

Overview

Call recording doesn't have to be difficult. With the Call Recording app, you are given total control of what gets recorded and where it's stored.

The three-level hierarchy gives granular support for which users and which devices you want to ensure are being recorded. You can choose to set permissions for entire accounts, or for specific users and devices – ultimately allowing any level of call recording customization desired.
























You can store your recordings locally, or on your AWS/Google Drive accounts, through our seamless integration with AWS and Google Drive.

You can choose to view the recordings via our elegant user interface, which makes sorting through the files easy and intuitive, or on your chosen storage media.

You can set up a main business phone number and utilize the pre-built Virtual Receptionist to handle inbound calls.

Storage Settings Configuration **Stored Recordings**

Filter By Direction Start: 11/11/2017 End: 11/17/2017 Filter There are more results available in the database Load More Load All Search

DIRECTION	FROM	TARGET NUMBER	START TIME	DURATION	
Inbound	10481029 / +1 555 612 6276 	1086	11/16/2017 - 15:49:35	04:51	  
Outbound	Erik Muramoto / 1086	+1 555 870 8738 	11/16/2017 - 14:51:54	00:59	  
Inbound	SalesWIRELESS CALLER / +1 555 612 6276 	1086	11/16/2017 - 14:17:26	06:55	  
Outbound	Chaitanya Paga / 1086	1018	11/16/2017 - 13:16:24	05:04	  
Inbound	Avalo Networks / +1 555 564 2343 	1086	11/16/2017 - 13:11:51	04:30	  
Inbound	SalesWIRELESS CALLER / +1 555 387 3565 	1029	11/16/2017 - 12:54:24	01:59	  

Storage Settings **Configuration** Stored Recordings

Account Users Devices

Force Record all Users on Account

Settings Forced Recording for users at the account level will cascade down to devices that are set to inherit any user's configuration that the device is attached to.

Force Record Internal Inbound Off

Force Record External Inbound On

Force Record Internal Outbound Off

Force Record External Outbound On

Force Record Entire Account

Settings Forced Call-Recording for an entire account will record every call on the account, including callflows, ring groups, conferences, etc...

Force Record Internal Inbound On

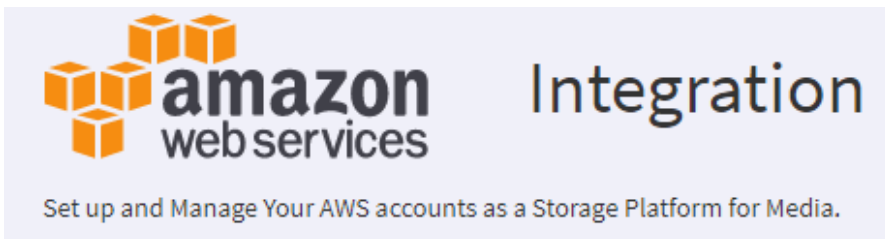
Force Record External Inbound On

Force Record Internal Outbound Off

Force Record External Outbound Off

Stored Recordings

- Filter by Direction
- All Recordings Inbound Recordings Outbound Recordings
- Filter by Date
- Call Details
- Direction From Target Number Start Time Duration
- Play Recording
- Download Recording
- View Recording CDR
- Recordings are stored forever in your Storage Depository
- Recordings may be viewed and listened to via the SMART PBX for a period of SIX MONTHS.
- It is advisable to DOWNLOAD your Recordings every 90 days from your Storage Depository.



Configuration

- Account:
 - Force Record all Users on Account
 - Force Record Internal Inbound Force Record External Inbound Force Record Internal Outbound Force Record External Outbound
 - Force Record Entire Account
 - Force Record Internal Inbound Force Record External Inbound Force Record Internal Outbound Force Record External Outbound
- Users:
 - Search Within Users
 - User Name
 - Inbound Internal Recording Preference
 - Inbound External Recording Preference
 - Outbound Internal Recording Preference
 - Outbound External Recording Preference
 - Edit User's Call Recording Settings
- Devices:
 - Search Within Devices
 - Device Name
 - Inbound Internal Recording Preference
 - Inbound External Recording Preference
 - Outbound Internal Recording Preference
 - Outbound External Recording Preference
 - Edit Device's Call Recording Settings

Customizable Configuration

With three levels (accounts, users, devices) of call recording customization to choose from, you are given granular control over which calls get recorded. You can choose to give an entire account the same settings, or easily give particular users/devices their own preferences.

Integrates with 3rd Party Storage Solutions

Seamlessly connect with AWS or Google Drive to store your call recordings in an easily accessible location. Our connector apps make it simple to set up and manage your recordings, without needing to leave the KAZOO ecosystem.

Intuitive UI For Filtering Through Recordings

Searching for a particular recording is now easier than ever. The Call Recording app lets you filter by direction of the call, date, user, device and more. Users can play the recording directly from the UI, or download it.