Call Recording events

For each call recording done there will be one record in table call_events with event_type='r' and a dte_start and a duration_tot_sec. From v1.9 these records will also contain a value for agent_id.

In Puzzel there are 3 ways of recording phone calls:

1. **Forced** (aka "automatic")

   - Forced on **queue**: All calls from a queue to agents are recorded

   - Forced on **agent**/user group: All calls to an agent or all agents in a user group are recorded

2. **Pending on queue**: Calls from a queue to agents are recorded only if the agent before hang-up/transfer clicked 'Save recording'

3. **Manually by agent** (agent starts and stops recording for ongoing call).
   The agent can only start a recording if this option is enabled, if the agent is the "active part" in the conversation (not a received consult call) and if a forced recording is not already running.

See more details about call recording here.

Consult call vs call transfer

- When agent 1 makes a **consult** call to agent 2, we do not start a (new) recording even if recording is forced on agent 2.

- When agent 1 **transfers** a call to agent 2, we start a new recording on agent 2 if recording is forced on agent 2 (or if agent 2 clicks Start Recording)

Forced recording vs manually started

- For **forced** recording, the Recording event starts when the speaktime in the conversation event starts (=Finish minus Speaktime)

- For Recordings started **manually**, the recording event starts after the speaktime starts, and it ends before or when the speaktime ends.

Example 1: Transfer
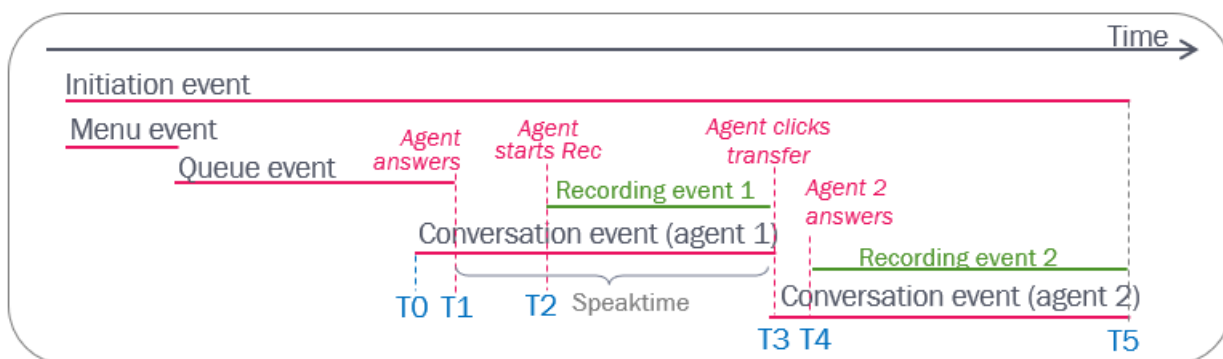
- Agent 1 manually starts recording and then transfers:
  Recording event 1 is from the agent clicks Start Recording until Transfer is clicked (T2-T3)

- Recording is forced on agent2:
  Recording event 2 is from where agent 2 answers until call end (=T4-T5)

Example 2: Consult
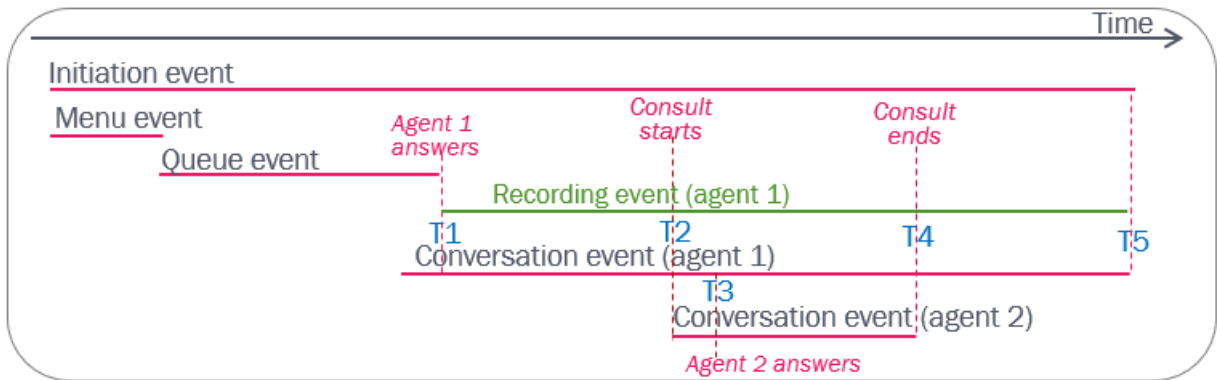
- Recording is forced on queue or forced on agent 1: Puzzel records as long as agent 1 is connected and is the "active" part (T1-T5)

- Recording is forced on agent2: No new recording since agent 2 is never the "active" agent

Example 3: Consult and transfer
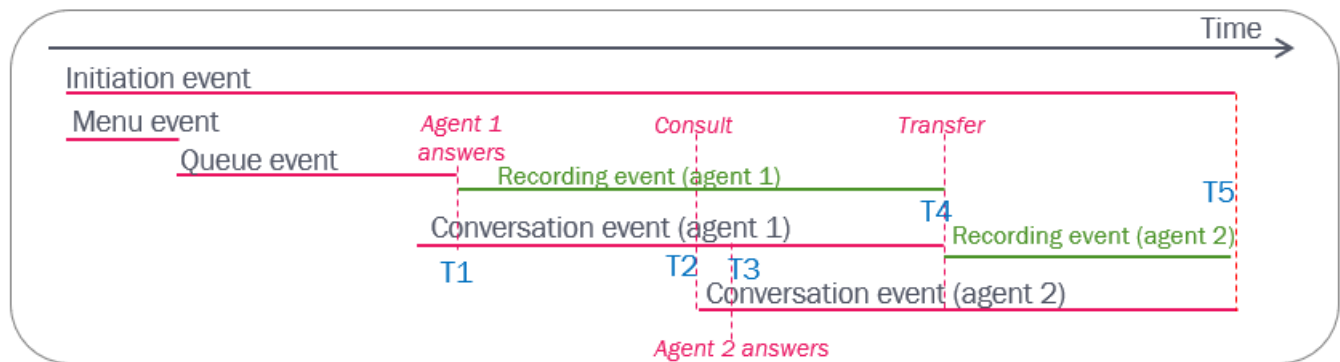
- Recording is forced on queue or agent 1: Recording event 1 is as long as agent 1 is the "active" agent (T1-T4)

- Recording is forced on agent 2: Recording event 2 is from where agent 2 is the "active" agent until call end (=T4-T5)

Caller accepting/denying recording

If your Puzzel solution has a menu asking the caller to dial 1 to accept recording or dial 1 to deny recording, you might experience that some calls are not recorded even if forced recording is configured on the queue/agent. To see how many callers that accepted or denied recording, look for call_ids with the relevant DTMF value in the relevant menu.