



WorldSmart Call Recording

User Help

WorldSmart Call Recording

WorldSmart Call Recording feature allows you to record your conversations, and access/download the recorded files from your personal dashboard. With the call recording option, you can record conversations from your desk or telephone device by simply pressing a button.

***Please note:** At present, WorldSmart offers recording feature only for Outbound Calls made through the WorldSmart phones (via the PBX), and ACD Inbound Calls.*

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.

How Can I Record Calls?

Once the Call Recording option is enabled for you, you can start recording calls the following way:

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

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

Accessing Recorded Calls

To view or download your recorded conversations, click the **Outbound Call Records** link under the **Settings** tab of your personal dashboard.

Please note: The Outbound Call Records link is displayed only if the call recording option is enabled for your account.

This display a page similar to the following image:

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

To view the call recording details:

- Select the **'From'** and **'To'** date, month and year from the drop-down menu.
- Click **Search**.
- To view the report of calls made by you to a particular number, enter the phone number in the **To Number** field and click **Search**. This displays the call records made you to the particular number.

This displays all your call records as shown in the following image:

Start Time	End Time	From	To	Size(KB)	Download
Jun-01-2009 00:09:04	Jun-01-2009 00:09:51	ronan1-mycompany	+919949963982	45.90 KB	Deleted
Jun-01-2009 00:11:27	Jun-01-2009 00:12:15	ronan1-mycompany	+919949963982	46.88 KB	Download
Jun-01-2009 00:27:51	Jun-01-2009 00:28:34	ronan1-mycompany	+919949963982	41.99 KB	Deleted
Jun-01-2009 00:29:04	Jun-01-2009 00:39:05	ronan1-mycompany	+919949963982	586.91 KB	Download

- You can view and download call records from this page.

Please note: You cannot delete call records. Only the account administrator has the sole privilege to delete a call record.

- Call records that have been deleted by the account administrator are struck-off and disabled.

Setting Call Recording Preferences

To set your call recording preference, click the **Call Recording Preferences** link on the Call Records page as shown below:



Outbound Call Recording Memory Usage : 0.0001 GB [Call Recording Preferences](#)

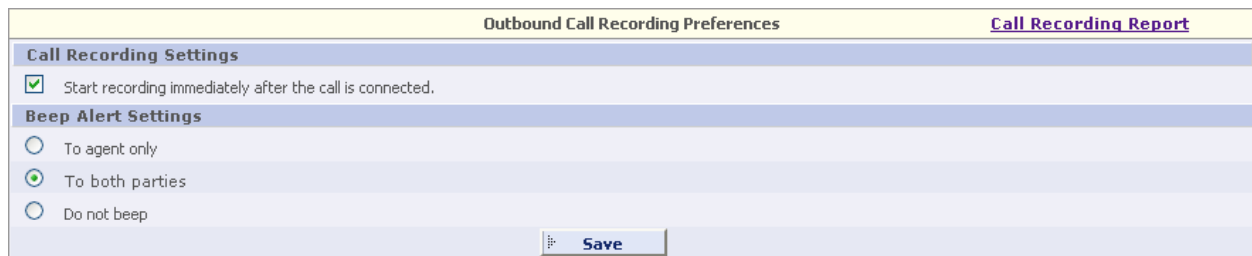
Outbound Call Records

From: 01 Jun 2009

To: 11 Jun 2009

To Number:

This displays a page similar to the following image:



Outbound Call Recording Preferences [Call Recording Report](#)

Call Recording Settings

Start recording immediately after the call is connected.

Beep Alert Settings

To agent only

To both parties

Do not beep

CALL RECORDING SETTINGS

By default, the *5 option is enabled for you once the call recording option is enabled for your account. You can press *5 on the telephone device to stop/resume a call recording.

However, you may want to record all your calls automatically without using the *5 option. To do so:

- Check the **“Start recording immediately after the call is connected”** check-box. All your calls will now be automatically recorded.

***Please note:** The *5 options will continue to function even if you have checked the above check-box. Pressing *5 during the course of the conversation will stop the recording. Pressing *5 again will resume the call recording.*

BEEP ALERT SETTINGS

- Select a sound alert option from the options given

You will hear a beep once the recording begins according to the specified settings