



Asterisk Call Recording Support in Flexor

Flexor has the ability to receive call recording data from Asterisk and use this data to include a hyperlink to the call recording of the associated conversation within the activity history created in the CRM. This enables customers to have easy access to call recordings directly from the CRM on a context-relevant basis.

If you wish to take advantage of this feature within Flexor then the call recording solution will need to be implemented in such a way that the Asterisk telephone system will pass an event detailing the recording filename to the Asterisk Manager Interface. The information should be passed to Flexor as an Asterisk NewExten event message, as described below, which will be detected by the Flexor interface to AMI.

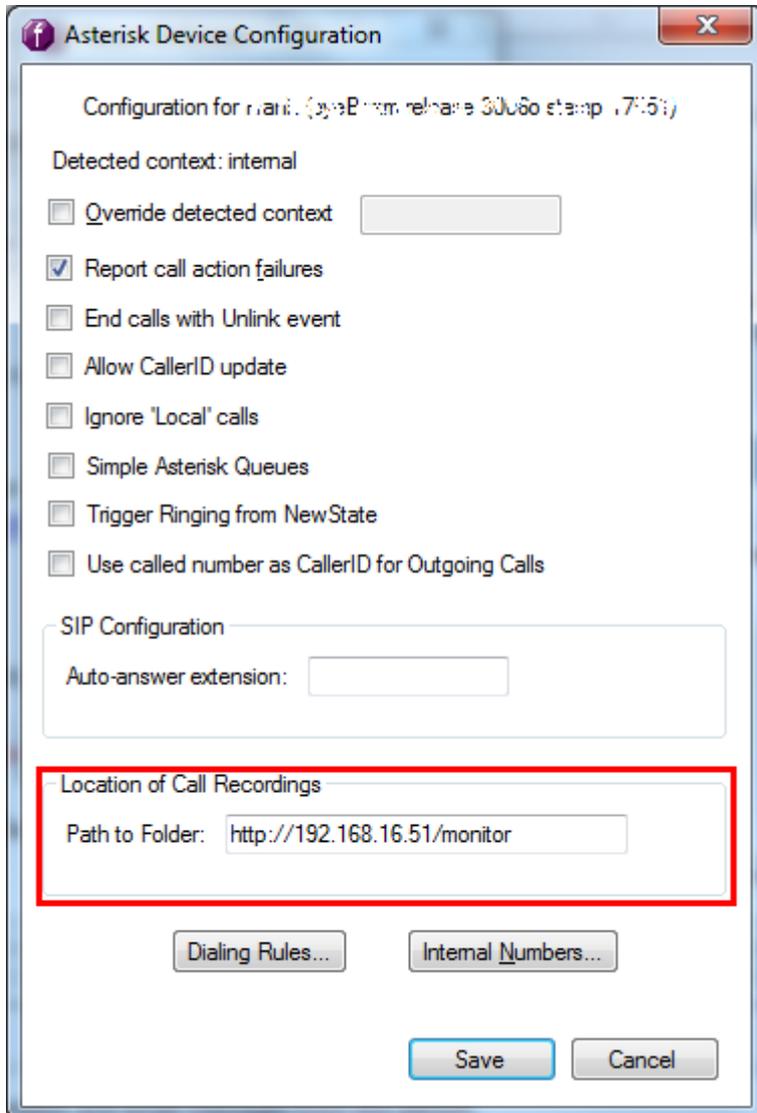
```
Event: Newexten
...
Application: MixMonitor
AppData: [Recording Filename ending with .wav] |...
Uniqueid: [UNIQUEID]
```

In this message the parameters should be completed as follows:

[APPDATA] - The filename of the call recording including the file suffix .wav e.g.
1338366927.21410.wav

[UNIQUEID] - The unique ID of a call leg to which this data is related

In order for the links to successfully launch the call recordings to play them back, the network path to the folder containing the call recording files should be entered in the configuration of the Asterisk device. An example is shown in the screen shot below.



Please note that the standard functionality within Flexor is to place the call recording filename along with the folder location into the notes of the activity history only. If you would like to place the data into another field within the activity history or into a different entity within your CRM, please contact us.

For more information or details on how Asterisk Call Recording CRM interaction can be customised for you or your customers business please contact CamrivoX.