Call Recording

Call recording is a feature wherein telephone conversations are digitally recorded and stored for future reference or analysis. This functionality, integrated within the system, enables businesses to capture inbound and outbound calls made through system. Recorded calls can be securely archived and accessed through the interface for retrieval, playback, and analysis as needed.

Maximum duration of the call recorded is unlimited. Customers have an option to set up Archiving on remote storage, such as Google Drive, Dropbox, Amazon S3, FTP and SFTP, to free space on the system. Call Recordings can be automated to be deleted whenever they are offloaded, also there is a section File System where customers can set to delete Call Recordings periodically.

Any call recording related information can be found in Reports section, under CDR (Call Detail Records). CDR serves for all placed or received calls on the system, like listening to recorded calls.

Call recordings can be set on:

- Servers
- DIDs
- Extensions
- Conference Groups
- Dial Groups
- Enhanced Ring Groups
- Queues
- Dialer Campaigns
- Enhanced Services
    - Instant Recording *159
    - Pause Recording *90
    - UnPause Recording *91

- Listen to CDR recordings *170
- Parked Calls Recording (Caller only/Callee only/Both sides)

For call recordings to be implemented properly, we recommend the following:

Inbound call recordings: Record call option set on DID level. This will record all calls coming to the DID.

Outbound call recordings: Record call option set on Extension level. The will record all calls for the extension.

For Queues/ERGs to have calls recorded, Record Call option has to be enabled within the Queue/ERG itself, since such calls are being handled differently.

Recording Formats

There are three format options you can select from to record your audio. These settings can be found in Settings > Server;

wav49 – The file size will be small, the quality good, and it's a good choice for sending voicemail messages in email (RECOMMENDED). 0.5MB per Minute

gsm – Same file size and same audio quality as wav49. It may be less well supported by client operating systems if sent to users in email. 0.5MB per Minute

wav – Excellent sound quality but huge file size. Not recommended as an email attachment. 10MB per minute

CLI useful commands:

Recordings Storage Usage

du -sh /opt/pbxware/pw/var/spool/asterisk/monitor

Check If Call Recording Exists

```
ls -lah /opt/pbxware/pw/var/spool/asterisk/monitor | grep
"1706581840.4"
```

Where '1706581840.4' is the unique call id.