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Composer Help

[Start FCR Block](#)

Start FCR Block

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Start FCR Block

Use the Start FCR (Start Full Call Recording) block to indicate the start of a recorded audio file. You specify the audio format of the recorded file, which is saved in the MCP folder specified in the [Capture Location](#) property. Once recording has started, all interactions will be recorded the End FCR block is reached or the call is terminated Notes:

- Starting and stopping at tapped points (as marked by the Start FCR block and either EndFCR block or the end of call) depends on the Prompt Queuing feature. For this reason, all Prompts between Start FCR and End FCR should have their [Immediate Playback property](#) set to true.
- The [enableFCR system variable](#) in the Entry block must be set to true in order to use this block.

The Start FCR block has the following properties: The Start FCR block has no page exceptions.

Name Property

Find this property's details under [Common Properties](#).

Block Notes Property

Can be used for both callflow and workflow blocks to add comments.

Audio Format Property

This property specifies the audio format for the recording.

1. Select the Audio Format row in the block's property table.
2. In the Value field, select an audio format value from the drop-down list.

The following audio formats are currently supported:

- audio/vox
- audio/basic
- audio/x-alaw-basic
- audio/x-g726-24
- audio/x-g726
- audio/x-adpcm
- audio/adpcm
- audio/x-adpcm8
- audio/x-g726-40

- audio/L8
- audio/L16
- audio/x-wav
- audio/wav
- audio/x-wav;codec=ulaw
- audio/wav;codec=ulaw
- audio/x-wav;codec=alaw
- audio/wav;codec=alaw
- audio/x-vox
- audio/x-wav;codec=pcm
- audio/wav;codec=pcm
- audio/x-wav;codec=pcm16
- audio/wav;codec=pcm16
- audio/x-wav;codec=g726
- audio/wav;codec=g726
- audio/x-gsm
- audio/x-g729

You can modify this value in order to specify enhanced format information such as the codec and the rate as in the following: `audio/x-wav;codec=g729;rate=<rate>`

Capture Location Property

The Capture Location property specifies the location for the FCR files on MCP. The default value is `..\callrec`, but this value can be changed. To specify a capture (recording) location for the FCR files:

1. Click the Capture Location row in the block's property table.
2. Select the Value field and type a directory path, or keep the default `..\callrec` path.

Condition Property

Find this property's details under [Common Properties for Callflow Blocks](#).

Logging Details Property

Find this property's details under [Common Properties for Callflow Blocks](#).

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Log Level Property

Find this property's details under [Common Properties for Callflow Blocks](#).

Enable Status Property

Find this property's details under [Common Properties for Callflow Blocks](#).