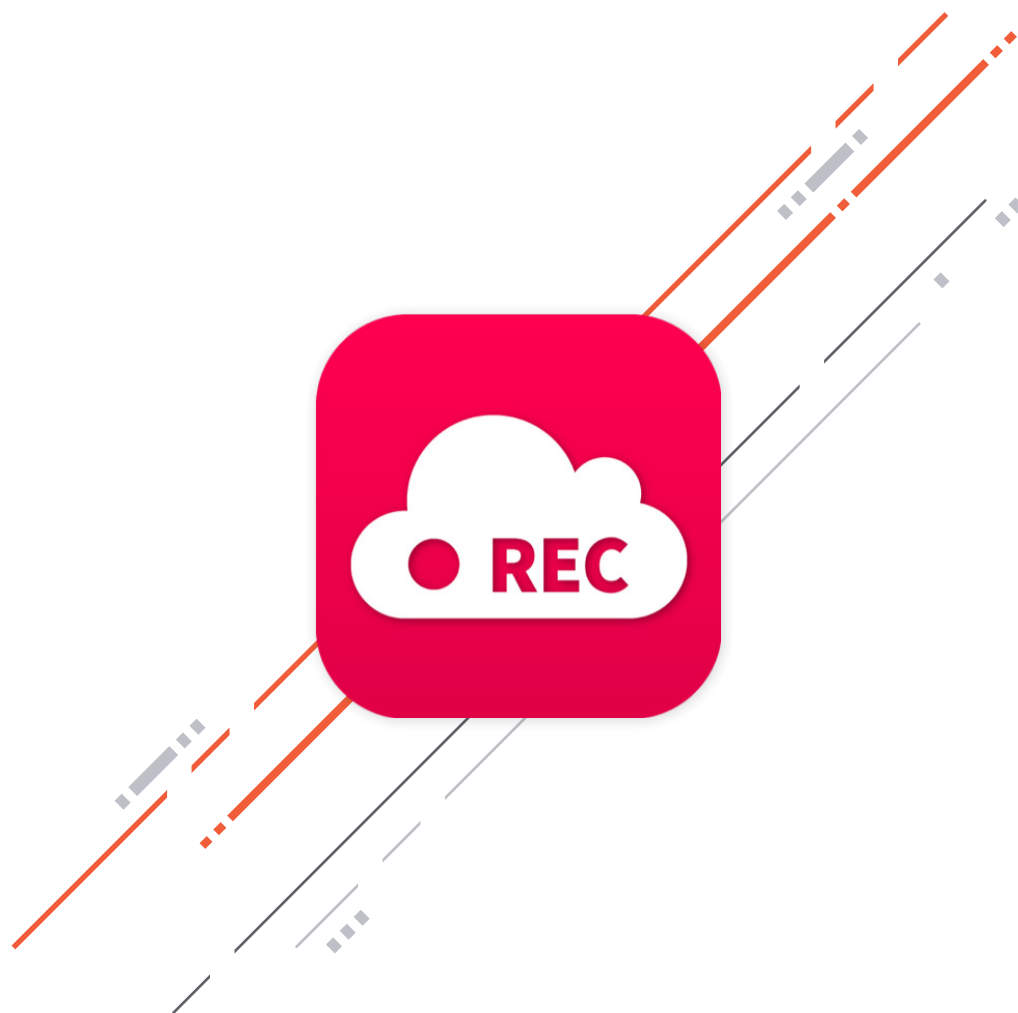# 2600Hz

Call Recording

App Overview

Manage, customize and store call recordings

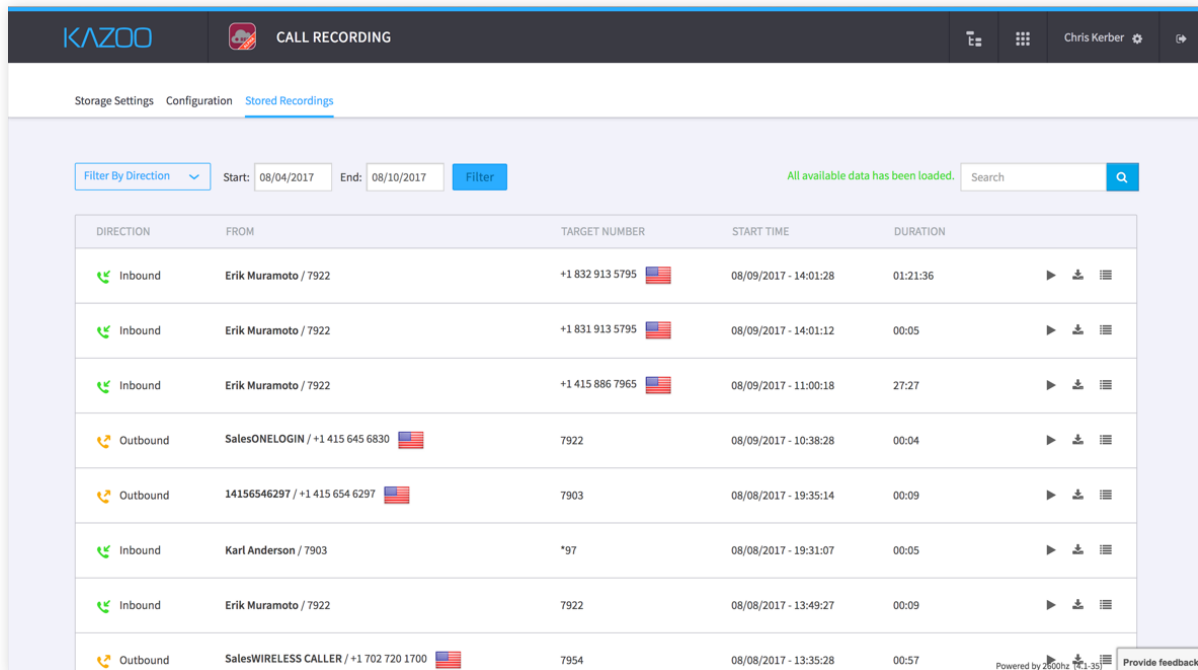# Call Recording

Overview

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

The three level hierarchy gives granular options for which users and 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 needed.

Storing and accessing recordings is also simple and easy. Store and acess them locally right in the UI, or connect to AWS.

With the Call Recordings app, you can:

- Set preferences separately for internal inbound calls, internal outbound calls, external inbound calls and external outbound calls
- Set preferences for the entire account, by user, or by device
- Store recordings locally or in AWS
- View and listen to stored recordings right in the UI
- Easily search for stored recordings using the search bar and filtering by direction and/or date
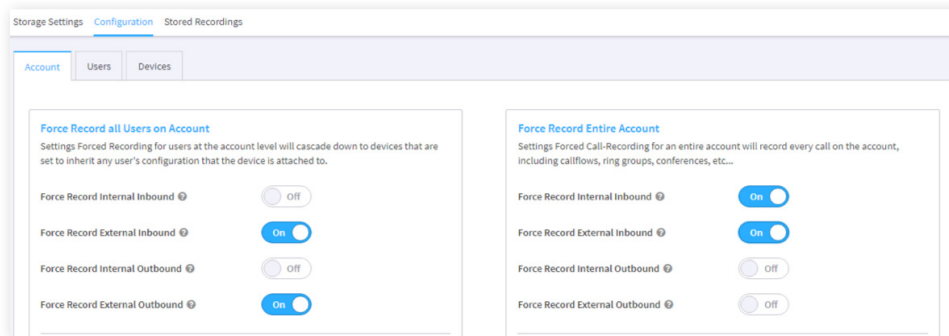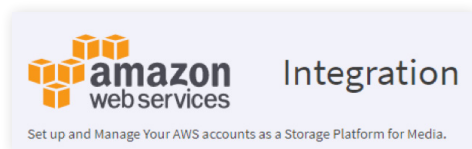
Call Recording

Highlights

Customizable Configuration

You have total control over what calls are recorded and can customize settings by account, user or device. You can choose to give an entire account the same settings, or easily give particular users and devices their own preferences.

Integrate with 3rd Party Storage Solutions

Seamlessly connect to AWS to store your call recordings in an easily accessible location. Our connector apps make it simple to set up and manage your recordings, without ever leaving KAZOO.

Intuitive UI For Filtering Through Recordings

Searching for a particular recording is easier than ever. The Call Recording app lets you filter by inbound/outbound, date, user, device and more. Users have the option to play the recording directly from the UI or to download it.

Call Recording

Technical Specifications

Storage Settings

o Change storage options
o Store recordings locally
o Store recordings in AWS via
   integrations
o Remove settings

Account-level Configuration

o Enable/disable on-demand recording
o Force record entire account
o Force record specific types of calls for all users
   on the account:
   o Internal inbound calls
   o External inbound calls
   o Internal outbound calls
   o External outbound calls

User-level Configuration

o Search by user name
o Set recording preferences by user for:
   o Internal inbound calls
   o External inbound calls
   o Internal outbound calls
   o External outbound calls
o Recording options for each user, for each call
   type include:
   o On
   o Off
   o Account default

Device-level Configuration

o Search by device name
o Set recording preferences by device for:
   o Internal inbound calls
   o External inbound calls
   o Internal outbound calls
   o External outbound calls
o Recording options for each device, for each call
   type include:
   o On
   o Off
   o Account default
   o Stored Recordings

Stored Recordings

o Filter by direction:
   o All recordings
   o Inbound recordings
   o Outbound recordings
o Filter by date
o View call details including direction, from, target
   number, start time and duration
o Play recording
o Download recording
o View recording CRD

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