

# Instructions for Asterisk call recorder for Creatio

## 1. Settings from the Asterisk side

Along with the instructions there is a ZIP folder **call\_records\_for\_creatio**  
Use **Instructions for setting up from Asterisk** to configure the application to work.

## 2. Creatio system settings

Go to System settings

The screenshot shows the 'System settings' page in Creatio. A search filter 'Name Contains btc' is applied. The following table lists the settings highlighted in the image:

Name	Code
BtcCallRecordLogin	BtcCallRecordLogin
BtcCallRecordPass	BtcCallRecordPass
BtcCallRecordUrl	BtcCallRecordUrl
BtcCallRecordUrl2	BtcCallRecordUrl2
BtclsAsteriskCDRSyncActive	BtclsAsteriskCDRSyncActive

1. **BtcCallRecordLogin** - login to the Asterisk server
2. **BtcCallRecordPass** - password to the Asterisk server
3. **BtcCallRecordUrl** - a link to the server where call records are located
4. **BtcCallRecordUrl2** - link to the 2nd server (if available, setting is optional)
5. **BtclsAsteriskCDRSyncActive** - turn on the checkbox

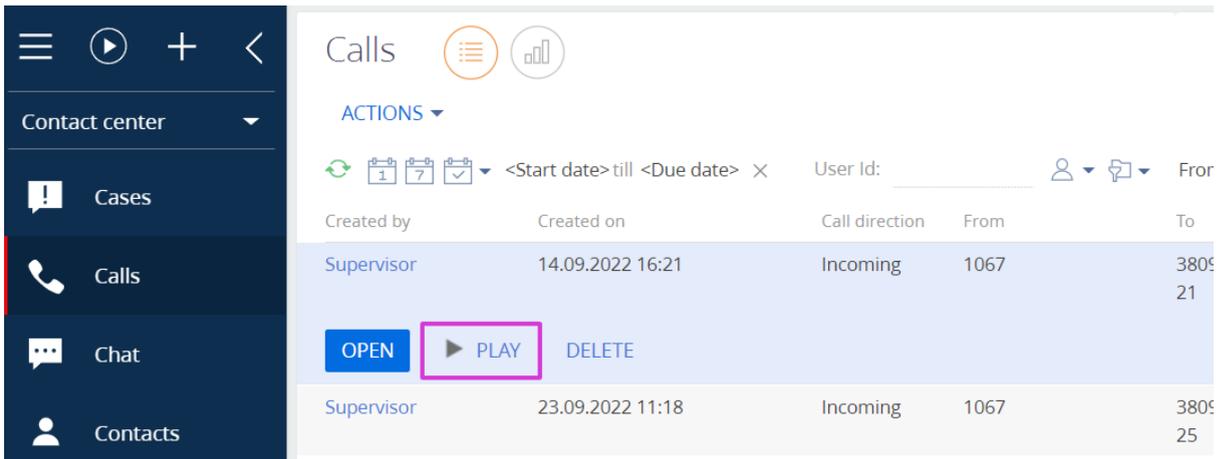
The screenshot shows the configuration form for the setting 'BtclsAsteriskCDRSyncActive'. The form includes the following fields:

- Name\*: BtclsAsteriskCDRSyncActive
- Type\*: Boolean
- Default value:
- Description: (empty)

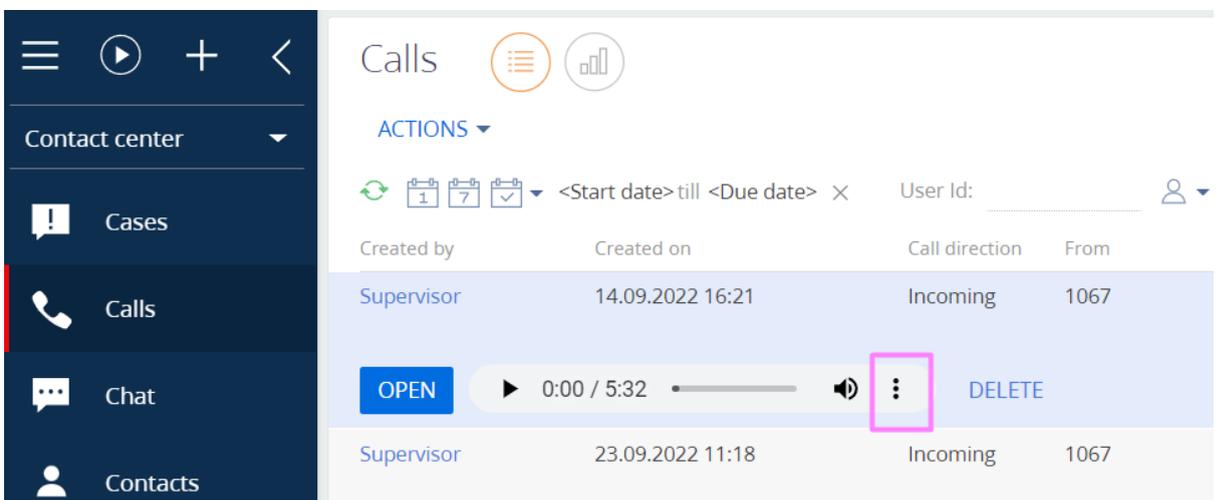
A 'Save' button is visible in the bottom right corner.

## 3. View functionality

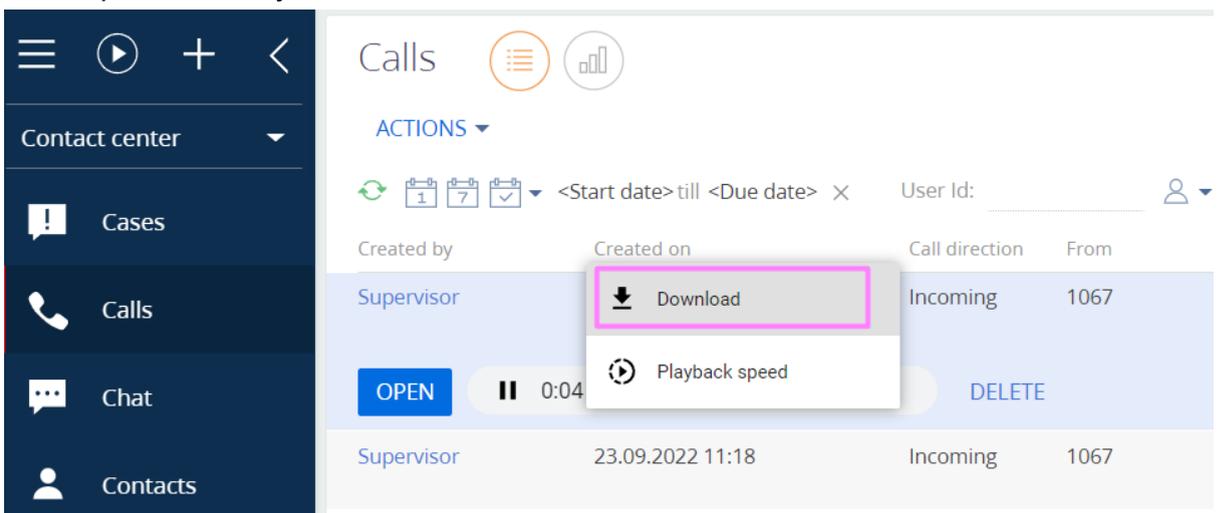
1. In the Calls section, a recording of the conversation is present when you click on any call



2. To download a call, you need to press 3 dots



A tab opens where you can download the call



### 3. You can listen to and download the recording in the call itself

The screenshot shows a call recording interface. On the left is a dark sidebar with navigation options: Contact center, Cases, Calls, Chat, Contacts, Knowledge base, and SMS. The main area displays call details in a two-column layout:

Проект	Описание
Call direction: Incoming	
From: 1067	To: 38093170
Номер На: 093534	
С проекта	Contact
Created by: Supervisor	Юзер ID: 3,678,866

At the bottom, there is a playback control bar with a progress indicator at 0:00 / 0:00, a speaker icon, and a menu icon (three vertical lines) highlighted with a pink box.

### 4. Conversation recording files are located in the Attachments and Notes tab

The screenshot shows the 'ATTACHMENTS AND NOTES' section of the call recording interface. At the top is a playback control bar. Below it is a navigation bar with tabs: GENERAL INFORMATION, TIMING DETAILS, HISTORY OF CHANGES, ATTACHMENTS AND NOTES (highlighted with a pink box), and FEED. The main content area is divided into two sections:

- Attachments:** A table with columns: Name, Description, Type, Created on, and Created by. It contains one entry: Name: >16-21-15=0935343863-1663161675.6182.wav, Description: (empty), Type: Link, Created on: 14.09.2022 16:21, Created by: Supervisor. Below the table is a dashed box with the text 'Drag file here'.
- Notes:** A rich text editor with a toolbar containing icons for undo, redo, bold, italic, underline, text color, background color, list, link, unlink, image, link, font size, and font color.