SIP Server Deployment Guide

Recording an Agent Greeting

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Recording an Agent Greeting

Starting with SIP Server release 8.1.102.26, you can configure SIP Server to record the agent call leg during the personal greeting. This feature works only when both recording and greeting are enabled for the call.

Feature Configuration

To enable recording of the agent call leg during the personal greeting:

1. In the **TServer** section of the SIP Server Application, configure the following options:

   - Set the **msml-support** option to `true`.
   - Set the **msml-record-support** option to `true`.
   - Set the **record-agent-greeting** option to `true`.

2. Do one of the following:

   - Set the **record** option to `true` on the agent's DN.
   - Set the **record** key to `source` or `destination` in AttributeExtensions of the TRouteCall request.

3. Enable personal greetings by specifying **agent-greeting** and **customer-greeting keys** in AttributeExtensions of the TRouteCall request.

record-agent-greeting

Setting: **TServer** section, Application level
Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: For the next call

Specifies whether the agent greeting or the customer greeting must be recorded when both recording and greeting are enabled for the call.

- If set to `true`, the agent greeting is recorded.
- If set to `false`, the customer greeting is recorded.

AttributeExtensions

Key: **record-agent-greeting**
Type: String
Valid Values: `true, false`
Request: TRouteCall

Specifies whether the agent greeting or the customer greeting must be recorded when both recording and greeting are enabled for the call.

- If set to `true`, the agent greeting is recorded.
- If set to `false`, the customer greeting is recorded.

Feature Limitations

- This feature is supported for MSML-based integration only.
- This feature is supported only for greetings played for inbound calls.
- This feature is not supported for greetings configured in the Agent Login object.