

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 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 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:

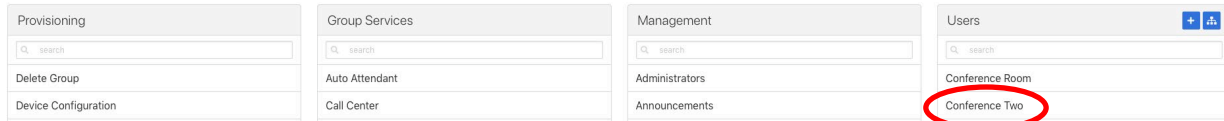
1. Go to the group admin dashboard.

Dashboard / [Service Providers](#) / [AllCoveredSP](#) / [Groups](#) / [demo-lab-dev](#)

Provisioning	Group Services	Management	Users
<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant	Administrators	Conference Room
Device Configuration	Call Center	Announcements	Conference Two
Devices	Call Park	Bulk Provisioning	Derek 250
Group Services	Call Pickup	Business Profile	Derek 350
Numbers	Collaborate	Call Processing Policy	Derek 450
Routing Profile	Enterprise Trunk	Calling Plans	Fax Machine
Service Packs	Flexible Seating Hosts	Comm Barring	Nick Kaleta
User Services	Group Night Forwarding	Comm Barring Auth Codes	Test One
Reports	Group Paging	Common Phone List	Test Two

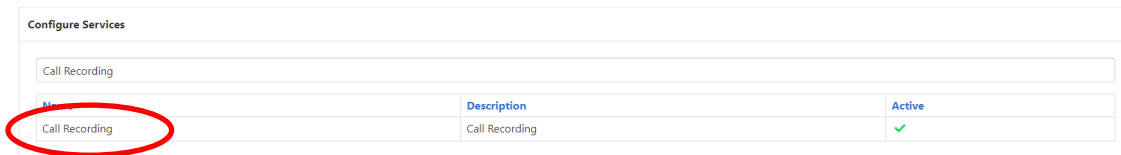
2. Select the user or service on which you want to enable forwarding.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

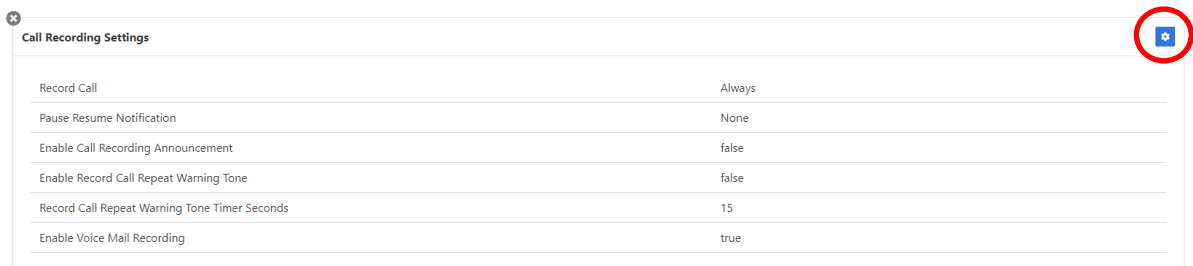


3. Click **Service Settings** in the left column navigation.

4. Select **Call Recording** from the list of services.



5. Click the gear icon to configure the service.



6. Set the desired Call Recording behaviors.

Record Call

- *Always* – All calls will be recorded
- *Never* – No calls will be recorded
- *On Demand* – Only selected calls are recorded
 - Prior to placing a call, dial ***44** and the entire call will be recorded
 - When receiving a call, dial ***44** after answering to start recording
 - When on a call, dial ***48** to pause recording and ***49** to resume recording
- *Always with Pause/Resume* – All calls are recorded with the option to pause/resume
 - When on a call, dial ***48** to pause recording and ***49** to resume recording
- *On Demand with user initiated start*
 - Prior to placing a call, dial ***44** and the call will be ready to start recording

- Once the call is connected, dial ***44** again to start the recording
- When receiving a call, dial ***44** after answering to start recording
- When on a call, dial ***48** to pause recording and ***49** to resume recording

Pause Resume Notification

- *None* – No audible notification is given
- *Beep* – A short beep is played for all participants
- *Announcement* – An audio announcement is played indicating pause vs. resume for all participants

Enable Call Recording Announcement – If enabled, this will play a default announcement informing all participants that the call is being recorded

Enable Record Call Repeat Warning Tone – Enables a periodic beep reminding participants that the call is being recorded

Repeat Warning Tone Timer Seconds – Sets how frequently the warning tone will play if enables

Enable Voice Mail Recording – Enables recording of all voice messages

7. Click **Save** to retain changes.