

WorldSmart Call Recording

Administrator Help

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WorldSmart Call Recording

WorldSmart Call Recording feature allows you to enable call recording for users in your account. Once the users have the call recording feature enabled, they can record their conversations from their desk or the telephone device.

Call Recording option is available at free of cost for all Business voice enabled suites. Business Voice feature is enabled by default for all suites, except for WS-Collaborator. To enable call recording for a WS-Collaborator user, please make sure that the user has the Business Voice in the service plan.

Please Note:

- *At present, WorldSmart offers recording feature only for Outbound Calls made through the WorldSmart phones (via the PBX), and ACD Inbound Calls.*
- *Users must have **Business Voice** enabled in their service plan to be able to use the call recording feature.*
- *Calls made to only 7-digit, 10/11-digit PSTN numbers, or International calls can be recorded.*
- *MobileCall users can record their calls even if they switch the call from one phone device to another.*
- *Extension – extension call, Blind transfers, and supervisor transfers cannot be recorded.*
- *If a call recording session exceeds three hours without any interruption, the call recording stops automatically. The recording will resume again if the user hangs up and calls again.*
- *With 1GB of Storage in your account, you can record calls for 278.3329766 hours.*

Enable Call Recording Option

By default, the call recording option is included for all suites. All you need to do is to enable the recording option for the specific users from the administrator dashboard.

To enable the call recording feature, go to the **Users** tab and click the **Add-on** link against the specific user.

This displays a page similar to the following image:

The screenshot shows a modal window titled "To manage user level Add-ons, click the appropriate option below." It displays the user's details: "Username: emily@mycompany" and "Service: PowerPak Enterprise-1". Below this, there are five radio button options: "Manage Add-ons" (selected), "Conference", "WS Digital Fax", "Operator Console", and "Account Code Settings". A "Next" button is located at the bottom right of the modal.

- Select the Manage Add-ons option and click **Next**.

This displays a page as displayed in the following image:

The screenshot shows a modal window titled "Assign Add-ons". It displays the user's details: "Username: emily@mycompany" and "Service: PowerPak Enterprise-1". There is a "Plan Comparison" link in the top right. Under "Add-ons:", there are two options: "WS Digital Fax Unlimited upgrade (\$9.95) [MRC]" with an unchecked checkbox, and "Call Recording (Included) (\$0.0) [MRC]" with a checked checkbox. A "Purchase Storage" link is next to the second option. At the bottom, there are "Save" and "Cancel" buttons.

- Check against the Call Recording (Included) option and click **Save**.

Please note:

- *The account should have a minimum of 1 GB storage purchased to enable the call recording feature for users.*



- *To enable Call Recording feature for WS-Collaborator users, please make sure that Business Voice is enabled in the service plan.*

Checking this option will enable the call recording feature for the user. For users to begin call recording, your account should have at least 1 GB of storage purchased as an account level add-on.

How can Users Record Outbound Calls?

- To start recording a call, users can press *5 on the phone.
- To stop recording a call, users can press *5 again on the phone.

Users can press *5 button anytime during a conversation to start/stop recording the call. They also have the option to set default recording for all calls from their personal dashboard.

Call Recording Reports

To view the Call records report on the administrator dashboard, click the **Outbound Call Records** link under **Reporting** tab as shown in the following image:

User Activity | Admin Logs | Account History | **Outbound Call Records**

Outbound Call Recording Memory Usage : 0.0000 GB

Outbound Call Records

From: 01 Jun 2009 | Select Agent: emily@mycompany

To: 11 Jun 2009 | To Number: []

Search

The page displays the total storage space used on the left-hand top of the screen.

View Call Records

To view the call recording details:

- Select the '**From**' and '**To**' date, month and year from the drop-down menu.
- Select the agent whose call records you want to view from the **Select Agent** drop-down menu.
- Click **Search**

This displays all call records of the specified agent as shown in the following image:

Start Time	End Time	From	To	Download	Size(KB)	Delete <input type="checkbox"/>
Jun-09-2009 22:36:47	Jun-09-2009 22:36:58	supervisoruser1-testbeta-com	+13108810009	Deleted	10.74 KB	---
Jun-09-2009 23:16:19	Jun-09-2009 23:16:43	supervisoruser1-testbeta-com	+12183394600	Download	23.44 KB	<input type="checkbox"/>
Jun-09-2009 23:23:51	Jun-09-2009 23:25:13	supervisoruser1-testbeta-com	+12183394600	Deleted	80.08 KB	---
Jun-09-2009 23:25:46	Jun-09-2009 23:27:04	supervisoruser1-testbeta-com	+12183394600	Download	76.17 KB	<input type="checkbox"/>
<input type="button" value="Delete Selected"/>						

- The administrator can download and delete the records from this section.

Please note: The recorded files can be downloaded in .mp3 format

To view the report of calls made by an agent to a particular number, enter the phone number in the **To Number** field and click **Search**. This displays the call records made by the specified agent to the particular number.

Delete Call Records

To delete call records, check the box for the particular record you want to delete and click the **Delete Selected** button as displayed in the following image:

Start Time	End Time	From	To	Download	Size(KB)	Delete <input type="checkbox"/>
May-21-2009 04:49:32	May-21-2009 04:49:39	kimo-pbxtesting	+12188440850	Download	6.84 KB	<input checked="" type="checkbox"/>
May-21-2009 04:49:39	May-21-2009 04:50:38	kimo1-pbxtesting	+12188440850	Download	57.62 KB	<input checked="" type="checkbox"/>
May-22-2009 07:21:57	May-22-2009 07:22:12	kimo1-pbxtesting	+12188440850	Download	14.65 KB	<input checked="" type="checkbox"/>
<input type="button" value="Delete Selected"/>						

- To delete all call records at one go, check the box besides the **Delete** column heading.

Storage for Call Recording

Purchase Storage

To purchase storage for call recording, click the **Account Add-ons** link under the **Users** tab from the administrator dashboard. This displays a page similar to the following image:

To manage account level add-ons, select the appropriate option below.

- Phone Number(s)
- ACD Queue(s)
- BLA Group(s)
- BLA Registrations Bundle(s)
- Email only Seat(s)
- Storage
- Common Seat(s)

[Next](#)

- Select the Storage option and click **Next**.

This displays the following page:

To manage Storage for your account, click the appropriate option below.

- Purchase Storage
- View/Delete purchased Storage

[Next](#)

This displays the screen shown below:

Purchase Storage [<<BACK](#)

Quantity: X 1 GB

[Add](#)

- Enter the amount of storage space you would like to purchase.

Please note: You can purchase storage only at an increment of 1 GB.



- Select the Storage type from the drop down list. To purchase storage for outbound call recording, select the appropriate option from the drop-down.

Important: Storage purchased for Email cannot be used for Outbound Call storage. However, the administrator can transfer the unused/available storage of one feature to another feature.

For example: If an account has purchased 10 GB Email Storage and has used 5.25 GB from the purchased storage. The account administrator can allocate 4 GB storage (only in increment of 1 GB) for Outbound Call Recording.

- Click **Add** to purchase the storage

View/Delete Purchase Storage

To view, delete or transfer purchased storage, select the '**View/Delete purchased storage**' option under **Users > Account Add-ons > Manage Add-ons** as shown below:



- Click **Next** to proceed.

This displays the screen as shown in the following image:

View/Delete purchased Storage	
Total Purchased Storage:	25.00 GB
Allocated Email Storage:	23.00 GB
Available Email Storage:	7.25 GB (68.48 %)
Used Email Storage:	15.75 GB (31.52 %)
Allocated Call Recording Storage	2.00 GB
Available Call Recording Storage	1.9937 GB (99.69 %)
Used Call Recording Storage	0.0063 GB (0.31 %)
Select the Storage quantity to Delete:	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;"> Email <div style="border: 1px solid #ccc; padding: 2px; width: 100px;"> Email Call Recording </div> </div> <div style="margin: 0 10px;">Select</div> <div style="border: 1px solid #ccc; padding: 2px;">GB</div> </div>
<div style="display: flex; justify-content: center; gap: 20px;"> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #e0e0e0;">Delete</div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #e0e0e0;">Cancel</div> </div>	

- **Total Purchased Storage:** The total purchased storage displays the total storage purchased by the account, including both Email storage and Call Recording storage.
- **Allocated Email Storage, Available Email Storage, and Used Email Storage** display the storage status for Email.
- **Allocated Call Recording Storage, Available Call Recording Storage, and Used Call Recording Storage** display status for Call Recording.
- The administrator can delete available and unused storage for either Email or Call recording storage.

Transfer Storage

The account administrator can transfer the available/unused storage of one component (Email or Call Recording) to another. To transfer unused storage from one component to another:

- Go to **Users > Account Add-ons > Manage Add-ons** and click **Next**.

This displays the following screen:

To manage Storage for your account, click the appropriate option below.

Purchase Storage

View/Delete purchased Storage

- Select the **View/Delete purchased storage** and click **Next**

This displays the page shown below:

View/Delete purchased Storage

Total Purchased Storage:	25.00 GB
Allocated Email Storage:	23.00 GB
Available Email Storage:	7.25 GB (68.48 %)
Used Email Storage:	15.75 GB (31.52 %)
Allocated Call Recording Storage	2.00 GB
Available Call Recording Storage	1.9937 GB (99.69 %)
Used Call Recording Storage	0.0063 GB (0.31 %)

Select the Storage quantity to Delete: GB

- To transfer storage, select the component (Email or Call Recording) from which you would like to transfer the Storage.
 - Select **Email** to transfer available Email storage to Call Recording



- Select **Call Recording** to transfer available Call Recording storage to Email
- Select the storage quantity from the drop-down menu. This will display the **Transfer to Call Recording** or **Transfer to Email** button.
- Click the **Transfer to Call Recording/Transfer to Email** button to transfer the storage.

Please note:

- *You can transfer storage that is unused and available in the account in increment of 1 GB only.*
- *You cannot transfer the minimum storage allocated to Call Recording (1 GB) if there are users in your account who still have the Call Recording option enabled.*