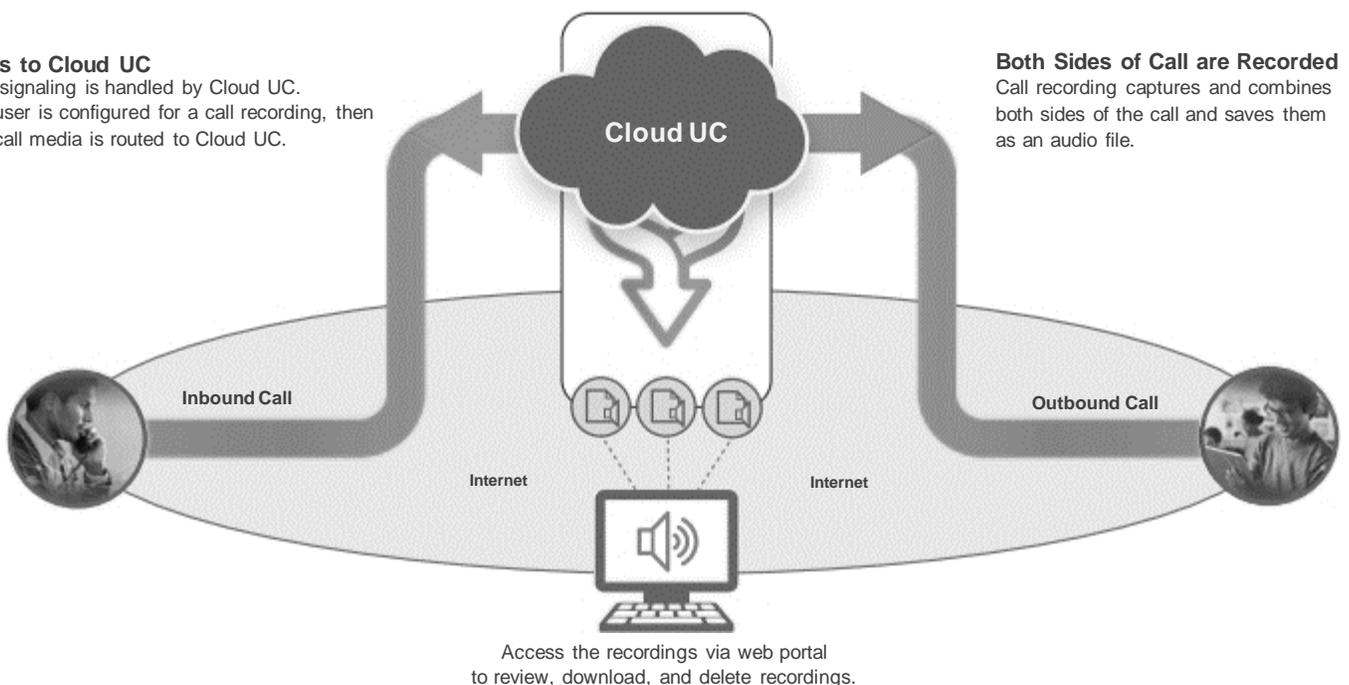# Call Recording

Don't leave the success of your business to chance. Recording incoming and outgoing calls within your organization helps measure the effectiveness of your sales, marketing, and customer service. It can also help comply with regulatory compliance and minimize risk. With Cloud UC Call Recording, recordings can be indexed by time, agent/employee, date, group, and a variety of other fields, making for hassle-free, instantaneous record retention, search, and retrieval. This makes reviewing calls simple letting you easily gain customer insight, improve sales conversion, and increase customer retention.
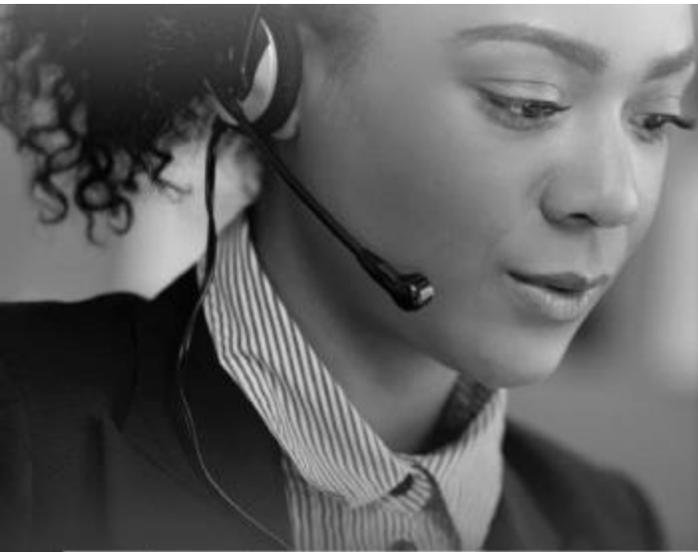
Calls to Cloud UC
Call signaling is handled by Cloud UC.
If a user is configured for a call recording, then the call media is routed to Cloud UC.

Cloud UC

Both Sides of Call are Recorded
Call recording captures and combines both sides of the call and saves them as an audio file.

Inbound Call

Outbound Call

Internet

Internet

Access the recordings via web portal
to review, download, and delete recordings.

PCI and FCA Compliant Call Recording

Identity theft is a massive problem in the United Sates, the United Kingdom, and around the world. In response, the Payment Card Industry and the Financial Conduct Authority have established clear rules to help assure that critical financial and identification data is protected from menaces both outside and within the enterprise.

Call recording automatically classifies calls containing sensitive card holder information and provides organizations with three options to help effectively balance their PCI or FCA requirements with liability, quality management and other regulatory requirements

- **Delete all call recordings with sensitive information but retain valuable non-sensitive interaction data for reporting and analysis**

- **Roles-based access to recorded files containing sensitive information**

- **Agent can pause call recording during the collection of sensitive financial and personal information**

Call Recording is part of the Cloud UC service. The solution is built on carrier-class elements that support millions of IP lines and billions of minutes of customers worldwide. Cloud UC infrastructure is designed for 99.999% uptime; all the elements are redundant, and all infrastructure is deployed in geographically redundant datacenters worldwide. Cloud UC is designed and built to support organizations of all sizes; it includes the management tools required to maintain large, multi-site organizations.

Call Recording Web Portal - Live Monitoring

Call Recording Web Portal - Search

Features at a Glance:

Extension-level call recording

Automatic call recording

On-demand recording

Play, download, or delete recordings

Create recording campaigns

Schedule recording times

Live Monitoring

PCI compliant

Multi-tenancy for hosted

White label for branding

Multi-site call recording
Mobility support

Call tagging audit trail
Multi-criteria searching

Call exporting

Auto-delete selective recording

Look-back call recording

Fine-grained privileged access

File management/archiving

Filtering (IP-DID Range)