



NCTC cloudUC

Call Recording

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## Call Recording Widget

Call Recording allows calls to be recorded automatically or on demand, and provides easy access to your stored files in the Customer Administration Portal. NCTC cloudUC offers floating licenses that can be reassigned as needed, with two operation modes, making call recording more economical for your organization.

Note: If you assign call recording services to an extension, all calls to and from that extension will be automatically recorded. You can configure each license to also record on demand. (See Configure Call Recording Services.)

### Call Recording Modes

Calls can be recorded in either Supervised or Unsupervised mode. In an Unsupervised mode (default mode), you are the only one who has access to your recordings. In the Supervised mode your company administrators have access to the recordings.

You can perform the following actions within the Customer Administration Portal:

- Configure Call Recording Services
- Manage Settings
- View your Recorded Calls
- View Supervised Calls

## *Configure Call Recording Services*

This tab allows you to view/manage all of your Call Recording accounts. To configure Call Recording,

1. Browse down the list of call recording licenses that are available, to the one you want to configure, click Configure.
2. **Assign User** whose calls will be recorded.
3. Select the appropriate **Call Recording Mode** i.e., Never Record Calls, Record All Calls, and Selectively Record Calls.
4. Select the type of **Notification** you want i.e, Play Recorded Message, Repeat warning tone every 60 seconds.
5. Select if it is a Supervised Call Recording
  - **Assign Supervisors** who can have access to the users call recording.

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- **Enable comments for recorded calls**
- **Enable scoring of recorded calls**
- Select if the User can view the recorded calls

## 6. Click **Save**

Note: Users who have been assigned supervised Call Recording will not have the ability to modify their Call Recording settings.

## *Manage Settings*

You can easily set Call Recording preferences within the Call Recording widget for yourself or an employee you are supervising. You can edit your settings in My recordings tab and the settings of an employee you are supervising in Supervised Recordings tab. Select the appropriate User - DID from the dropdown and click on Settings.

Choose among the following settings:

- Call recording mode - **Never, Record All Calls or Selective Record Calls.**
- Automatically play recording notification and /or recording warning tone.  
All recordings made using devices and applications associated with your assigned DID will be stored (based on settings) in your Customer Administration Portal.

## *View My Recorded Calls*

All of your recorded calls are stored within the Call Recording widget in the My Recorded Calls tab.

Note: You may not be able to view some of the calls recorded in the supervised recording mode. Contact your administrator for further details.

To view a list of all your recorded calls:

- Expand the Storage widget by clicking the double arrow icon in the upper right-hand corner of the widget.
- Choose the DID for which the recordings are to be displayed.
- The following information will be displayed for each file:
  - User (You)
  - Call Details (Direction of Call, Other User details) Date and Time when the call was recorded.  
Duration of the recorded call
  - Size
  - Comments (if Applicable): This is the comment as provided by your supervisor(s) for the specific recording
  - Ratings (if applicable): This is the rating provided by your supervisor for this specific recording
  - Actions: Actions applicable to the specific call Recording.

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- You can perform the following actions on individual files:
  - Play
  - Email
  - Delete

To email, delete multiple files from your storage:

- Click on the little box located on the right side of the row corresponding to each file.
- Click all files you wish to email or delete.
- Click “Bulk Actions” in the lower left-hand corner of the widget.
- Click “Download” or “Delete”
  - If deleting, confirm the deletion.
  - If downloading, enter your email address, and confirm if you want to delete after downloading files. A download link will be sent automatically to the email address provided.

## *View Supervised Calls*

If you have been assigned to supervise other user’s call recordings, you will be able to set each user’s recording preferences and view all stored supervised recordings. You can perform the following actions within the Customer Administration Portal:

- Manage Settings
- View Supervised Recordings
- Filter Supervised Recordings

### **Manage Settings**

To change the settings of an employee you are set to supervise:

- Select the User – phone number from the dropdown menu and click on Settings.
- Choose among the following settings:
- Call recording mode - **Never, Record All Calls or Selective Record Calls.**
  - Never – No calls into this phone number will be recorded
  - Record All Calls – Every call into this phone number will be recording.
  - Selective Record Calls – User will be able to record calls on demand by dialing \*44
- Automatically play recording notification and /or recording warning tone.

### **View Supervised Recordings**

To view a list of all supervised recordings:

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- Expand the Call Recording widget by clicking the double arrow icon in the upper right-hand corner of the widget.
- Click on the Supervised Recordings tab.
- Select a DID from the Dropdown box to view recordings related to a particular employee.
- The following information will be displayed for each file:
  - User whose call was recorded.
  - Call Details (Direction of Call, Other user details)
  - Date and Time when the call was recorded.
  - Duration of the recorded call.
  - Size of the recorded file.
  - Comments (if Applicable): Comment made on recording. You can add/edit Comments by clicking the add/edit comments link.
  - Ratings (if applicable): Rating made on recording. You can rate a call by simply clicking the appropriate star.
  - Actions: Actions applicable to the specific recording.
- You can perform the following actions on individual files:
  - Play
  - Email
  - Delete

To email, delete multiple files from your storage:

- Click on the little box located on the right side of the row corresponding to each file.
- Click all files you wish to email or delete.
- Click “Bulk Actions” in the lower left-hand corner of the widget.
- Click “Download” or “Delete”
  - If deleting, confirm the deletion.
  - If downloading, enter your email address, and confirm if you want to delete after downloading files. A download link will be sent automatically to the email address provided.

### **Filter Supervised Recordings**

To view files stored based on certain criteria:

- Click on the Filter button on the top right-hand corner.
- Click on the calendar to enter time frame of the recordings you wish to view:
- Type in the name of user whose recordings you are trying to search.
- Type in the phone number of user whose recordings you are trying to search.

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- Select Rating (if applicable).
- Click Filter.
- The files matching the filter criteria will be displayed.