

Recording VoiceXML sessions with SIPREC draft-lum-siprec-vxml-00

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IVR recording

In RFC6341 (SIPREC requirements)

Use Case 6: IVR / Voice Portal Recording.

Self-service Interactive Voice Response (IVR) applications may need to be recorded for application performance tuning or to meet compliance requirements.

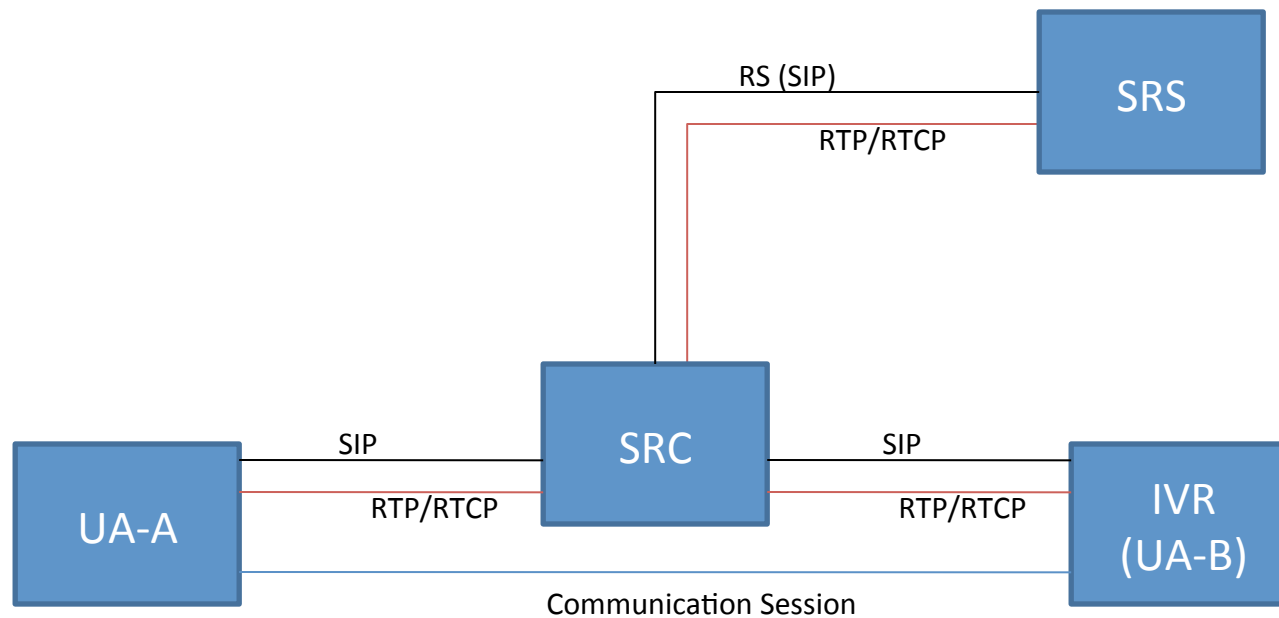
Metadata about an IVR session recording must include session information and may include application context information (e.g., VoiceXML session variables, dialog names, etc.).

Scope

- VoiceXML is standard for creating voice dialogs and IVR applications
- Specify recording extensions to work for VoiceXML applications
- VoiceXML session can be running within the scope of a VoiceXML media service (as per RFC5552)

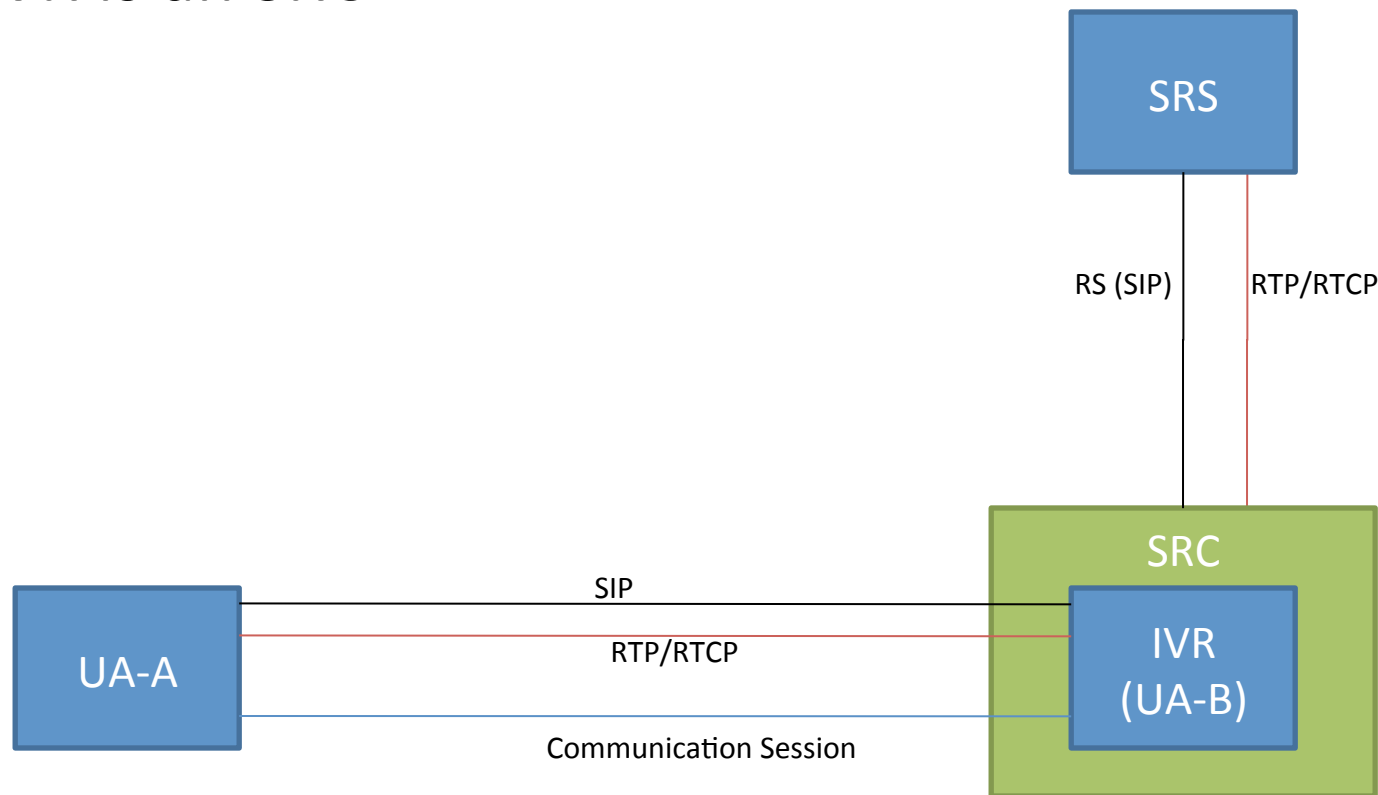
Deployment types (1)

- IVR recorded by a separate SRC



Deployment types (2)

- IVR is an SRC



Requirements

- REQ1: Provide an ability for the VoiceXML application to know that it is being recorded.
- REQ2: Provide an ability for the VoiceXML application to pause/resume certain parts of the application from being recorded
- REQ3: Define the scope which the recording starts or stops within the VoiceXML application.
- REQ4: Capture DTMF input as media or metadata.
- REQ5: Define metadata format to provide essential information about the recorded application.
- REQ6: Define additional metadata to provide detailed information about the application executed.

REQ1

- Provide an ability for the VoiceXML application to know that it is being recorded.
 - Example - Application must record the call in order to execute certain transaction. Application needs to know recording is happening before presenting the option to the user
 - Possible solution: session variable
 - `session.recording == true`

REQ2

- Provide an ability for the VoiceXML application to pause/resume certain parts of the application from being recorded
 - Example – mask recording for taking sensitive information (PIN or CVV)
 - What is the scope of pause/resume?
 - <field>
 - Dialog: <form> or <subdialog>
 - document
 - As SIPREC aware UA, IVR can update SDP to request for pause/resume

REQ3

- Define the scope which the recording starts or stops within the VoiceXML application.
 - By default record everything within the VoiceXML session
 - How about <transfer> tag?

REQ4

- Capture DTMF input as media or metadata
 - Mandate DTMF as telephone/event codec in an audio m= line?

REQ5

- Define metadata format to provide essential information about the recorded application
 - Required metadata could be:
 - URI of VXML page
 - session.connection variables
 - Input parameters to the VoiceXML page (ie. <params> in <dialogstart> in RFC6231)

REQ6

- Define additional metadata to provide detailed information about the application executed
 - Different than REQ5 since this is about application-specific metadata
 - Does not make sense to log everything about the VoiceXML application since SIPREC is not a trace facility
 - What makes sense?
 - <exit> namelist?
 - <log> for application-specific messages?

Next Steps

- Interest in continuing this work?