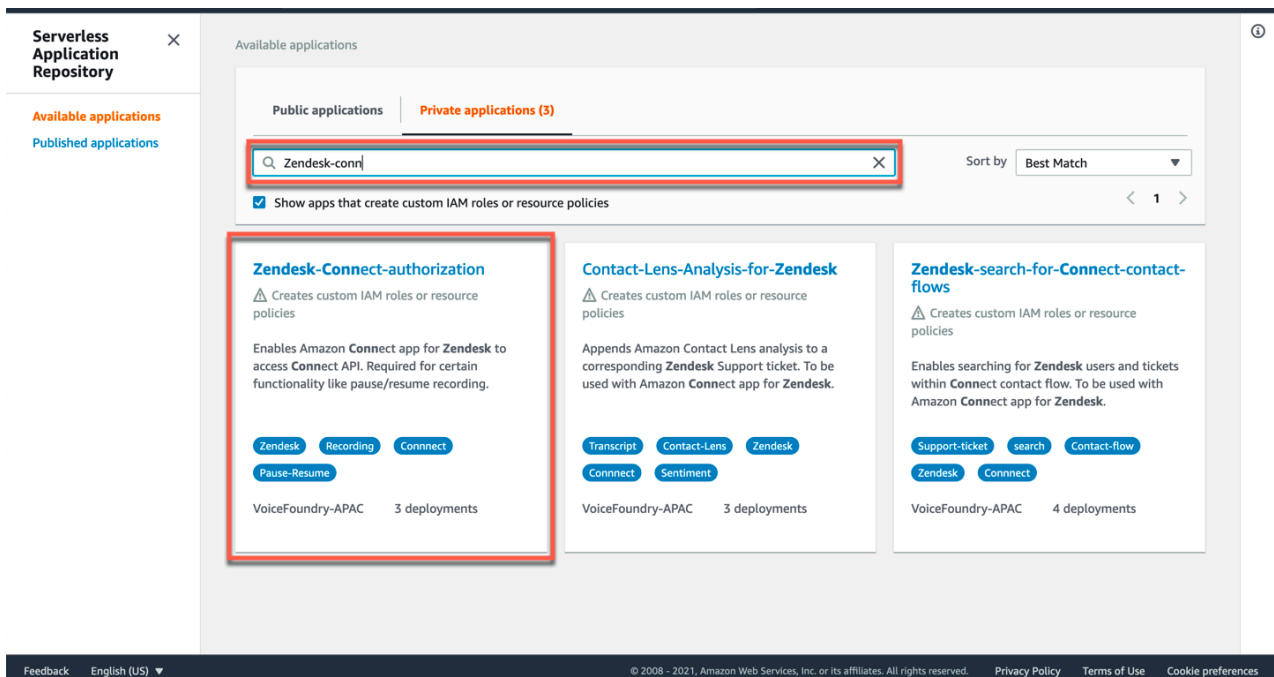
Application name	SPDX license	Description	Creation time
<a href="#">Contact-Lens-Analysis-for-Zendesk</a>	GPL-3.0-or-later	Appends Amazon Contact Lens analysis to a corresponding Zendesk Support ticket. To be used with Amazon Connect app for Zendesk.	25/02/2021
<a href="#">Zendesk-search-for-Connect-contact-flows</a>	GPL-3.0-or-later	Enables searching for Zendesk users and tickets within Connect contact flow. To be used with Amazon Connect app for Zendesk.	01/03/2021
<a href="#">Zendesk-Connect-authorization</a>	GPL-3.0-or-later	Enables Amazon Connect app for Zendesk to access Connect API. Required for certain functionality like pause/resume recording.	04/03/2021

Under *Public applications*, select the checkbox *Show apps that create custom IAM roles or resource policies*.

## Enabling pause and resume call recordings

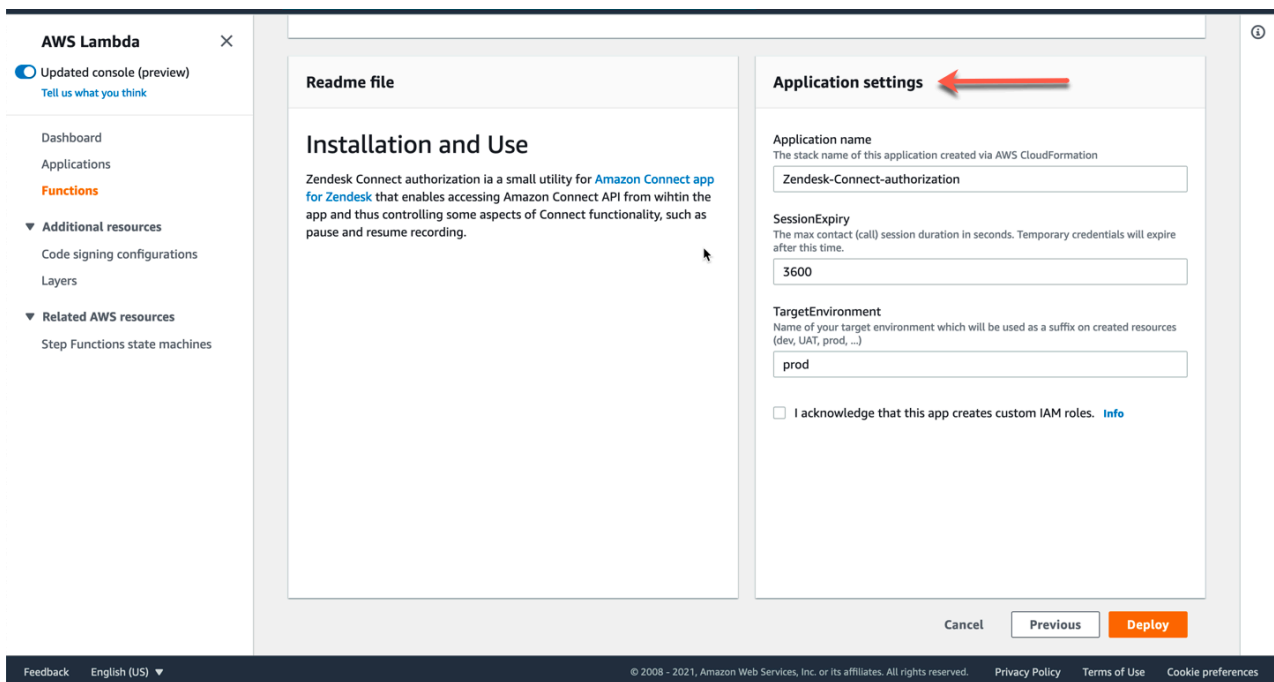


Search for and select *Zendesk-Connect-authorization*.



Scroll down to *Application settings* and enter the following information:

## Enabling pause and resume call recordings



The screenshot shows the AWS Lambda console interface. On the left is a sidebar with navigation links: Dashboard, Applications, Functions (highlighted), Additional resources, and Related AWS resources. The main content area is divided into two panels. The left panel, titled 'Readme file', contains the 'Installation and Use' section for the 'Zendesk Connect authorization' application. The right panel, titled 'Application settings', contains configuration fields: 'Application name' (set to 'Zendesk-Connect-authorization'), 'SessionExpiry' (set to '3600'), and 'TargetEnvironment' (set to 'prod'). Below these fields is a checkbox labeled 'I acknowledge that this app creates custom IAM roles.' with an 'Info' link. At the bottom right of the settings panel are 'Cancel', 'Previous', and 'Deploy' buttons. A red arrow points to the 'Application settings' header.

### Application name

Leave this as is.

### SessionExpiry

The lambda created within this stack is required to gain access to the Connect API which facilitates the pause and resume functionality. This access is temporary and the amount of time you set in this field determines the expiry timeframe of this credential. If a call goes over the time specified in this field, the pause and resume functionality will no longer work.

### TargetEnvironment

This is the name of your target environment (dev, UAT, prod etc). If unsure, just leave as *prod*.

Select the checkbox to *create custom IAM roles* and click on *Deploy*.

## Enabling pause and resume call recordings

The screenshot shows the AWS Lambda console interface for the 'Zendesk-Connect-authorization' application. The left sidebar contains navigation links for Dashboard, Applications, Functions, and Additional resources. The main content area is divided into two panels: 'Readme file' and 'Application settings'. The 'Application settings' panel includes fields for 'Application name' (Zendesk-Connect-authorization), 'SessionExpiry' (3600), and 'TargetEnvironment' (prod). A checkbox labeled 'I acknowledge that this app creates custom IAM roles.' is highlighted with a red box. At the bottom right, the 'Deploy' button is also highlighted with a red box.

Once your stack has been successfully created, scroll down and take note of the lambda name.

The screenshot shows the AWS Lambda console interface for the 'Zendesk-Connect-authorization' application. The left sidebar contains navigation links for Dashboard, Applications, Functions, and Additional resources. The main content area is divided into two panels: 'Visual Studio', 'Visual Studio Code', and 'JetBrains'. Below these panels is a section titled 'Resources (5)' which contains a table of resources. A red arrow points to the 'functionContactInit' resource in the table.

Logical ID	Physical ID	Type	Last modified
<input checked="" type="checkbox"/> functionContactInit	zendeskContactInit-dev	Lambda Function	3 days ago
<a href="#">policyConnectFromZendesk</a>		IAM ManagedPolicy	3 days ago
<a href="#">policyLambdaAssumeRole</a>		IAM ManagedPolicy	4 days ago
<a href="#">roleAccountAssumeConnect</a>		IAM Role	3 days ago

In your AWS account, search for and select *Amazon Connect*. Click on your Amazon Connect instance.

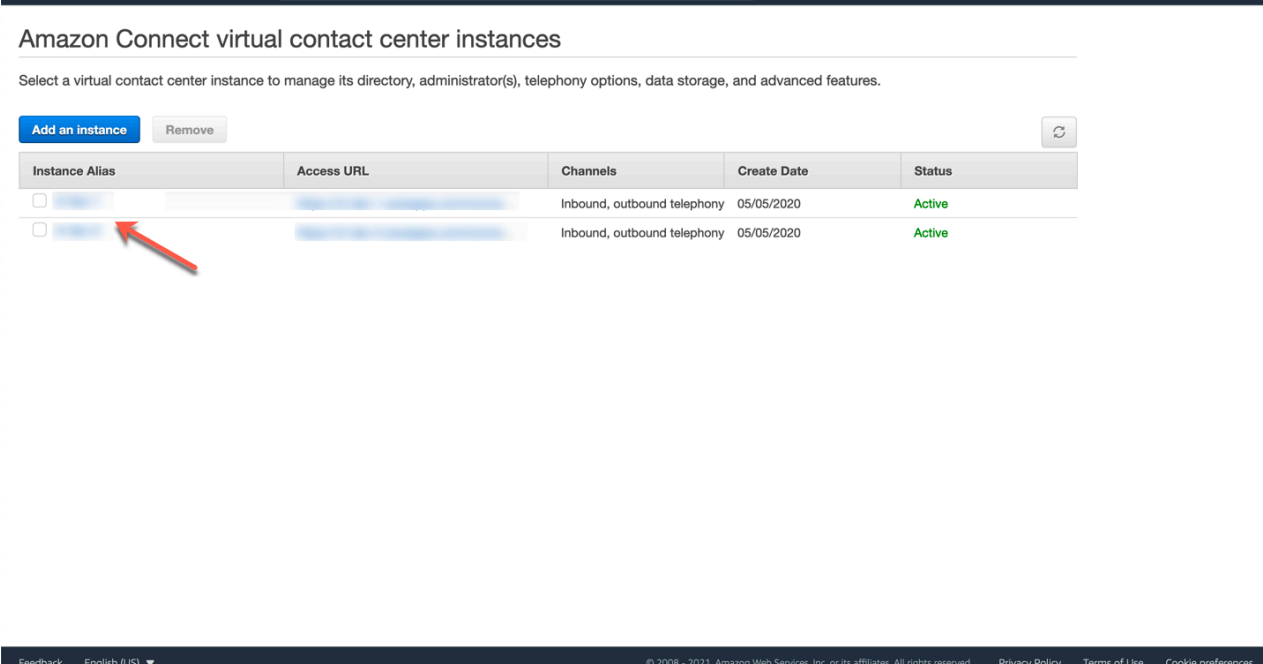
## Enabling pause and resume call recordings

**Amazon Connect virtual contact center instances**

Select a virtual contact center instance to manage its directory, administrator(s), telephony options, data storage, and advanced features.

[Add an instance](#) [Remove](#) [Refresh](#)

Instance Alias	Access URL	Channels	Create Date	Status
<input type="checkbox"/> [blurred]	[blurred]	Inbound, outbound telephony	05/05/2020	Active
<input type="checkbox"/> [blurred]	[blurred]	Inbound, outbound telephony	05/05/2020	Active



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Click on *Contact flows*.

[Amazon Connect](#) > vf-dev-1

- Overview
- Telephony
- Data storage
- Data streaming
- Analytics tools
- Tasks
- Customer profiles
- Approved origins
- Contact flows**

Under *AWS lambda*, click on the *Function* dropdown and select the lambda that was created during the stack.



## Enabling pause and resume call recordings

Amazon Connect can interact with your own systems and take different paths in IVR dynamically. To achieve this, invoke AWS Lambda functions in contact flows to interact with your own systems or other services, then build personalized and dynamic experiences based on data returned.

Note: By adding Lambda functions, you are granting Amazon Connect permission to invoke them [Create a new Lambda function](#)

**Function**

Select

- vf-ad-akbar-send-response-message
- vf-ad-dev3-infra-hierarchy-2-delete-users
- vf-ad-test2-infra-hierarchy-2-get-routing-profiles
- vf-ad-akbardev-ctr-table-processor
- vf-ad-dev1-reports
- zendeskContactInit-dev**
- zendeskContactInit-dev

+ Add Lambda Function

Function Name	Function ARN	Actions
zendeskContactInit-dev	arn:aws:lambda:ap-southeast-2:214558022353:function:zendeskContactInit-dev	Remove
zendeskSearchInContactFlow-uat	arn:aws:lambda:ap-southeast-2:214558022353:function:zendeskSearchInContactFlow-uat	Remove

### Contact flow logs

☒ Enable Contact flow logs

Your logs will be stored here </aws/connect/vf-dev-1>

Click on *Add lambda function*.

Amazon Connect can interact with your own systems and take different paths in IVR dynamically. To achieve this, invoke AWS Lambda functions in contact flows to interact with your own systems or other services, then build personalized and dynamic experiences based on data returned.

Note: By adding Lambda functions, you are granting Amazon Connect permission to invoke them [Create a new Lambda function](#)

Function

zendeskContactInit-dev

+ Add Lambda Function

#### Lambda Functions

rftrial0129-bayutest-ZendeskIntegration-6P15O5KP9WJJ	arn:aws:lambda:ap-southeast-2:214558022353:function:rftrial0129-bayutest-ZendeskIntegration-6P15O5KP9WJJ		<a href="#">Remove</a>
rftrial0129-bayutest-initContactDetails-XYF1M89MG1L	arn:aws:lambda:ap-southeast-2:214558022353:function:rftrial0129-bayutest-initContactDetails-XYF1M89MG1L		<a href="#">Remove</a>
rftrial0129-bayutest-kvsConsumerTrigger-174X4YY2YL009	arn:aws:lambda:ap-southeast-2:214558022353:function:rftrial0129-bayutest-kvsConsumerTrigger-174X4YY2YL009		<a href="#">Remove</a>
zendeskSearchInContactFlow-uat	arn:aws:lambda:ap-southeast-2:214558022353:function:zendeskSearchInContactFlow-uat		<a href="#">Remove</a>

#### Contact flow logs

☒ Enable Contact flow logs

Your logs will be stored here /aws/connect/vf-dev-1

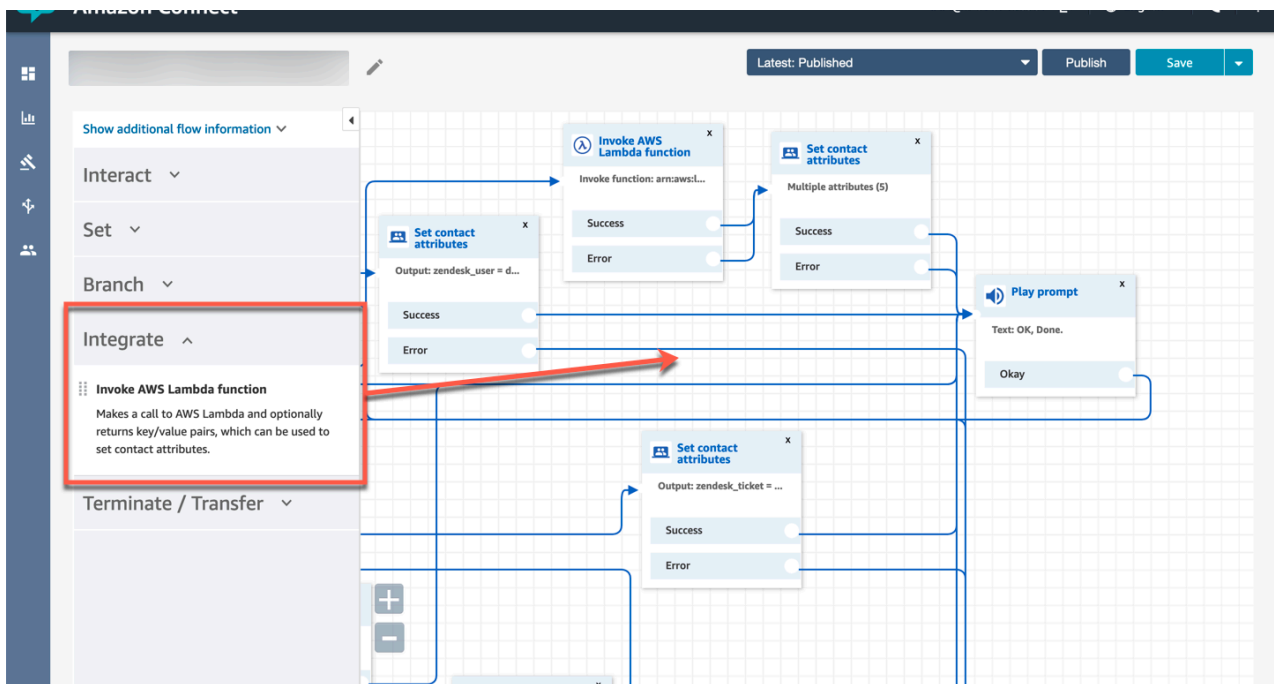
Your next step is to add the above lambda to every contact flow that you would like to enable pause and resume.



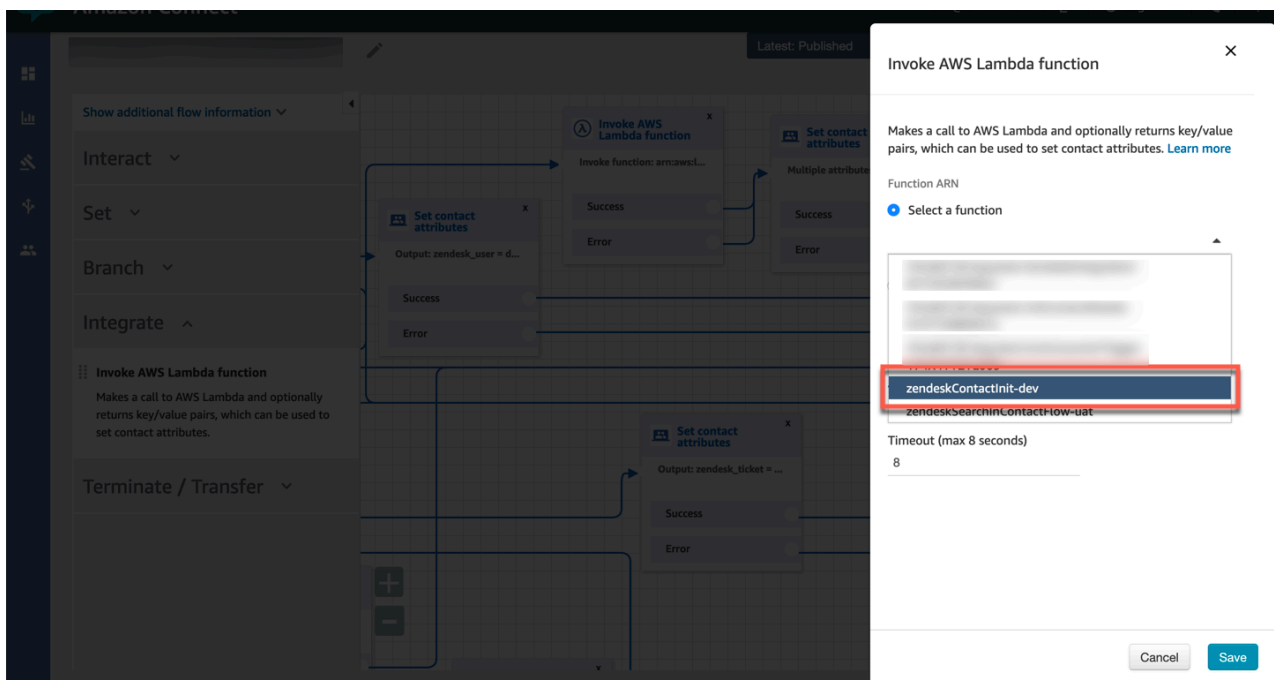
Ensure that you have enabled *call recording* through the *Set recording and analytics behavior* block in each of your inbound and outbound contact flows.

## Enabling pause and resume call recordings

Go to your contact flow. Click on *Integrate* and drag and drop the *Invoke AWS lambda function* block onto your contact flow.

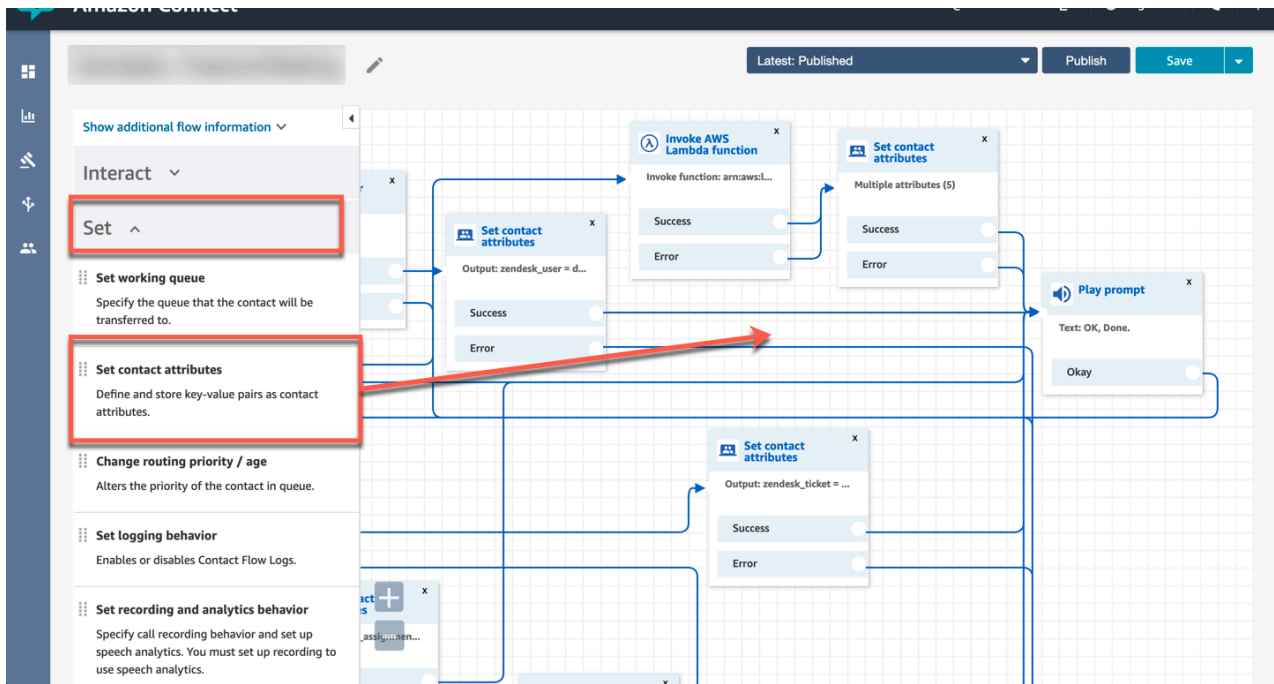


Click on the *Invoke AWS lambda function* block, select the lambda that was created during your stack and then click *Save*.

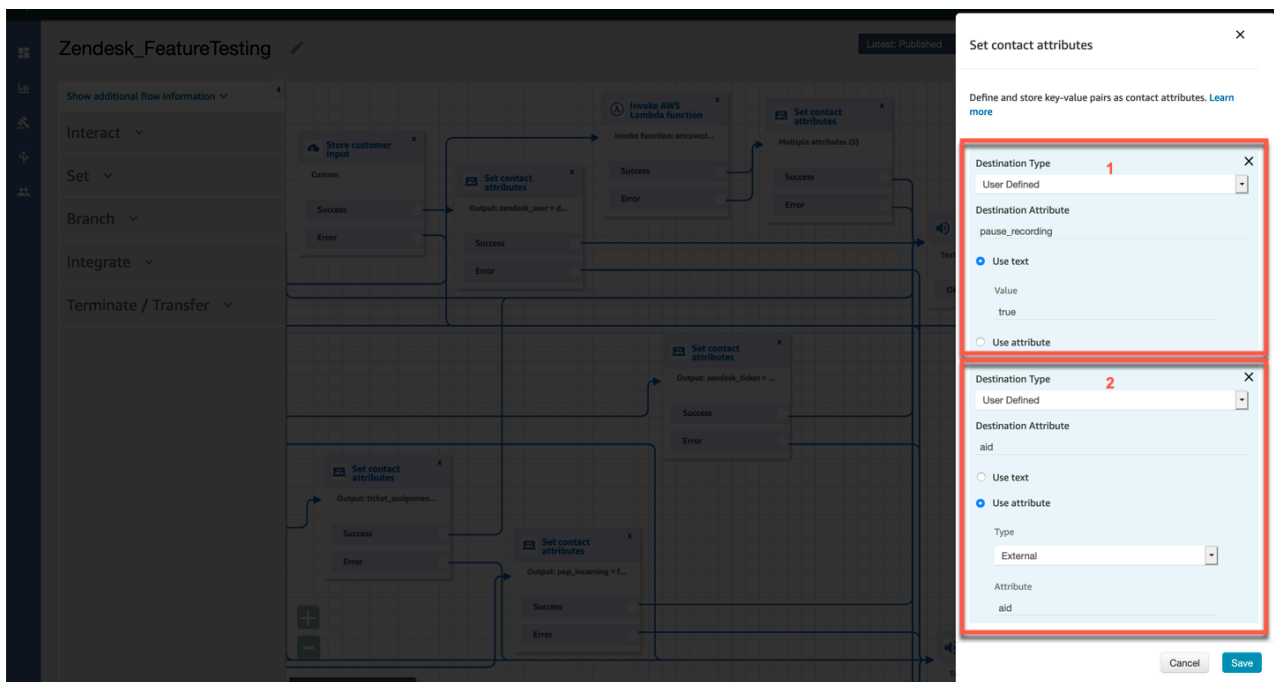


Click on *Set* and drag and drop the *Set contact attributes* block onto your contact flow.

## Enabling pause and resume call recordings



Click on the *Set contact attributes* block, and add the following (5) contact attributes.



## Enabling pause and resume call recordings

The screenshot shows the Zendesk Flow Builder interface for a flow named 'Zendesk\_FeatureTesting'. The flow is a sequence of steps: 'Store customer input' (Custom), 'Set contact attributes' (Success/Output: zendesk\_user = d...), 'Invoke AWS Lambda function' (Success/Error), and 'Set contact attributes' (Multiple attributes (5)). A dialog box titled 'Set contact attributes' is open on the right, showing the configuration for a new attribute. The dialog has a 'Destination Type' dropdown set to 'User Defined' and a 'Destination Attribute' dropdown set to 'sak'. The 'Use attribute' radio button is selected. The dialog also shows a 'Type' dropdown set to 'External' and an 'Attribute' dropdown set to 'sak'. The dialog is highlighted with a red box and a red number '3'.

The screenshot shows the same Zendesk Flow Builder interface for the 'Zendesk\_FeatureTesting' flow. The flow steps are identical to the previous screenshot. The 'Set contact attributes' dialog box is open on the right, showing the configuration for a new attribute. The dialog has a 'Destination Type' dropdown set to 'User Defined' and a 'Destination Attribute' dropdown set to 'sst'. The 'Use attribute' radio button is selected. The dialog also shows a 'Type' dropdown set to 'External' and an 'Attribute' dropdown set to 'sst'. The dialog is highlighted with a red box and a red number '4'.

## Enabling pause and resume call recordings

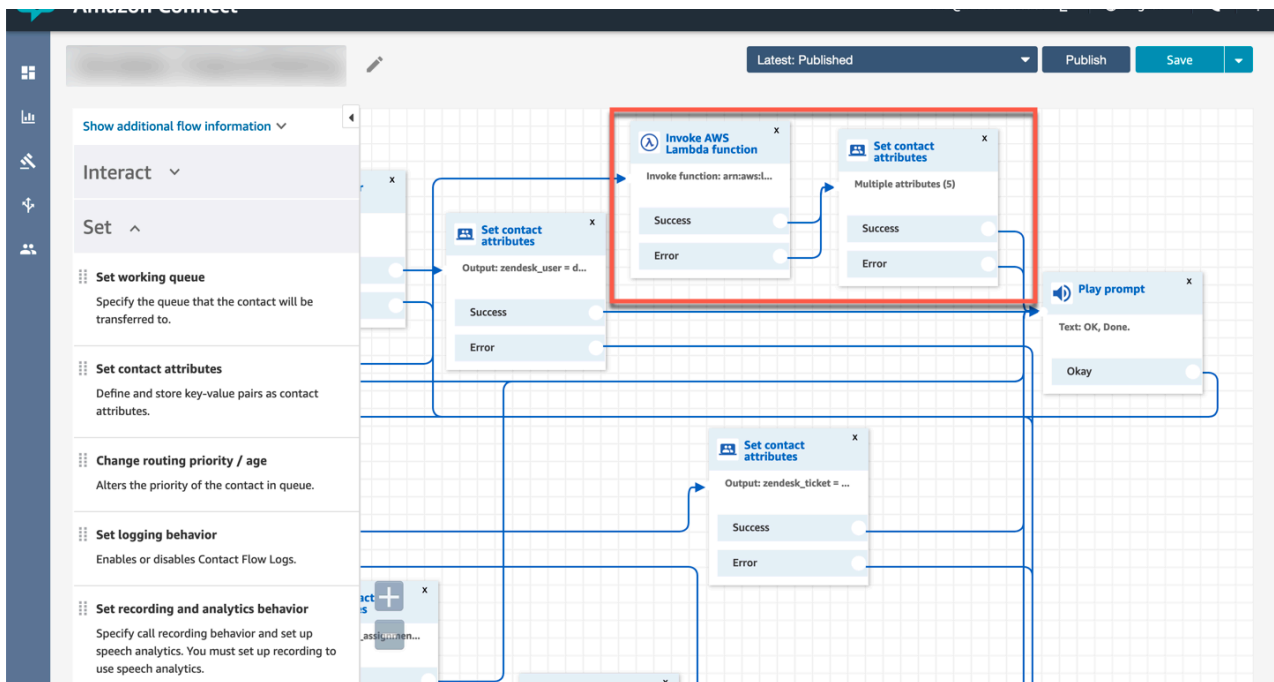
The screenshot shows the Zendesk Flow Builder interface for a flow named 'Zendesk\_FeatureTesting'. The flow includes several 'Set contact attributes' blocks and an 'Invoke AWS Lambda function' block. A modal window titled 'Set contact attributes' is open, showing options to 'Use text' or 'Use attribute'. The 'Use attribute' option is selected. The modal also shows a 'Destination Type' dropdown set to 'User Defined' and a 'Destination Attribute' dropdown set to 'cfg'. The 'Type' dropdown is set to 'External' and the 'Attribute' dropdown is set to 'cfg'. A red box highlights the 'Destination Type' and 'Destination Attribute' dropdowns. The 'Save' button is highlighted in red.

Click on Save.

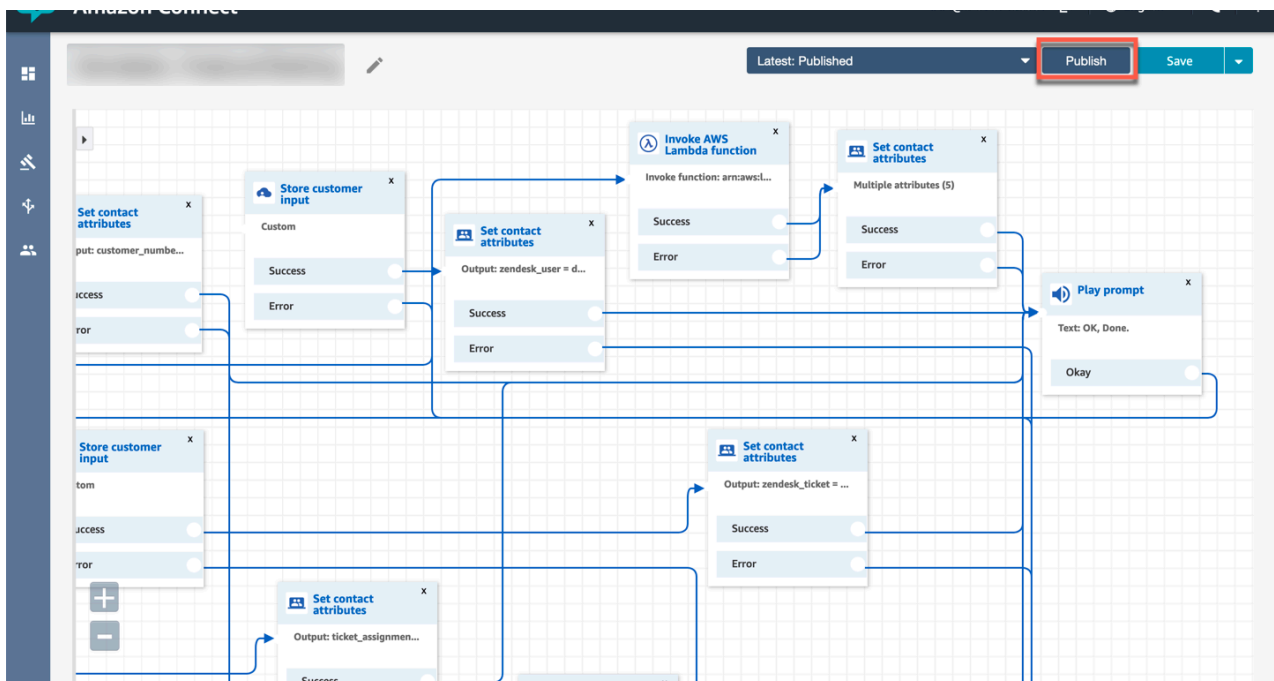
The screenshot shows the Zendesk Flow Builder interface for a flow named 'Zendesk\_FeatureTesting'. The flow includes several 'Set contact attributes' blocks and an 'Invoke AWS Lambda function' block. A modal window titled 'Set contact attributes' is open, showing options to 'Use text' or 'Use attribute'. The 'Use attribute' option is selected. The modal also shows a 'Destination Type' dropdown set to 'User Defined' and a 'Destination Attribute' dropdown set to 'cfg'. The 'Type' dropdown is set to 'External' and the 'Attribute' dropdown is set to 'cfg'. A red box highlights the 'Save' button.

Connect the *lambda* block and the *contact attribute* block as per the below.

## Enabling pause and resume call recordings



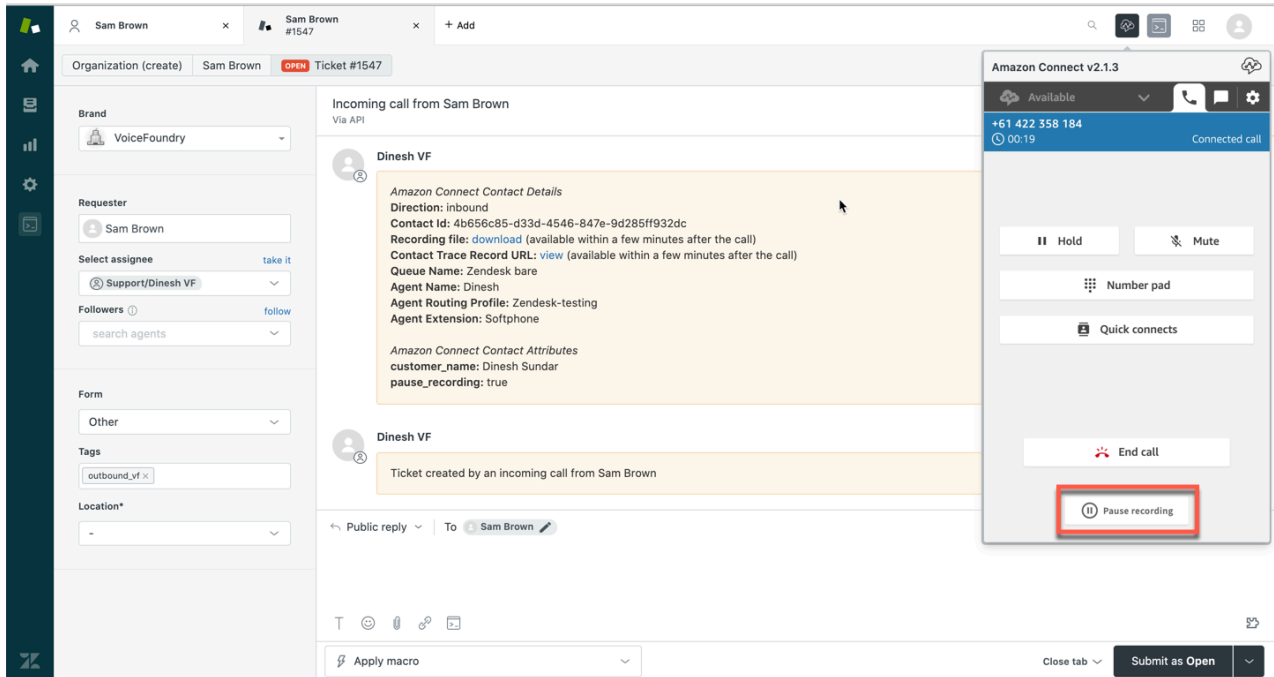
*Publish* your contact flow to save your changes.



## Enabling pause and resume call recordings

### 3 User guide

Once an agent is connected with a caller, they can pause the call recording by clicking on the *Pause recording* button within the softphone.



To resume a call recording, click on the *Resume recording* button within the softphone.

