Call Recording

Overview

The Call Recording service is used to record calls and/or voicemails within the Managed Voice system. Using Call Recording users and administrators can review calls as well as see 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 license 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.