



Stereo Recording

The Stereo Recording feature replaces the combined mono output file with a stereo output file. The stereo file provides the audio streams of the agent and the other participant (the caller or the called party) as two separate audio channels within a single recording. This enables better voice analytics than in a mono file, where the audio is mixed into a single stream.

- [Play a Stereo Recorded File, on page 1](#)

Play a Stereo Recorded File

To play a stereo recorded file, the Webex Contact Center Recording Management module enables authorized users to search for and play stereo recorded audio files. For more information, [Search for and Play Recordings](#).

