



WESTCOAST CLOUD VOICE
powered by Blueface



CALL RECORDING GUIDE

Version 1 – Updated: Monday, March 9th, 2020

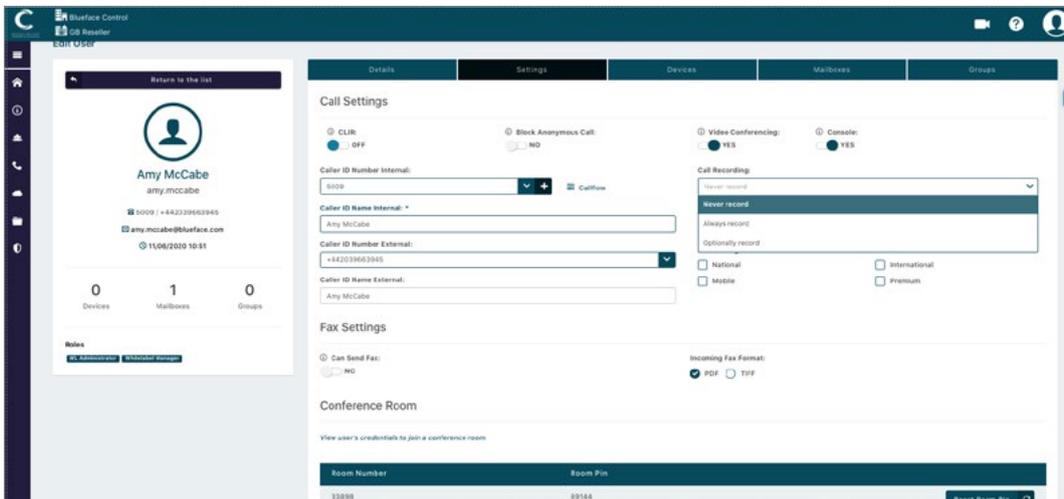
CALL RECORDING

Westcoast Cloud Voice features accessible call recording that can be enabled at user level. A device must be assigned to a user to activate call recording.

Customer administrators can view, download and delete call recordings for each user from their account. Regular users can only view or download their own call recordings. They cannot delete them.

ENABLING CALL RECORDING

Visit the Users section of the Westcoast Cloud Voice portal (**People > Users**) to activate call recording. Click the **'Edit'** button, denoted by a pencil, beside the user you wish to enable call recording for, followed by the **'Settings'** tab.



- 1 As seen above, click on the drop-down menu below **'Call Recording'** on the right-hand side.
- 2 This reveals three call recording options: Never, Always and Optionally Record. The first two are self-explanatory but optional recording requires manual activation to initiate.
- 3 To manually initiate call recording, press **'*1'** on your device keypad to begin and press **'*2'** to cease the call recording. This can be done at any time once **'Optionally Record'** is set for a user.

Recordings are stored in **'Assets'** under **'Call Recordings'**. Recordings are stored for 100 hours, 90 days or three months (whichever is reached first). Recordings can be downloaded and played locally.

Note: call recording is a billable item and can only be enabled by white label administrators or above.



WESTCOAST CLOUD VOICE
powered by **Blueface**

USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**