

Hosted Call Recording Data Sheet



Hosted Call Recording is an efficient and easy way to record inbound and outbound calls, providing users access to key details from phone calls and meetings in the future.

As an add-on feature for ImpactConnect Hosted PBX, Hosted Call Recording improves productivity, supports customer objectives, and is accessible, easy-to-use, and ideal for training, call center environments, and knowledge workers.

Users who have Hosted Call Recording turned on by Customer Support can activate Hosted Call Recording using star codes or by activating it in the ImpactConnect Hosted PBX web portal and can easily manage their recordings by listening to and downloading recordings in the web portal.

Features

- ✓ Easy star code or web portal activation
- ✓ No additional equipment needed
- ✓ Optimal storage in the web portal with 2GB of storage per user across the domain*
- ✓ 90 days of storage in the web portal (older recordings are deleted when allocated storage is exceeded or after 90 days)
- ✓ Recordings are downloadable as .WAV files on your computer or local server and can be shared as email attachments
- ✓ Applicable for inbound and outbound calls (internal extension-to-extension calling is not supported and HD calls cannot be recorded)
- ✓ Simple web portal management
- ✓ Straightforward organization with recordings searchable by time, day, extension, or phone number
- ✓ Continuous recording is available for Office Managers to enable for user profiles

* 2GB of storage is allocated across the domain per call recording user. Default storage is distributed as 2X how many call recording users you have.

How it Works

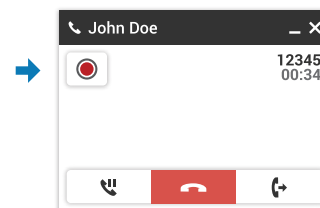
Hosted Call Recording is activated by star codes or in the web portal.

1. Dial *95 to start recording a call and dial *96 to stop recording a call.

***95 to Start Recording**

***96 to Stop Recording**

2. Select the recording button in an active call window in the web portal to start and stop recording a call. A message will pop up indicating that call recording has started or that it has been stopped.



3. Listen to or download your recordings in the web portal. Your recordings are available underneath the call history tab.

