



Call Recording

Overview

The Call Recording service is used to record calls and/or interactions within the Managed Voice system. Using Call Recording users and administrators can review calls as well as use call content based alerting and analysis.

Feature Prerequisites

Before the Call Recording service can be used the following conditions must be met:

- The call recording service must be added to each user who's calls will be recorded
- A user within the call recording portal must be created and mapped to the user's user ID and have a service type assigned (with or without AI)

Feature behavior and types

- Call recordings are retained for 5 years
- The Call Recording with AI feature is required in order to use sentiment analysis, alerting, and transcription.

Feature Setup

Prior to using the Call Recording service, the service must be enabled on the user seat. Once logged into the Customer Portal, simply follow the steps detailed below:

1. Go to the group admin dashboard.

Name	Email	Phone	Status
John Doe	john.doe@company.com	555-123-4567	Active
Jane Smith	jane.smith@company.com	555-987-6543	Active
Mike Johnson	mike.johnson@company.com	555-234-5678	Active
Sarah Lee	sarah.lee@company.com	555-345-6789	Active
David Kim	david.kim@company.com	555-456-7890	Active
Emily White	emily.white@company.com	555-567-8901	Active
Chris Brown	chris.brown@company.com	555-678-9012	Active
Alex Green	alex.green@company.com	555-789-0123	Active
Olivia Black	olivia.black@company.com	555-890-1234	Active
Noah Gray	noah.gray@company.com	555-901-2345	Active