# SIP Server Deployment Guide

Call Recording: DN Recording Override

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# Call Recording: DN Recording Override

## Contents

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`:
    - `msml-support=true`
    - `msml-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.