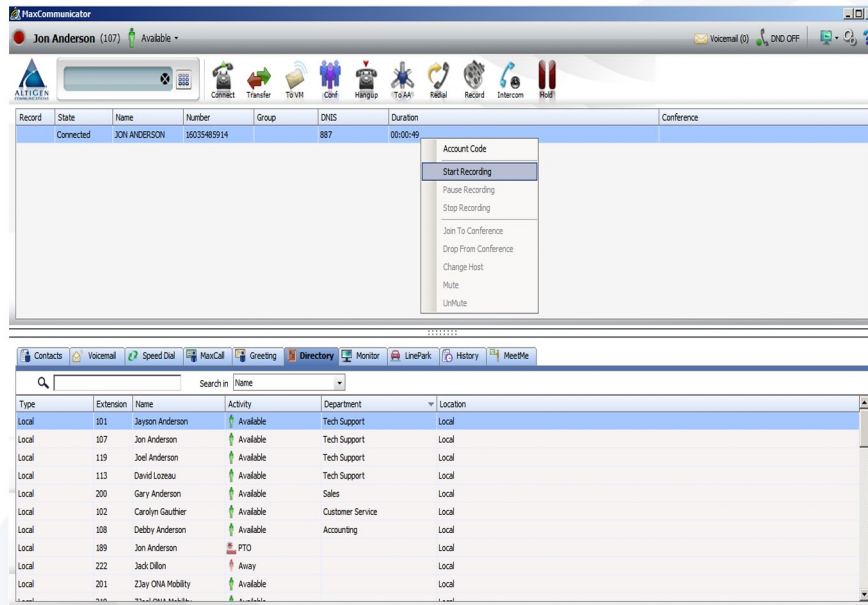# Call Recording

AltiGen's Call Recording options provide a powerful tool for accurately capturing voice conversations. CallRecording can be configured to record call center agent and regular extension calls and store them in centralized locations or end user voicemail boxes.

Benefits of Call Recording include:

- – Evaluating the performance of individual agents and employees
- – Training team members by example
- – Call Center Quality Monitoring
- – Protection against litigation such as confirmation of verbal contracts

On Demand Call Recording to Voicemail

Agents and Supervisors can initiate on-demand voice recording of their current call to voicemail. Once the call has finished, the recorded call will be stored in the extension's voicemail box allowing for easy retrieval and playback.


Optional Centralized Call Recording

- – With Centralized Call Recording, conversations are recorded and stored in a centralized location.
- – Agents and Supervisors can initiate on-demand voice recording and once the call has finished, therecorded call will be stored in thespecified central location allowing the administrator to centrally manage and archive all records.
- – Administrators can specify a percentage of calls (10%-100%) to be autmatically recorded to a centralized location.
- – Centralized Recording can be configured to cover an entire Call Center Workgroup or individual extensions or agents.

Call Recording

Managing Centralized Call Recording with VR Manager

VRManager is a voice recording management application for managing centralized recorded files. It is a Java based application with the following main functions for administrators and reviewers.
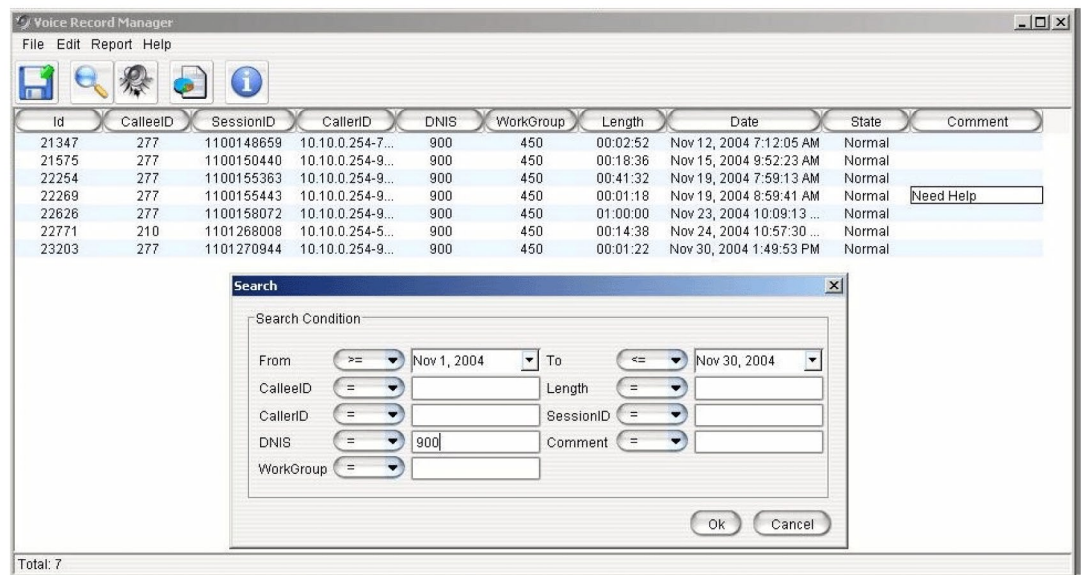
Administrator Management Module:

- User Management
- File Conversion, Compression and Indexing configuration
- Storage Archive Management
- Activity Log Tracking

Client Interface Module:

- Searching and Sorting recorded files and records
- Playback of recorded conversations
- Export conversations to external locations as .WAV File
- Call Reporting Reports