

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.

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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.

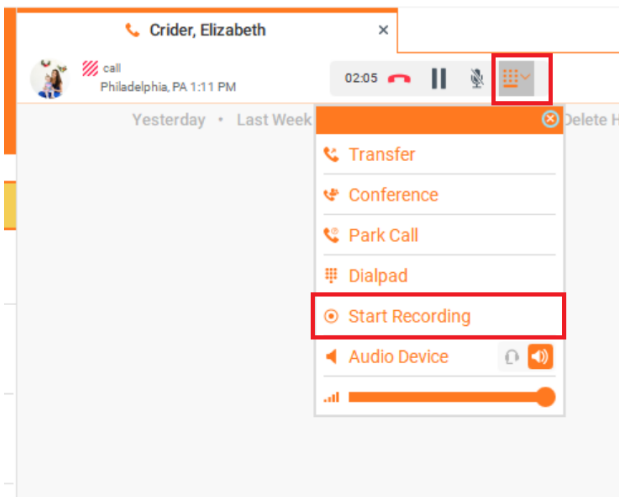


- Start by dialing *44 and wait for the prompt
- Enter the number of the party you want to reach and press #
- The entire call will be recorded

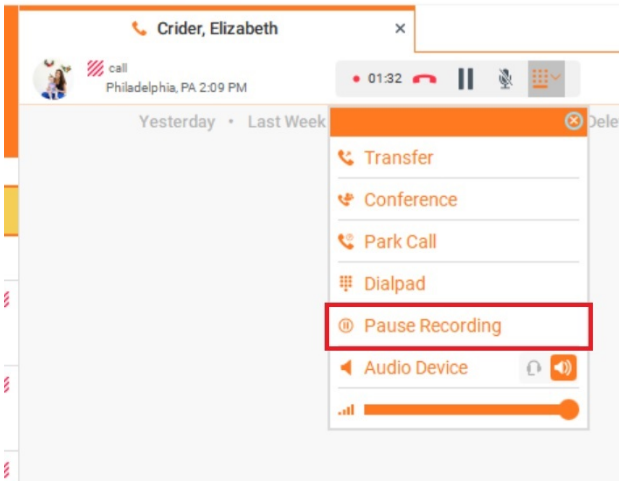
With Teams, there are no in-call controls available. Either the entire call is recorded, or the entire call is not recorded.

UC-One

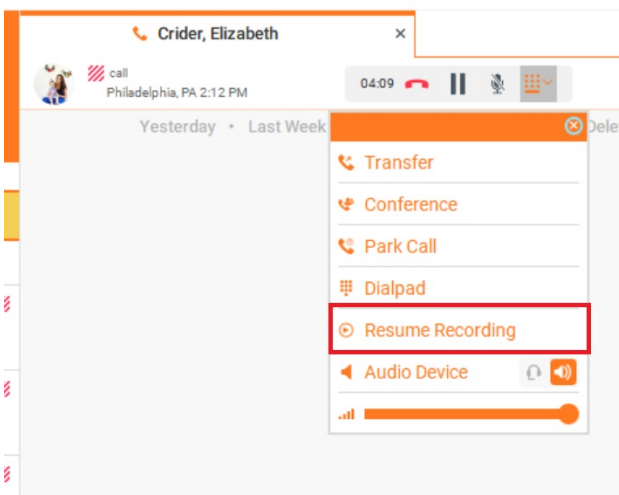
1. To initiating On Demand Call Recording while on a call, in the active call window, select More > Start Recording



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

File Messaging Tools Help



Name	My Statistics					Overall Queue Statistics				
	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time	Total Calls	Answered Calls	Missed Calls	Calls In Queue	Longest W Time
Demo Standard	0	0	0	00:00:00	00:00	0	0	0	0	00:00
Training	0	0	0	00:00:00	00:00	0	0	0	0	00:00
Summary	0	0	0	00:00:00	00:00	0	0	0	0	0

From	To	Duration	Status
Curie's Institute	Elizabeth Order	00:19	Active

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.

Unavailable Available Wrap Up Release Dial Transfer Hold Conference Voicemail Settings Recording

Stop recording
 Pause recording

Name	My Statistics					Overall Queue Statistics				
	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time	Total Calls	Answered Calls	Missed Calls	Calls In Queue	Longest W Time
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Training	0	0	0	00:00:00	00:00	0	0	0	0	00:00
Summary	0	0	0	00:00:00	00:00	0	0	0	0	0

From	To	Duration	Status
FOX JOHN	Elizabeth Order	00:42	Active

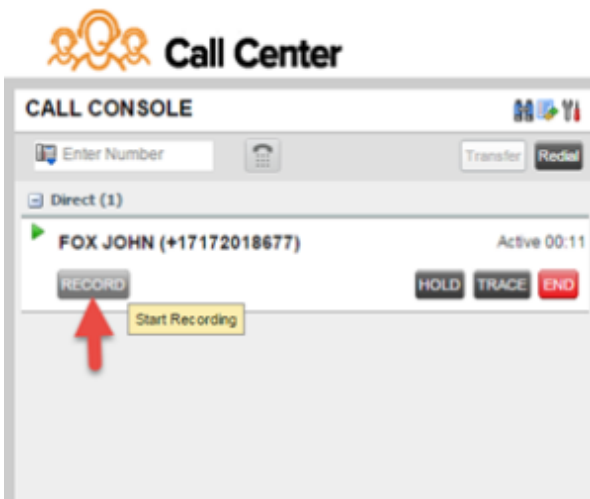
3. To resume the recording select the Recording Icon. If a resume notification is setup you will hear that your recording has been resumed successfully.



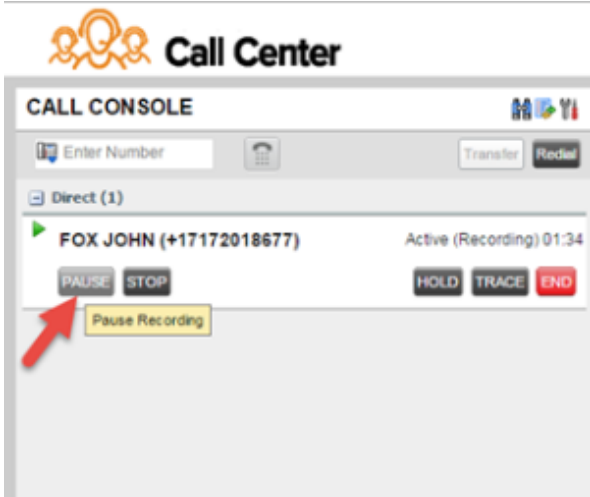
4. To stop the recording click on the recording icon and select Stop Recording.

Call Center Supervisor

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



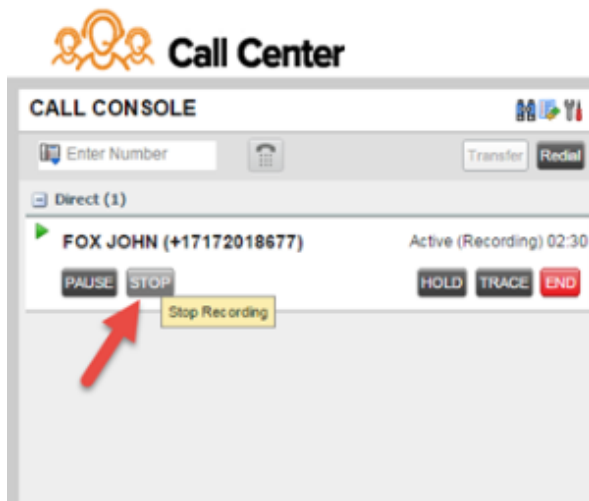
2. To pause the recording click on the recording button. Select Pause Recording. If a pause notification is setup you will hear you will hear that your recording has been paused successfully.



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

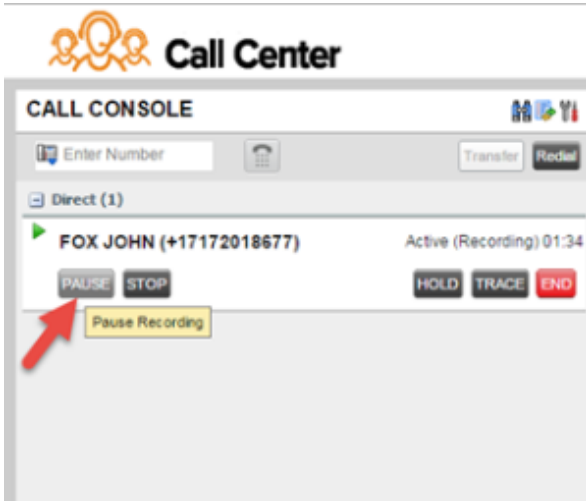
Users using Teams Enterprise Voice to connect calls will utilize this to pause/resume recording.

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

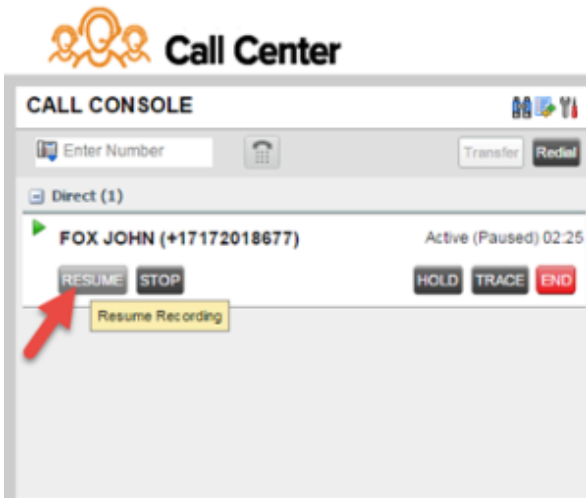


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