Call Recording

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The optional Call Recording module enables authorized users to record any active call that Webex Contact Center manages.

Authorized users can create recording schedules with a time period. Choose queue, team, site, and agent for which you want to record voice calls. The system then starts recording the calls that match the criteria.

Because you can't determine the total number of incoming calls and the number of calls to be recorded, Webex Contact Center uses predictive modeling to decide which calls to record. The models include pseudorandom number generator (PRNG) or deterministic random bit generator (DRBG). The accuracy in the percentage of calls that are recorded increases with the number of contacts.

Note Regardless of the call recording duration, the first two hours of each call recording is available in Webex Contact Center.

The recordings are in standard .wav format. Authorized users can access these recordings directly and review them using standard third-party utilities. You can also use the features of the optional Webex Contact Center Recording Management module to search for and play recorded files.

Note

- The Webex Contact Center Recording Management module records the calls routed to the overflow destination number, but doesn't list them in the user interface.

- When an agent puts a caller on hold, recording of the caller's audio continues.

- For blind transfer to Dial Number (DN), and Entry Point (EP) to Dial Number (DN) call patterns there may be a mismatch in speech and record duration of calls displayed on user interface.

  - During a blind transfer, the agent who receives the call is in reserved state for a short period while the call is transferred to another agent. Based on the configuration set at each organization level the call recording either continues or ends.

  - For EP-DN, the call is recorded for consult and conference, and not for transfer of the child call (when transferred to another EP-DN number).

Create or Edit a Recording Schedule

To create or edit a call recording schedule:

Procedure

Step 1   From the Management Portal navigation bar, choose the **Call Recording** module.

Step 2   On the **Recording Schedules** page, select a queue from the **Queue** drop-down list.

All call recording schedules for that queue are displayed. From here, you can:

- Add a new schedule

- Edit or view an existing schedule

- Delete an existing schedule

- Copy an existing schedule

- Switch between a list view and calendar view of all schedules for this queue.

Step 3   To create a new schedule:

- From the list view, click **New Schedule**.

  - OR -

- From the calendar view, point to the schedule's beginning date and click the **Create** link that appears in the upper-left corner of the date box.

Step 4   To copy or edit an existing schedule, from the list view, click the ellipsis button beside a listed schedule and click **Copy** or **Edit**.

Step 5   On the page that appears, specify the appropriate settings as described in the following table, and then click **Save**.

Setting	Description
Name	Enter a name for the schedule.
Start Date and End Date	To select the start date (the date on which the schedule becomes effective) and end date (the date on which the schedule expires), click the appropriate calendar icon, and then select a date from the calendar that appears.
Start Time and End Time	Enter in 24-hour format (0000 to 2400) the time of day you want the schedule to start and end.
Days of Week	From the drop-down list, choose **All Days** if you want the schedule to run every day or **Weekdays** if you want the schedule to run from Monday through Friday only. -OR- Click each icon corresponding to the day on which you want the schedule to run.
Status	Click **Active** if you want the schedule to become effective at the specified start time on the specified start date. Otherwise, click **Not Active**.
Stop Recording on Transferred Out Calls	Click **On** if you want recording to stop when a call is transferred.
Enable Pause Resume	Click **On** if you want the agent to have access to the Privacy Shield icon during call recording so that the agent can pause and resume recording. For example, the agent might need to pause potential call recording when obtaining a credit card number or other protected information. Be sure to instruct agents regarding when to use this feature. **Note** The Privacy Shield icon is displayed on the Agent Desktop only if the Privacy Shield feature is enabled in your Webex Contact Center service configuration.
Pause Duration (in Sec)	If you set **Enable Pause Resume** to **On**, enter the number of seconds for which the recording will be paused if the user had not clicked the **Turn Off Privacy Shield** button earlier.
Percentage	Specify the percentage of the total number of current calls you want recorded for this queue.
Filter By	Select the sites, teams, and agents you want to include in your recording schedule. **Note** Outdial call recording is based on the site, team, and agent who makes the outdial call. For example, if a recording schedule is created for the Outdial queue and a site named Chicago, then only those outdial calls made by teams under the Chicago site are recorded, and not calls made from other sites.

Deleting a Recording Schedule

To delete a recording schedule:

Procedure

Step 1   From the Management Portal navigation bar, choose the **Call Recording** module.

Step 2   On the **Recording Schedules** page, select a queue from the **Queue** drop-down list.

Step 3   Click the ellipsis button beside a listed schedule and click **Delete**.