On Demand User Initiated Call Recording

Overview

The On Demand User Initiated Call Recording feature allows end users to initiate a recording at any point during a call and will record the call from the point in which the recording was initiated. The feature will also allow for the end user to pause and resume a call once the recording has been initiated and end the recording before the calls end.

Initiating On Demand User Initiated Call Recording

Phone Handset

Start recording from the start of a call:

- Dial *44 and wait for the prompt
- Enter the number of the party you want to reach and press #
- The entire call will be recorded

If you aren't recording the call from the beginning, you can manage the recording by:

- Placing the call on hold
- Entering the * code
- Resuming the call off hold

Start call recording: ***44**

Pause call recording: ***48**

Resume call recording: ***49**

End call recording: ***45**

Microsoft Teams

On Demand call recording for Teams must be activated prior to a call; it cannot be initiated during an active call.


- Start by dialing *44 and wait for the prompt
- Enter the number of the party you want to reach and press #
- The entire call will be recorded

With Teams, there are no in-call controls available. Either the entire call is recorded, or the entire call is not recorded.
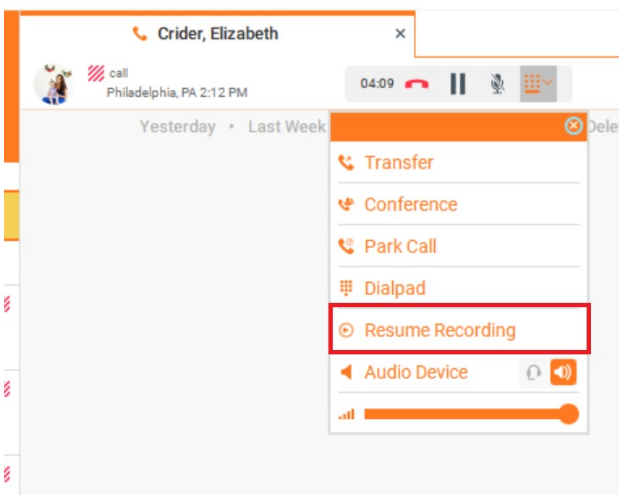
UC-One

1. To initiating On Demand Call Recording while on a call, in the active call window, select More > Start Recording
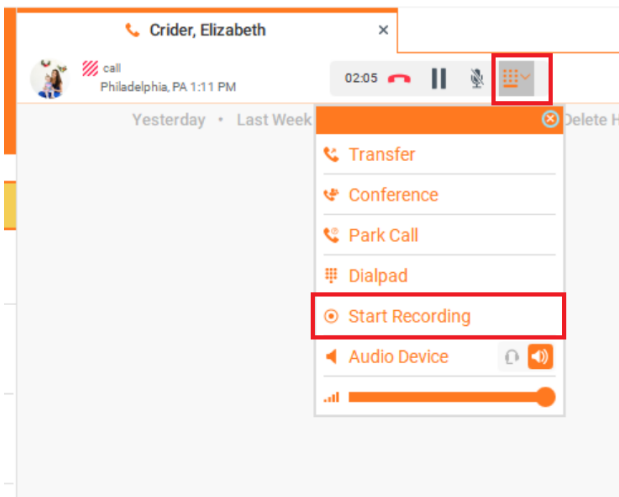
2. To pause the recording select More > Pause Recording. If a pause notification is setup you will hear you will hear that your recording has been paused successfully.
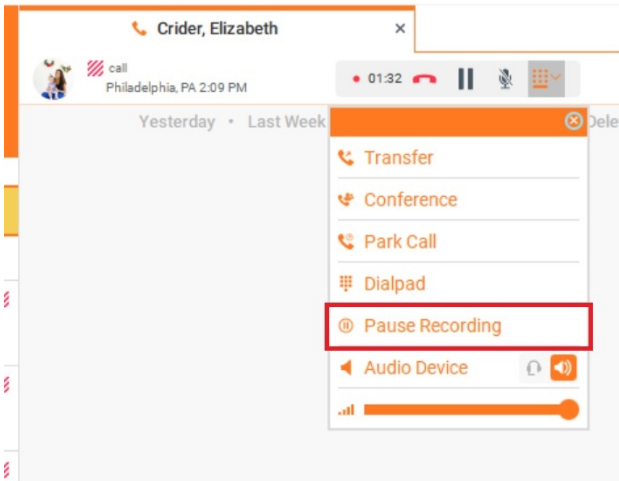
3. To resume the recording select More > the Recording Icon If a resume notification is setup you will hear that your recording has been resumed successfully.

4. To stop the recording, in the active call window, select More > Stop Recording

Call Center Unity Agent

1. To initiating On Demand Call Recording while on a call select the recording icon

Once the recording has started the icon will change to indicate the recording started successfully

2. To pause the recording click on the recording button. Select Pause Recording. If a pause notification is setup you will hear that your recording has been paused successfully.

3. To resume the recording select the Recording Icon. If a resume notification is setup you will hear that your recording has been resumed successfully.

4. To stop the recording click on the recording icon and select Stop Recording.

Call Center Supervisor

1. To initiating On Demand Call Recording while on a call select the record icon

2. To pause the recording click on the recording button. Select Pause Recording. If a pause notification is setup you will hear you will hear that your recording has been paused successfully.
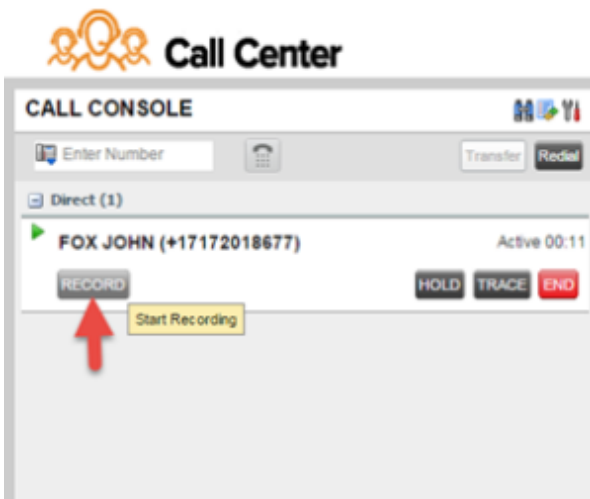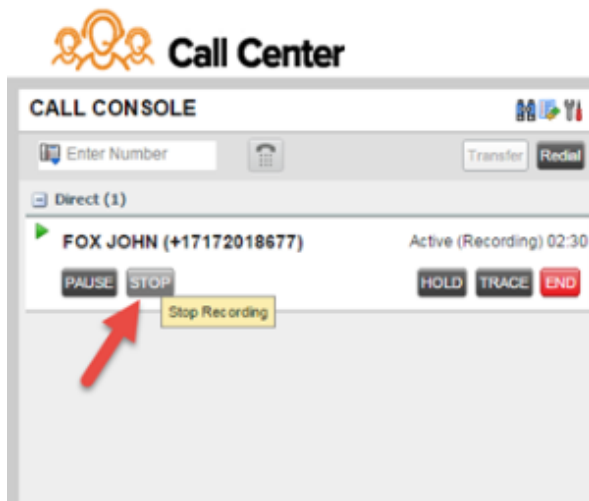

3. To resume the recording select the Recording Icon If a resume notification is setup you will hear that your recording has been resumed successfully.

4. To stop the recording click on the recording icon and select Stop Recording.
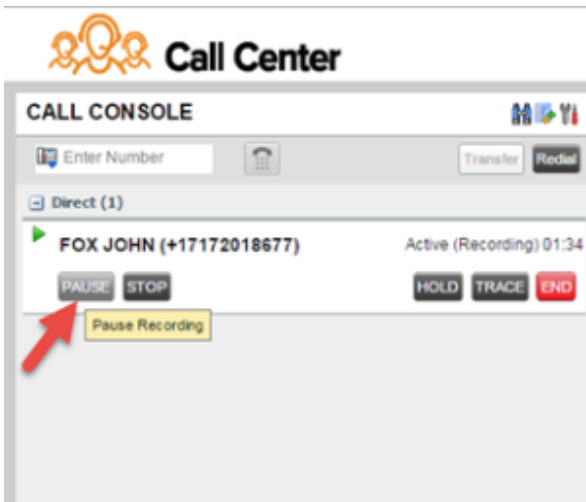
Call Center Agent

Users using Teams Enterprise Voice to connect calls will utilize this to pause/resume recording.

1. To initiating On Demand Call Recording while on a call select the record icon

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2. To pause the recording click on the recording button. Select Pause Recording. If a pause notification is setup you will hear you will hear that your recording has been paused successfully.

3. To resume the recording select the Recording Icon If a resume notification is setup you will hear that your recording has been resumed successfully.

4. To stop the recording click on the recording icon and select Stop Recording.