Enabling pause and resume call recordings

Installation and User Guide

Version 2.2 [Mar 2021]

VoiceFoundry

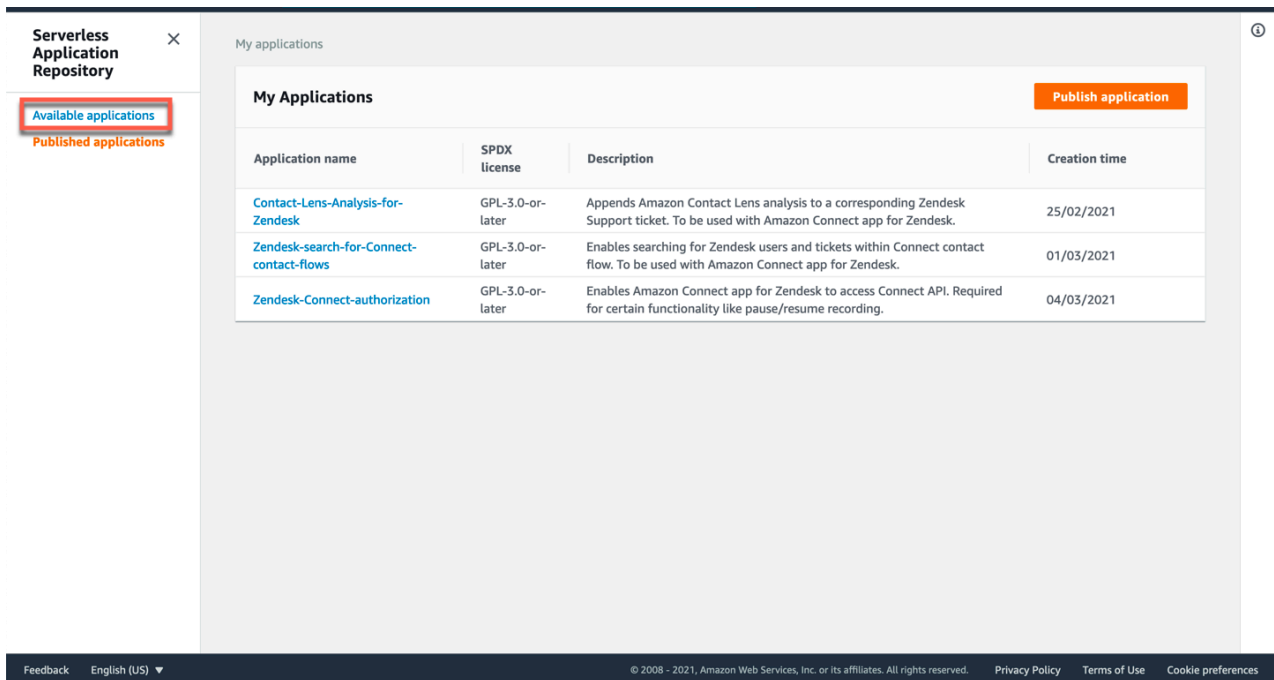Table of Contents

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.
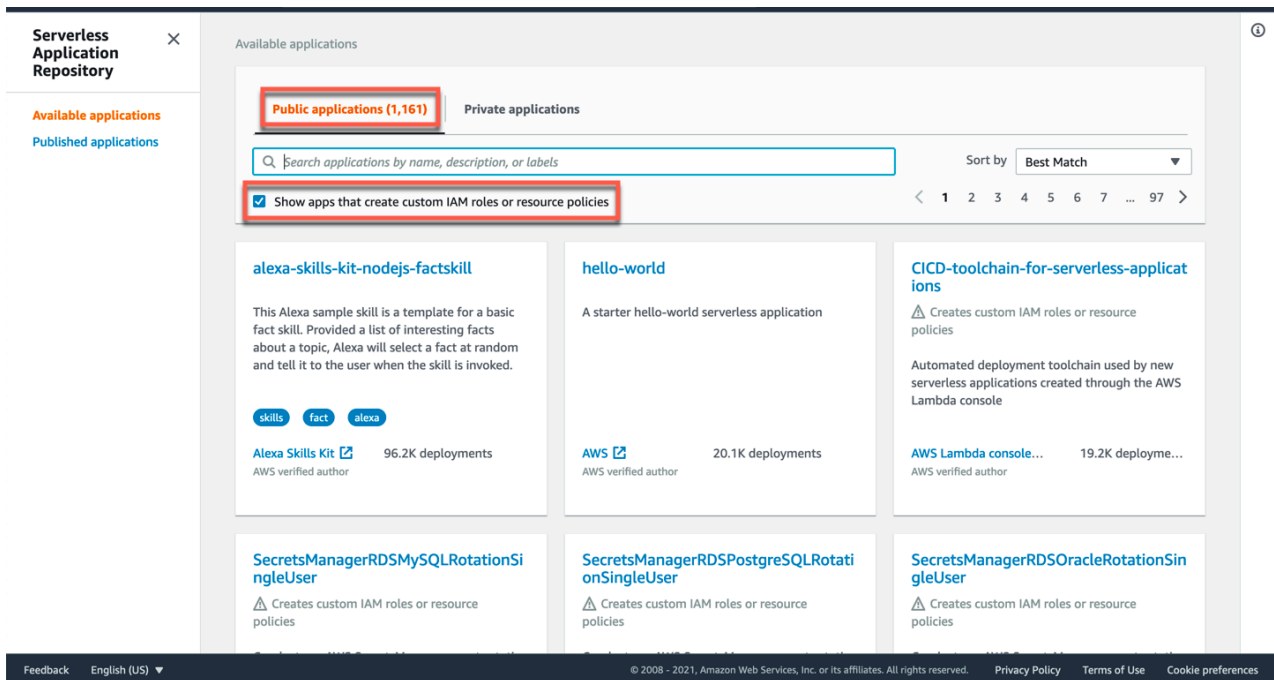
Click on *Available applications*.

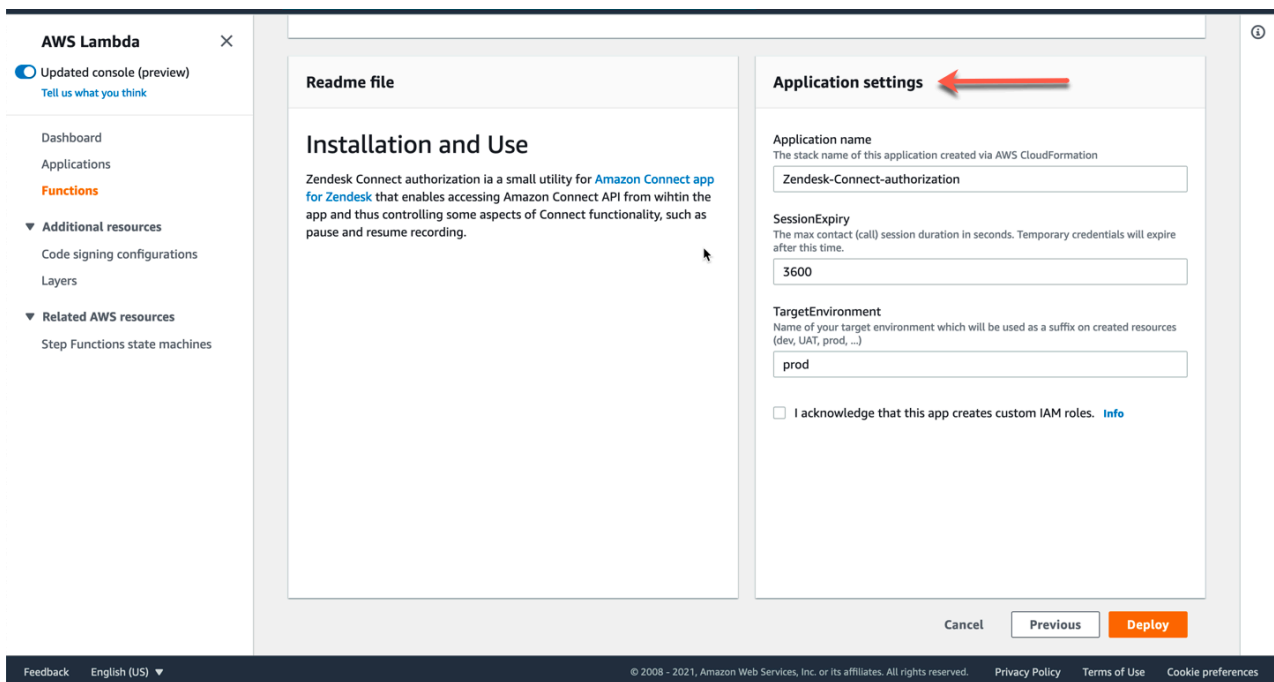Under *Public applications*, select the checkbox *Show apps that create custom IAM roles or resource policies*.

Search for and select *Zendesk-Connect-authorization.*
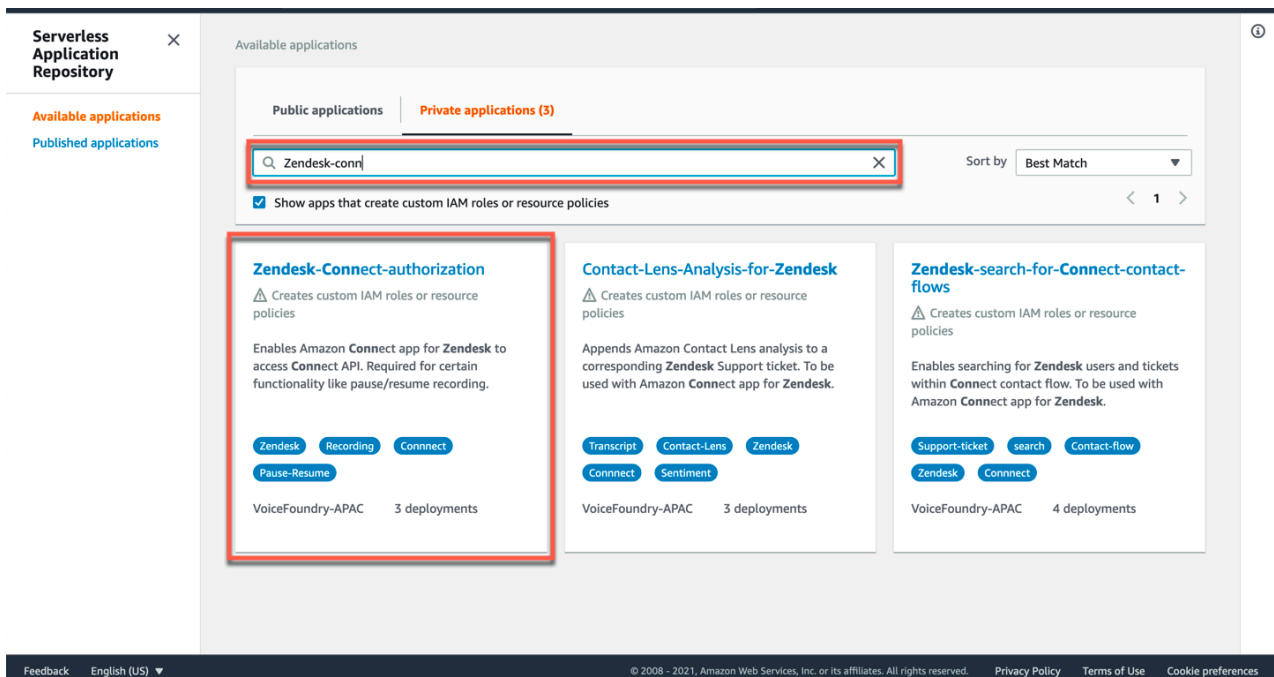
Scroll down to *Application settings* and enter the following information:

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*.

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

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

Click on *Contact flows*.

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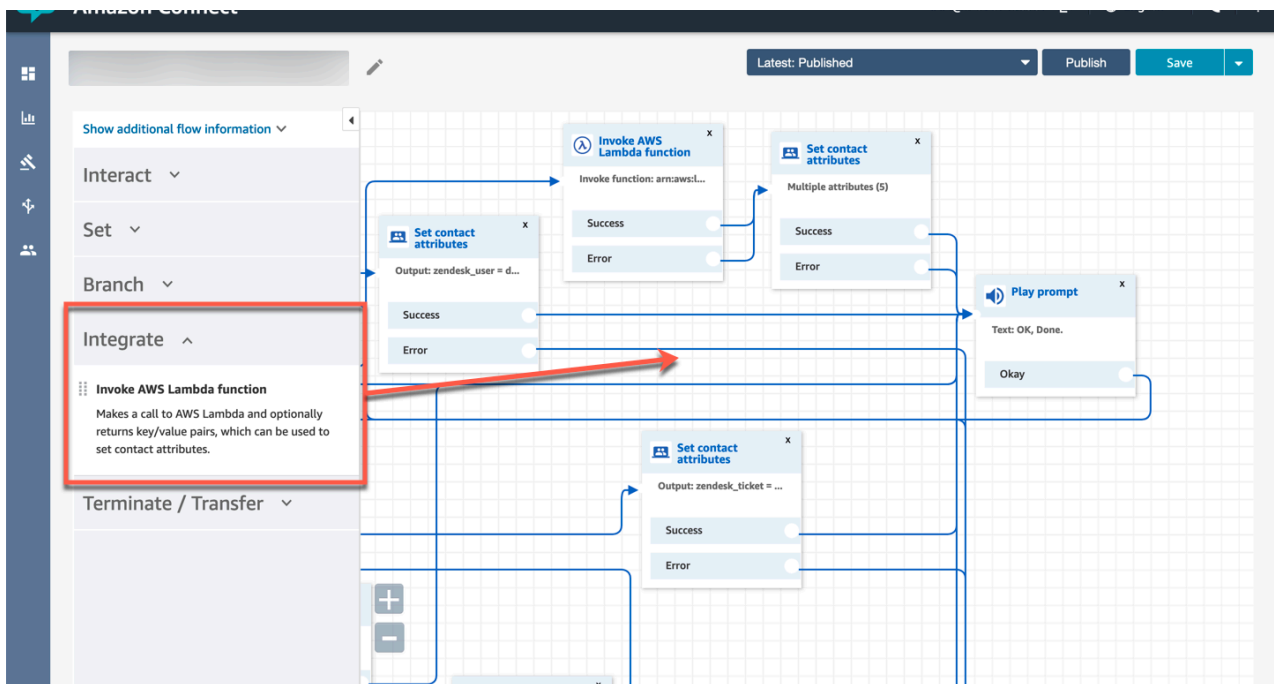
Click on *Add lambda function*.

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.

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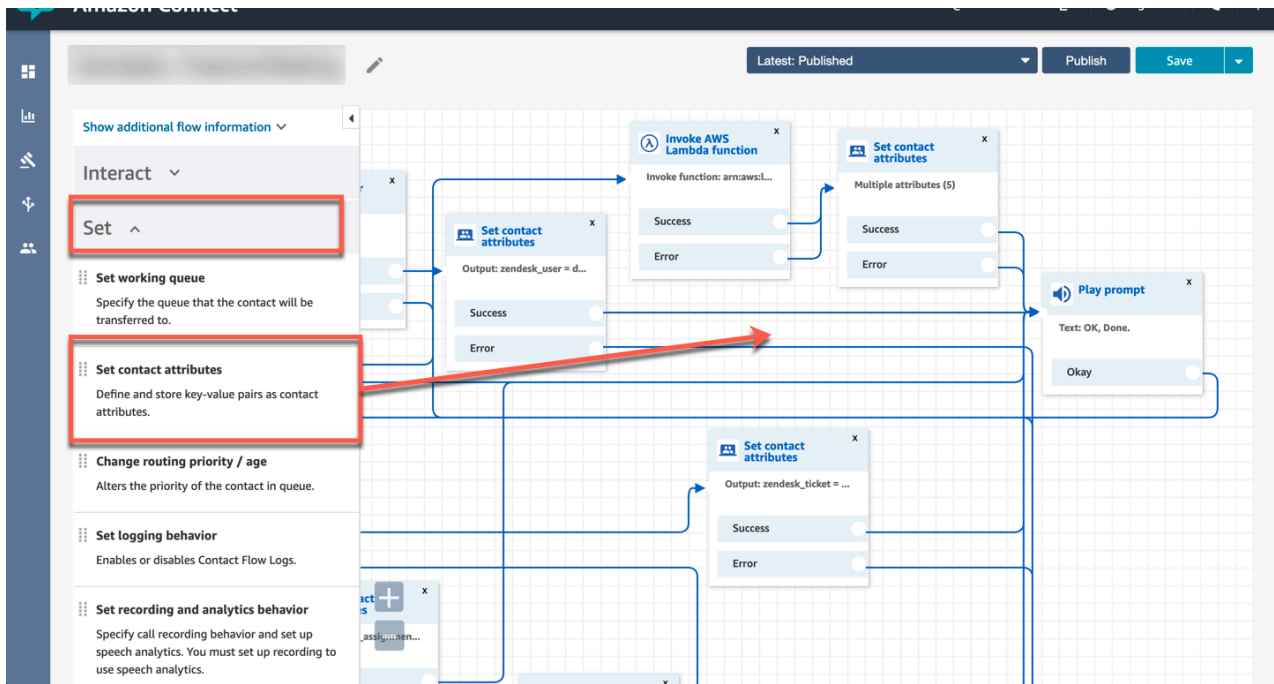

Click on the *Invoke AWS lambda function* block, select the lambda that was created during your stack and then click *Save*.
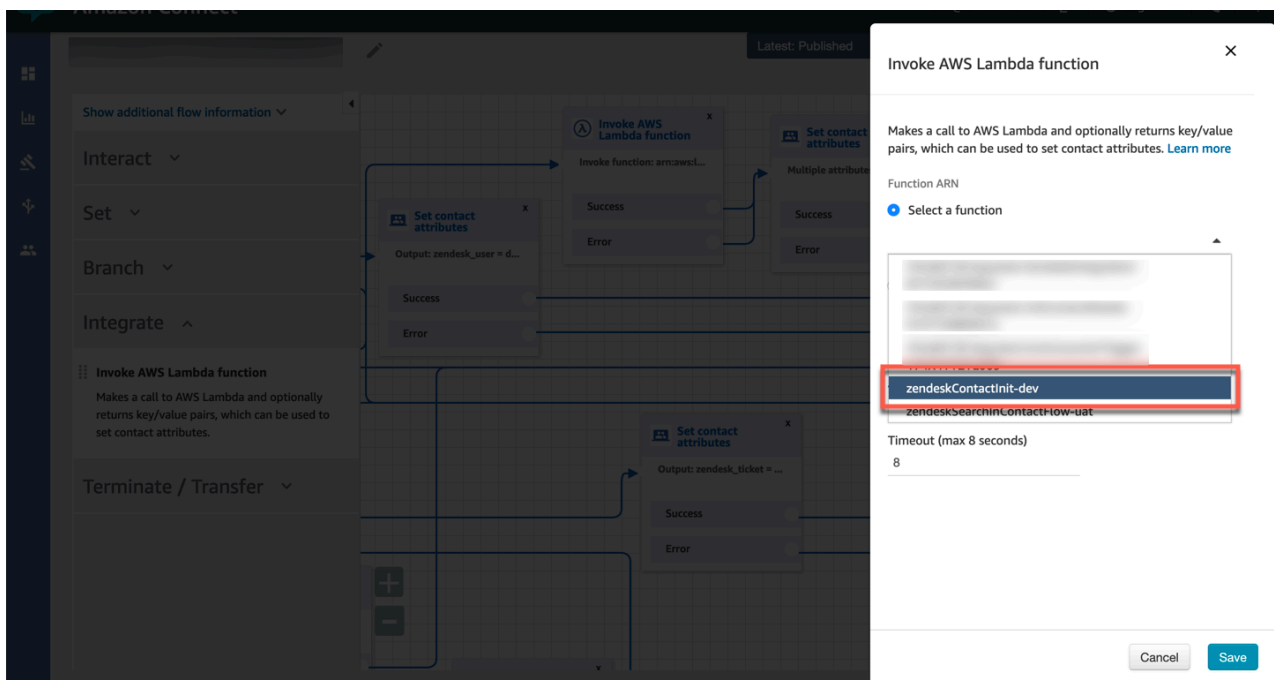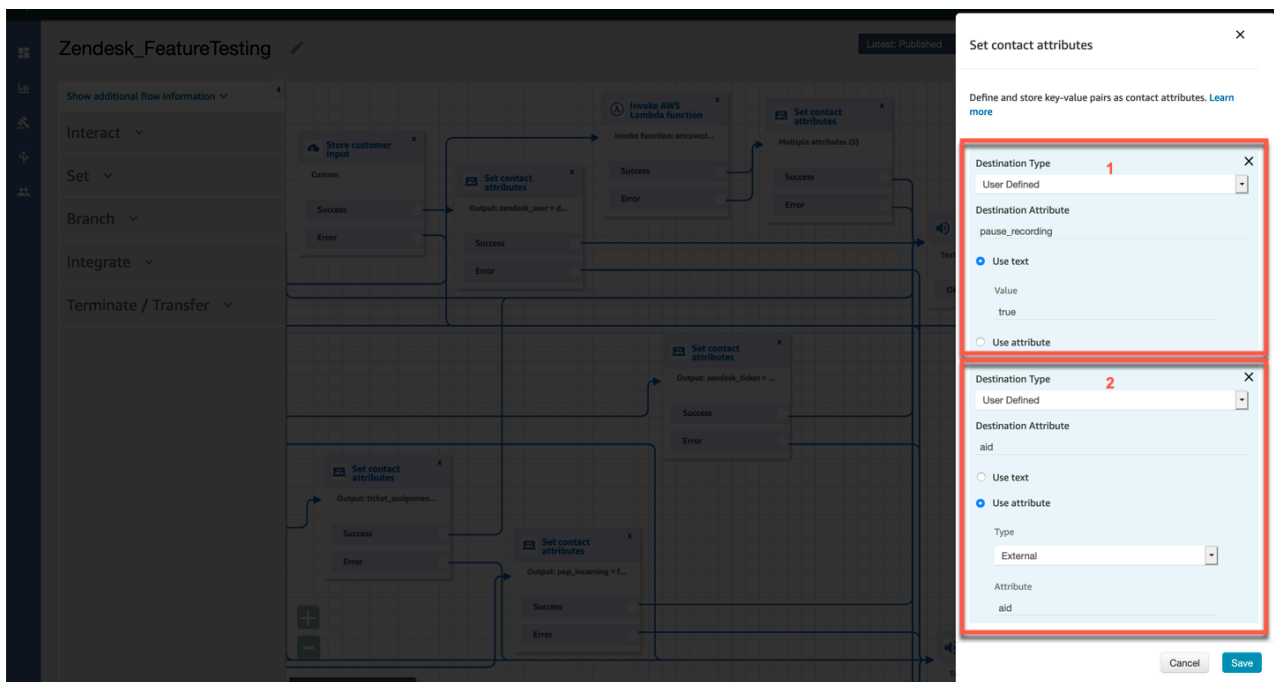

Click on *Set* and drag and drop the *Set contact attributes* block onto your contact flow.

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

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Click on *Save*.

Connect the *lambda* block and the *contact attribute* block as per the below.
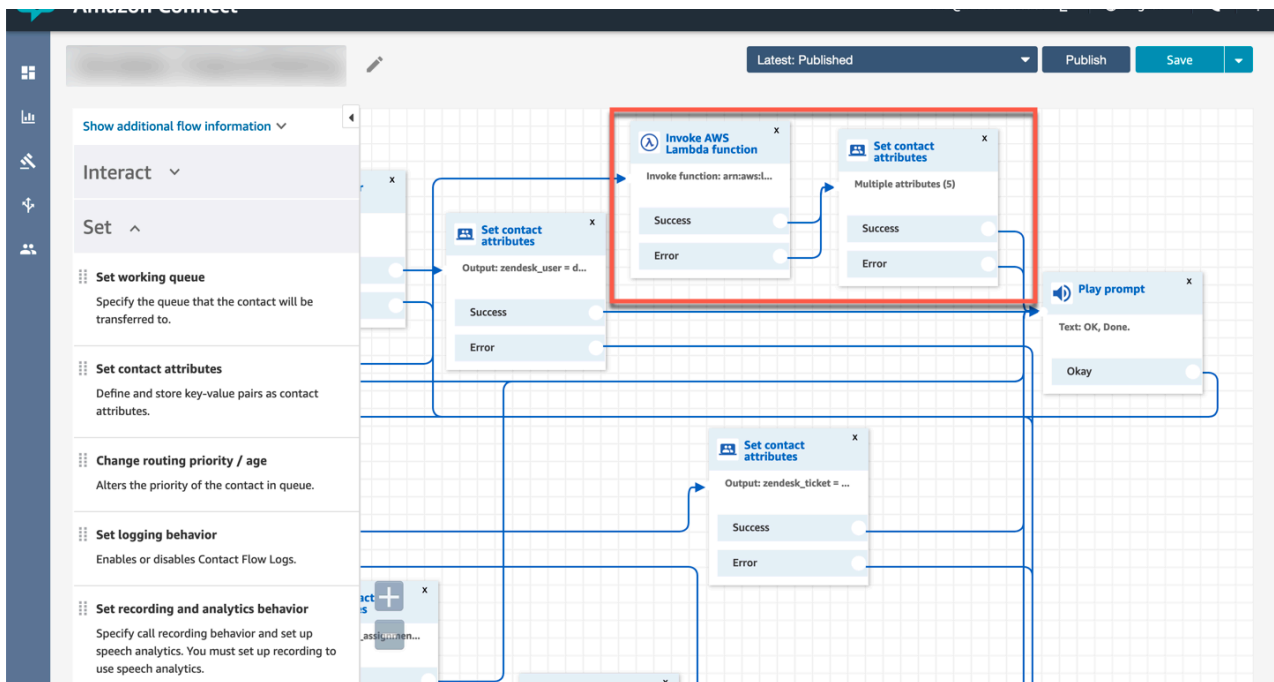
Publish your contact flow to save your changes.
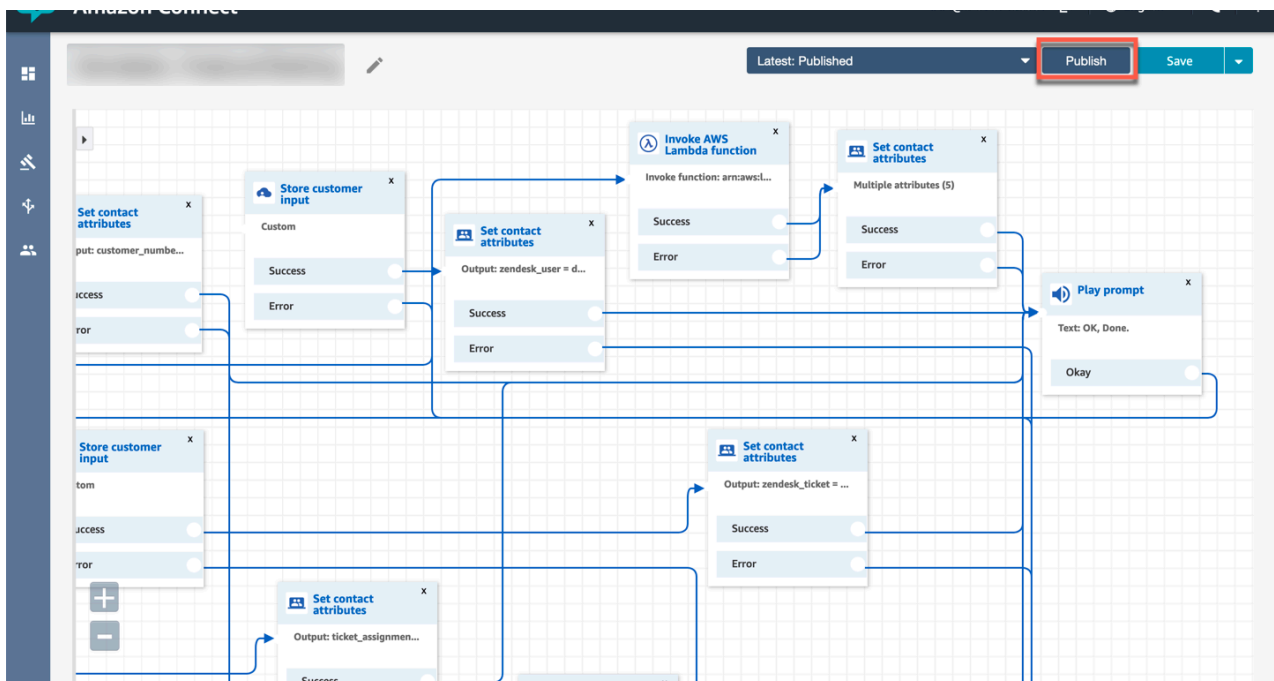
3 User guide

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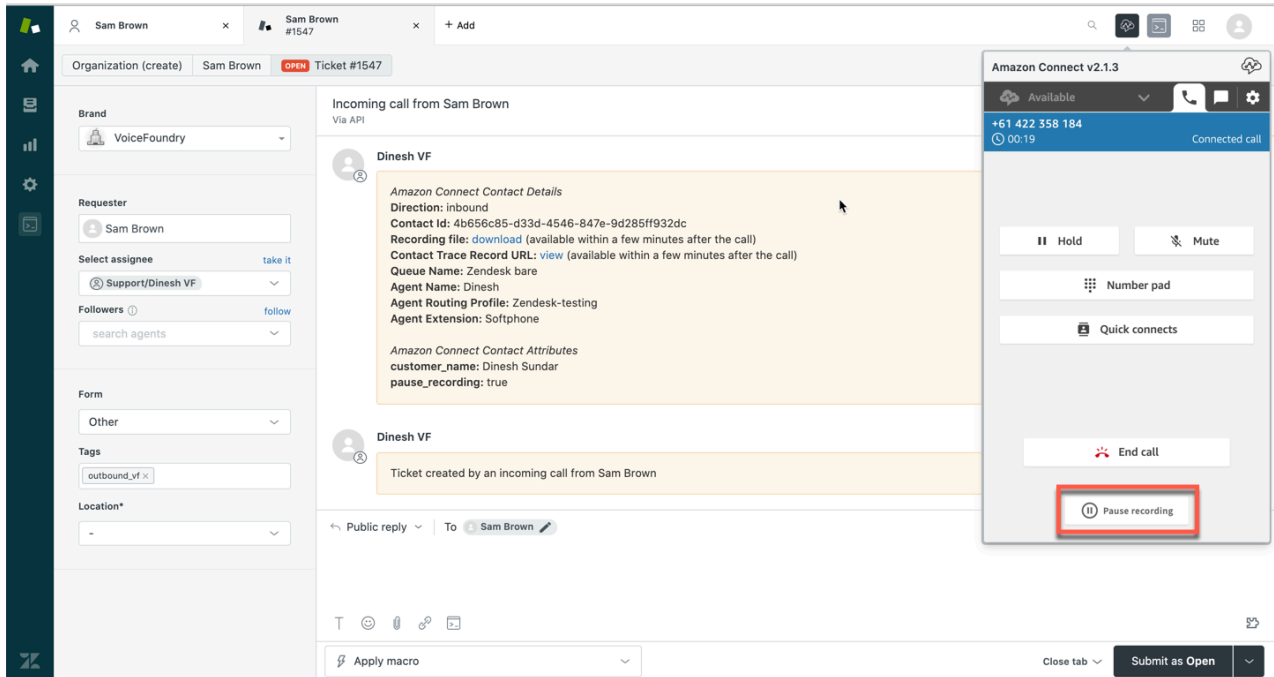
To resume a call recording, click on the *Resume recording* button within the softphone.