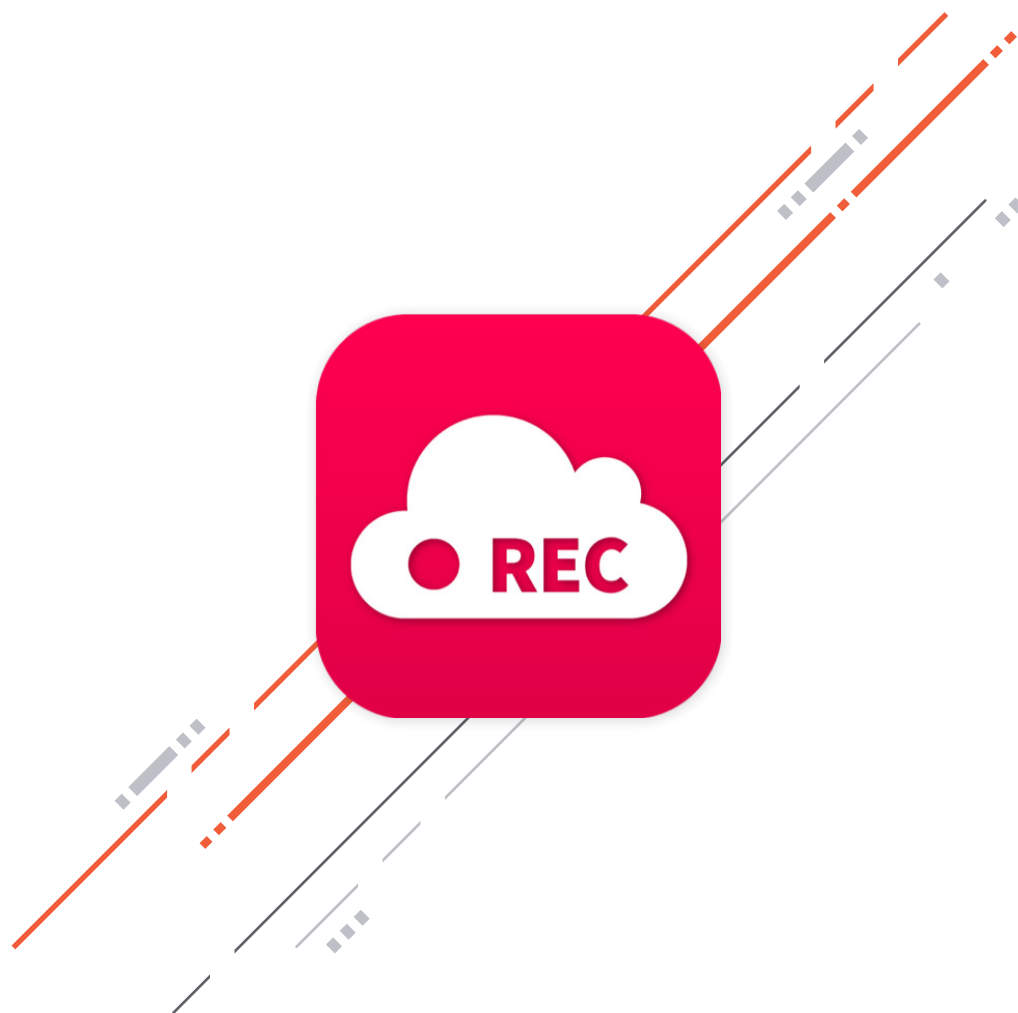




Call Recording

App Overview

Manage, customize and store call recordings



Call Recording

Overview

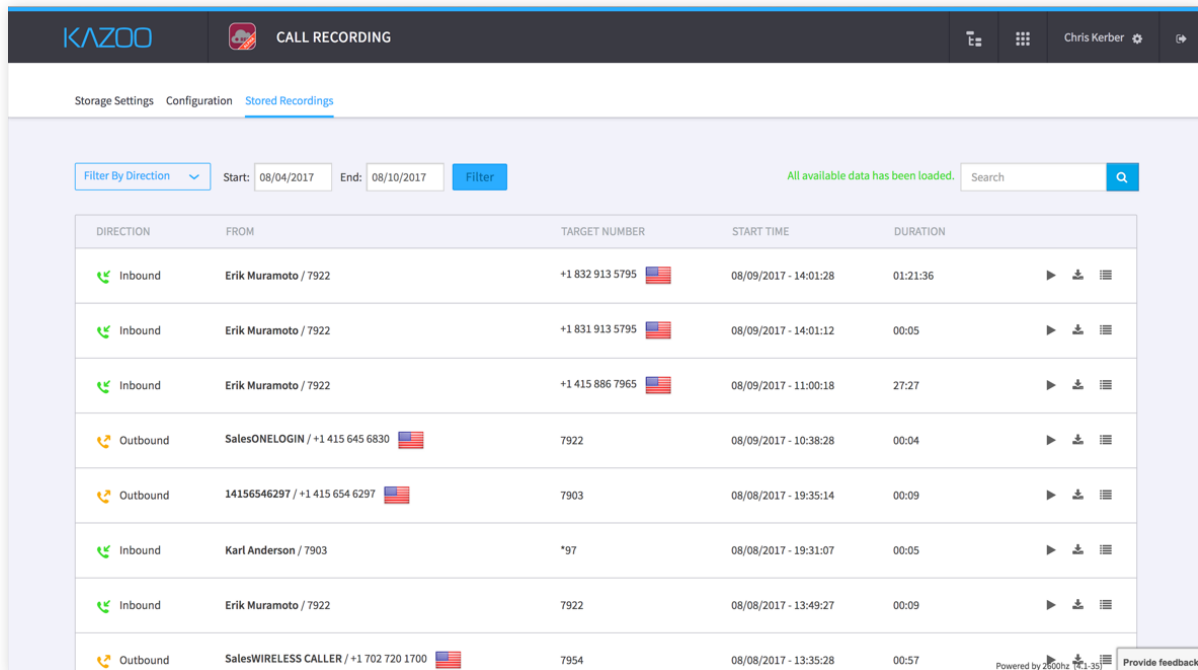
Call recording doesn't have to be difficult. With the Call Recording app, you have total control of what gets recorded and where it's stored.

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 access 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

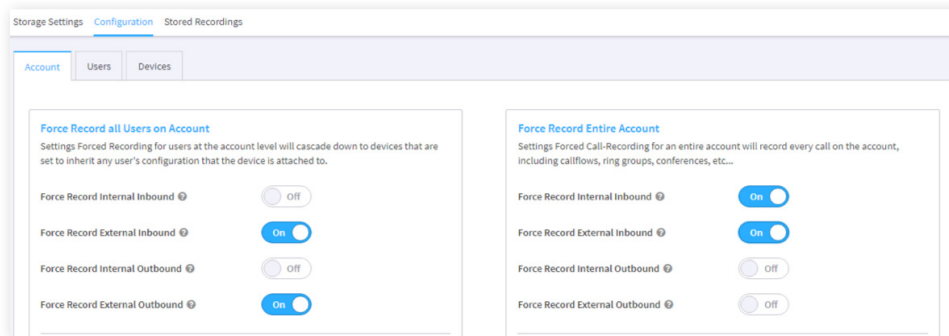


The screenshot displays the KAZOO Call Recording application interface. At the top, the KAZOO logo and 'CALL RECORDING' title are visible. Below the navigation bar, there are tabs for 'Storage Settings', 'Configuration', and 'Stored Recordings'. The 'Stored Recordings' tab is active, showing a list of recorded calls. The interface includes a filter section with 'Filter By Direction' (set to 'Inbound'), a date range from '08/04/2017' to '08/10/2017', and a 'Filter' button. A search bar is also present. The table below lists individual call recordings with columns for Direction, From, Target Number, Start Time, and Duration. Each row includes a play button for listening to the recording.

DIRECTION	FROM	TARGET NUMBER	START TIME	DURATION
Inbound	Erik Muramoto / 7922	+1 832 913 5795	08/09/2017 - 14:01:28	01:21:36
Inbound	Erik Muramoto / 7922	+1 831 913 5795	08/09/2017 - 14:01:12	00:05
Inbound	Erik Muramoto / 7922	+1 415 886 7965	08/09/2017 - 11:00:18	27:27
Outbound	SalesONELOGIN / +1 415 645 6830	7922	08/09/2017 - 10:38:28	00:04
Outbound	14156546297 / +1 415 654 6297	7903	08/08/2017 - 19:35:14	00:09
Inbound	Karl Anderson / 7903	*97	08/08/2017 - 19:31:07	00:05
Inbound	Erik Muramoto / 7922	7922	08/08/2017 - 13:49:27	00:09
Outbound	SalesWIRELESS CALLER / +1 702 720 1700	7954	08/08/2017 - 13:35:28	00:57

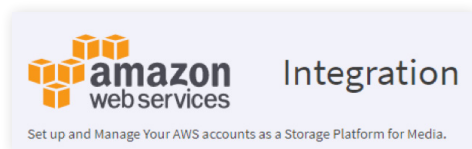
Call Recording

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.

The screenshot shows a table of recordings with the following columns: STATUS, RECEIVED, FROM, TARGET NUMBER, and DURATION. The table contains five rows of data, each with a 'DELETED' status and a red 'X' icon. The 'FROM' column shows phone numbers, and the 'TARGET NUMBER' column shows phone numbers. The 'DURATION' column shows time in MM:SS format. The table is filtered by 'RECEIVED' and 'FROM'. A search bar is visible at the top right.

STATUS	RECEIVED	FROM	TARGET NUMBER	DURATION
DELETED	07/16/2018 01:42:20 PM	+1 555 999 7723	+1 555 688 4522	00:36
DELETED	07/06/2018 01:04:34 PM	+1 555 920 5052	+1 555 688 4522	00:06
DELETED	07/02/2018 01:03:09 PM	+1 555 191 9510	+1 555 688 4522	00:43
DELETED	06/18/2018 09:06:14 AM	Isaac Vega 106	**1027	00:00
DELETED	06/21/2018 00:07:06 PM	+1 555 367 2297	+1 555 688 4522	00:10

Call Recording

Technical Specifications

Storage Settings

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

Account-level Configuration

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

User-level Configuration

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

Device-level Configuration

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

Stored Recordings

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