

Configuring Recording Storage using Google Drive

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

Accessing Google Drive is not simple, but I agree with Google about being extremely careful in sharing the Google Drive content. I have chosen to use the Service Account to handle the recording storage.

Go in the Google console from the account you want to use for storage

<https://console.cloud.google.com/>

Let's start by checking if the Google Drive API is enabled in "Enabled APIs and services" for your project. If not enabled, please enable it.

From the APIs and services page, choose "Credentials" and create a Service Account.

The service account has two parts: an email like `mirtapbx@resolute-tracer-400008.iam.gserviceaccount.com` and a JSON file you need to use as credentials.

Locate the directory you want to use as recording storage in your Google Drive and share it with the service account email above created. It needs to have full access to it.

Access the directory and check the ID of the folder. You can see in the URL, like

<https://drive.google.com/drive/folders/1rfOYcmUcoZOTYmioiDtbluXmI62W5sz7>

In MiRTA PBX configuration, you need to enter the folder ID and the content of the JSON file you have downloaded.

Call Settings

Volume TX level:

Volume RX level:

Enable DTMF volume control using * and #

Extension used by Additional Destinations:

Internal call distinctive ring:

External call distinctive ring:

Transfer call distinctive ring:

Queue call distinctive ring:

Parked call timeout distinctive ring:

Blind transferred call timeout distinctive ring:

On inbound call, run AGI script. The AGI script needs to be created as Custom Destination:

On call start, run AGI script. The AGI script needs to be created as Custom Destination:

On call end, run AGI script:

On missed call, run AGI script: Ignore on internals Ignore from queues

Before dialing extension, run AGI script:

Before dialing outbound, run AGI script:

When an agent log into a queue, run AGI script:

When an agent log out from a queue, run AGI script:

Call from outside run on answer custom destination:

Dialing out run on answer custom destination:

On internal call busy:

CallerID on blind transfer:

CallerID on attended transfer:

Call return on failed blind transfer:

CallerID name return on failed blind transfer:

Paging and Intercom:

Privacy:

Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
- Verify the created objects appear in the expected Configuration menu page.
- Place a controlled test call or run the related status check.
- Remove or disable temporary test numbers when the example is no longer needed.

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