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.

Overview

- Phone Handset
- Microsoft Teams
- UC-One
- Call Center Unity Agent
- Call Center Supervisor
- Call Center Agent

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.

	*44	\otimes
1	2	3
	ABC	DEF
4	5	6
GHI	JKL	MNO
7	8	9
PQRS	TUV	WXYZ
*	0	#
	+	
	🕓 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

🌜 Crider, Elizabeth	×
Call Philadelphia, PA 1:11 PM	02:05 🚗 📗 🕸 🕮
Yesterday 🔹 Last Week	🙁 😣 Delete H
•	🕲 Transfer
	😻 Conference
-	🔇 Park Call
	₩ Dialpad
-	 Start Recording
	Audio Device 💽 🕥
	al Carte

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.

	🌜 Crider, Elizabeth	×
č	call Philadelphia, PA 2:09 PM	• 01:32 👝 📗 🔌 🕮 🗸
	Yesterday 🔹 Last Week	😣 Dele
		🕲 Transfer
		📽 Conference
		📽 Park Call
		₩ Dialpad
8		Pause Recording
6		< Audio Device 🛛 🕥
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\$		

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.

	📞 Crider, Elizabeth	×
	call Philadelphia, PA 2:12 PM	04:09 👝 📗 🔌 🕮~
	Yesterday 🔹 Last Week	😣 Delet
5		🕲 Transfer
ľ		📽 Conference
-		🕲 Park Call
		III Dialpad
2		Resume Recording
8		< Audio Device 🛛 🕥
6		.at
8		

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									
Unavailable	Wiap Up	ast Dal	Transfer Hold	Conference	icemail Settings					
			My Statistics					Overall Que	ue Statistics	
Name	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time	Total Calls	Answered Call	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	
From				То			(Duration	Stat	tus
Curie's Institute Ekzabeth Crider 00:19				00:19	Acti	ve				

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.

Unaviable Release Conference Release Conference Relation Conferenc										
My Statistics							Overall Que	ue Statistics		
Name	Total Calls	Answered Calls	Missed Calls	Total Time On Calls	Average Talk Time	Total Calls	Answered Cal	ls Missed Calls	Calls In Queue	Longest Wa 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	
From				То				Duration	Sta	tus
FOX JOHN				Elzabeth Crider				00:42	Act	we

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

Call Center	
CALL CONSOLE	88 🍽 Yi
Enter Number	Transfer Redial
Direct (1)	
FOX JOHN (+17172018677)	Active 00:11
Start Recording	HOLD TRACE END

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.

202 Call Center	
CALL CONSOLE	AA 🅪 Yi
Enter Number	Transfer Redial
Direct (1)	
FOX JOHN (+17172018677)	Active (Recording) 01:34
PAUSE STOP Pause Recording	HOLD TRACE

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.

202 Call Center	
CALL CONSOLE	88 🎼 Yi
Enter Number	Transfer Redial
Direct (1)	
FOX JOHN (+17172018677)	Active (Recording) 02:30
PAUSE STOP Stop Recording	HOLD TRACE END

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



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.

Call Center	
CALL CONSOLE	M 🍽 Yi
Enter Number	Transfer Redui
Direct (1)	
FOX JOHN (+17172018677)	Active (Recording) 01:34
PAUSE STOP Pause Recording	HOLD TRACE END

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.

