



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.

# SIP Server Deployment Guide

Call Recording: DN Recording Override

# Call Recording: DN Recording Override

## Contents

- **1 Call Recording: DN Recording Override**
  - **1.1 General Rules for DN Recording Override**
  - **1.2 Multi-Site Call Flow Examples**
  - **1.3 Feature Configuration**

Call recording functionality can be enabled statically on a DN by setting the record configuration option to `true`, or dynamically by using the record key in the Extensions attribute of a `TRouteCall` request.

With this feature, call recording can be selectively disabled through a routing strategy by overriding the record option configured on a DN. Call recording can be disabled on either the origination DN or destination DN when a routing strategy issues `TRouteCall` containing the record extension key set to `disable_source` or `disable_destination`, respectively.

When recording is disabled by the `TRouteCall` request, recording can be started on the DN by issuing a `TPrivateService` request after the call is established.

DN Recording Override is supported with MSML-based call recording, for single-site, multi-site, and Business Continuity deployments. DN Recording Override is not supported with NETANN-based call recording.

### General Rules for DN Recording Override

- If a recording configuration is overwritten for a DN, recording does not start when a call is answered on this DN. Recording can still be activated on this DN when the call is already established using the `TPrivateService(GSIP_RECORD_START)` request.
- It is not possible to disable recording on both origination and destination DNs using the same `TRouteCall` request.
- Extension key values provided in a `TRouteCall` request are not carried forward to the subsequent requests.
- Call recording that is already in progress cannot be stopped.

### Multi-Site Call Flow Examples

These call flow examples show how DN Recording Override works in multi-site deployments.

#### Example 1: `record='disable_source'`

1. Agent 1 with `record=true` at Site 1 dials internally to a Routing Point at Site 1.
2. `TRouteCall` containing `record=disable_source` with ISCC transaction type route is issued to Agent 2 at Site 2.
3. Call recording is disabled for Agent 1 at the origination site (Site 1).

#### Example 2: `record='disable_destination'`

1. An inbound call arrives at a Routing Point at Site 1.
2. `TRouteCall` containing `record=disable_destination` with ISCC transaction type route is issued to Agent 2 with `record=true` at Site 2.
3. Call recording is disabled for Agent 2 at the destination site (Site 2).

## Feature Configuration

To override enabled call recording, in the routing strategy, configure the TRouteCall request to include the record key with the appropriate value, as follows:

- `disable_source`—to override recording on the origination DN.
- `disable_destination`—to override recording on the destination DN.

This feature applies only if the following configurations are enabled:

- Application-level options must be set to true:
  - `mxml-support=true`
  - `mxml-record-support=true`
- Multi-site deployment:
  - The destination site must be controlled by SIP Server (`sip-server-inter-trunk=true`).
  - ISCC transaction type must be set to route.

### AttributeExtensions

Key: `record`

Values: `source`, `destination`, `disable_source`, `disable_destination`

Used in: TRouteCall

- When set to `disable_source`, it overrides the `record` configuration option set on the origination DN (the DN from which a call is sent to the Routing Point).
- When set to `disable_destination`, it overrides the `record` configuration option set on the destination DN (the DN specified in `AttributeOtherDN` of the TRouteCall).

This `record` key continues supporting values `source` and `destination`, as follows:

- When set to `source`, call recording is initiated on the DN that sent a call to the Routing Point (customer), and will continue until the customer leaves the call.
- When set to `destination`, call recording is initiated on the routing destination DN (agent), and will continue until the agent leaves the call.