



Webex Native Call Recording is a web-based cloud native platform integrated with the Webex platform for call recording, storage, and management.

It offers the capability to easily manage and access all the services through the Webex Control Hub, Webex User Hub, and APIs for controlling and monitoring daily Webex administration tasks such as Call Setup option, Providers and Storage selection.

## Native Call Recording Webex Control Hub Admin Setup

### Call Recording – Setup options.

Native call recording menu gives several options such as provider, vendor selection, storage region and location settings through **Webex Control Hub**.

Once you log into **Webex Control Hub**, Select **Calling** option and then click on **Service Setting**. You will be presented with the below screen.

Call Recording

Configure the organisation's call recording provider, call recording failure behaviour and compliance announcement settings.

Call recording providers record and store calls that are recorded using Webex Calling. These call recording settings can also be selected at the Location level. Compliance announcements will be played once during the entire duration of the external PSTN call. [Learn more.](#)

Provider

Choose which call recording provider this organisation will use.

Webex

Choose a storage region. This determines where the call recordings will be physically stored for this organisation.

United Kingdom

Call recording failure

If call recording fails to start:

Proceed with the call, no announcement

Compliance announcements

☒ Play announcement for inbound PSTN calls

☒ Play announcement for outbound PSTN calls

☒ Delay announcement ⓘ

10

### Call Recording – Provider selection.

You may select the **Provider** as **Webex** from the drop-down menu.

Call Recording

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Provider

Choose which call recording provider this organisation will use.

Webex

Select provider from list

None

Dubber

Imagicle

Webex

CallCabinet

Eleveo

☒ Play announcement for outbound PSTN calls

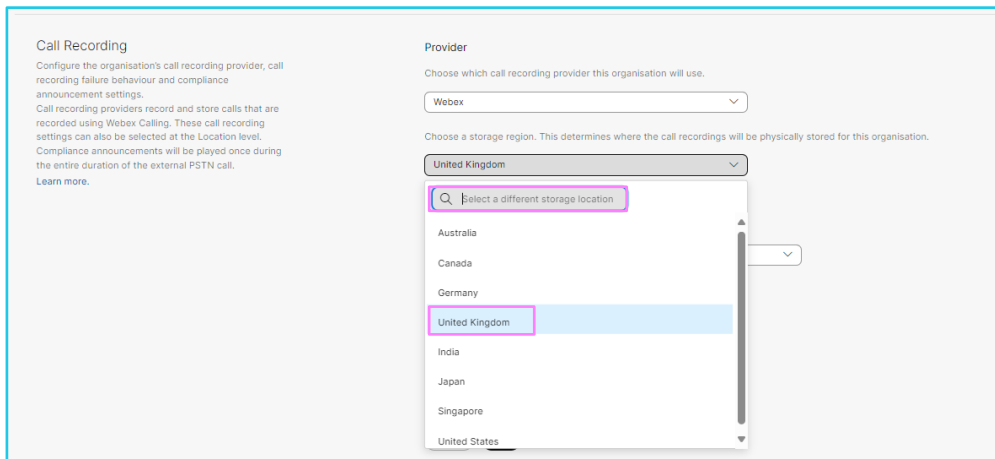
☒ Delay announcement ⓘ

10

**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

## Storage region selection

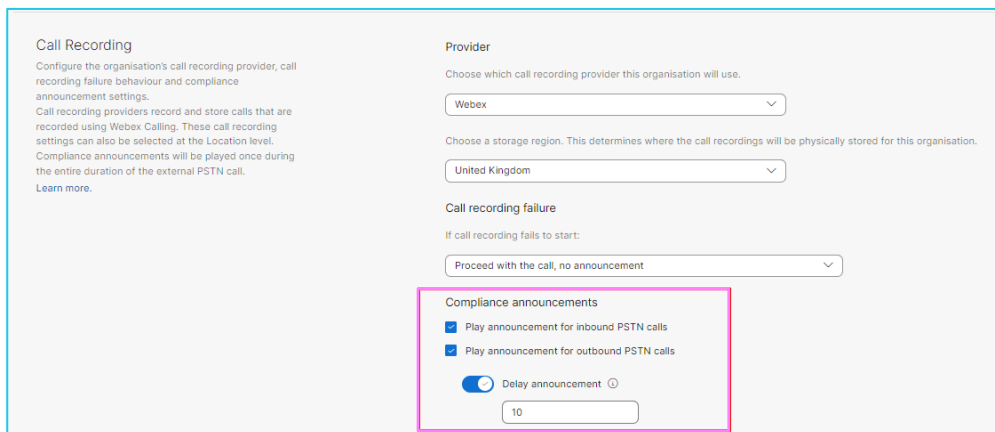
You may use this option to select the appropriate **storage region**. This determines where the call recordings are physically stored.



The screenshot shows the 'Call Recording' configuration page. On the left, there is a 'Call Recording' section with a description and a 'Learn more' link. The main area is titled 'Provider' and contains two dropdown menus. The first dropdown is set to 'Webex'. The second dropdown is titled 'Choose a storage region. This determines where the call recordings will be physically stored for this organisation.' and is currently set to 'United Kingdom'. A search bar with the text 'Select a different storage location' is visible above a list of countries: Australia, Canada, Germany, United Kingdom (highlighted), India, Japan, Singapore, and United States.

## Compliance announcements selection

You may select this option to make compliance announcements. It determines if an automated announcement to state the call is being recorded is made during the call for compliance purposes for PSTN inbound & outbound calls.

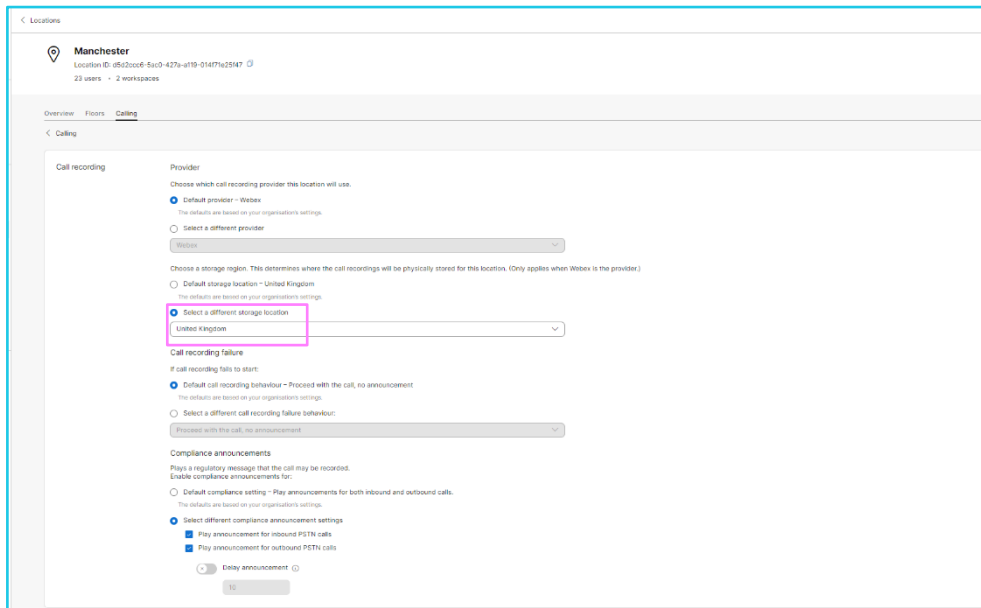


The screenshot shows the 'Call Recording' configuration page. The 'Provider' section is set to 'Webex' and the 'Storage region' is set to 'United Kingdom'. Below these, there is a 'Call recording failure' section with a dropdown menu set to 'Proceed with the call, no announcement'. The 'Compliance announcements' section is highlighted with a pink box and contains two checked checkboxes: 'Play announcement for inbound PSTN calls' and 'Play announcement for outbound PSTN calls'. Below these checkboxes is a 'Delay announcement' toggle switch, which is turned on, and a text input field with the value '10'.

## Location specific settings

You may select the location specific setting through control hub. Once you are logged in, Select **Calling** and then click on **Location**.

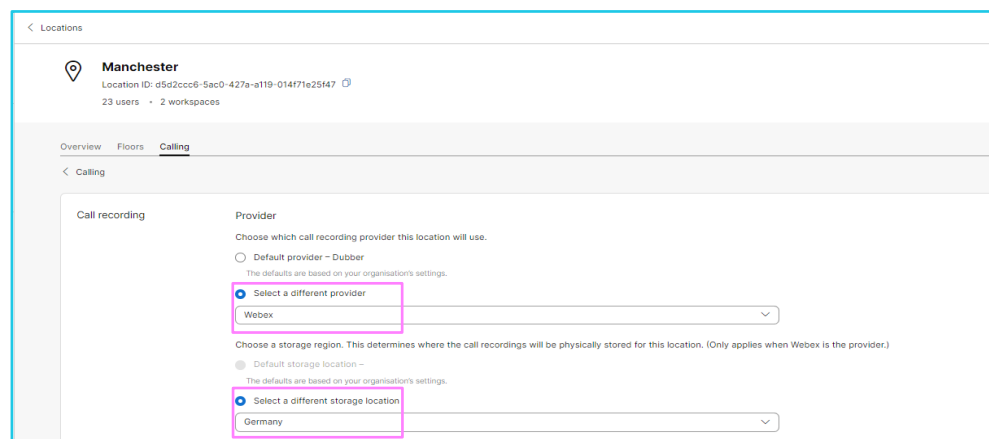
This option enables you to make changes in call recording location as per need or system default options are available in Locations.



## Multiple [additional] Recording Providers

You may select this option to consume multiple call recording providers and may change the call recording provider for the location, choose a storage region as per requirement.

Note: Default provider is set to Dubber, but the location is using Webex Native Recording and allows to set the storage location as needed.

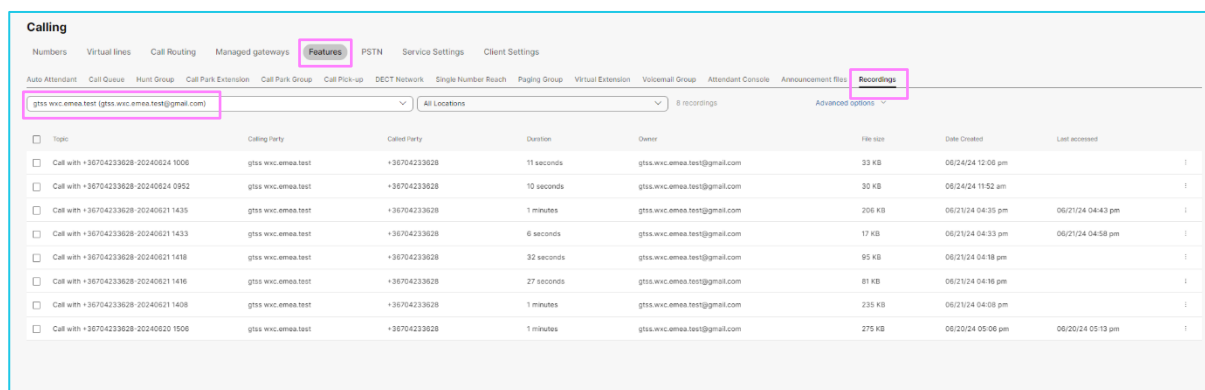


## Control Hub Recordings Access

You may access log by using search function to populate results of the call recordings within the Control Hub.

Once you are logged in, Go to the **Features** tab, and then click on **Recordings** to **Search for the users**.

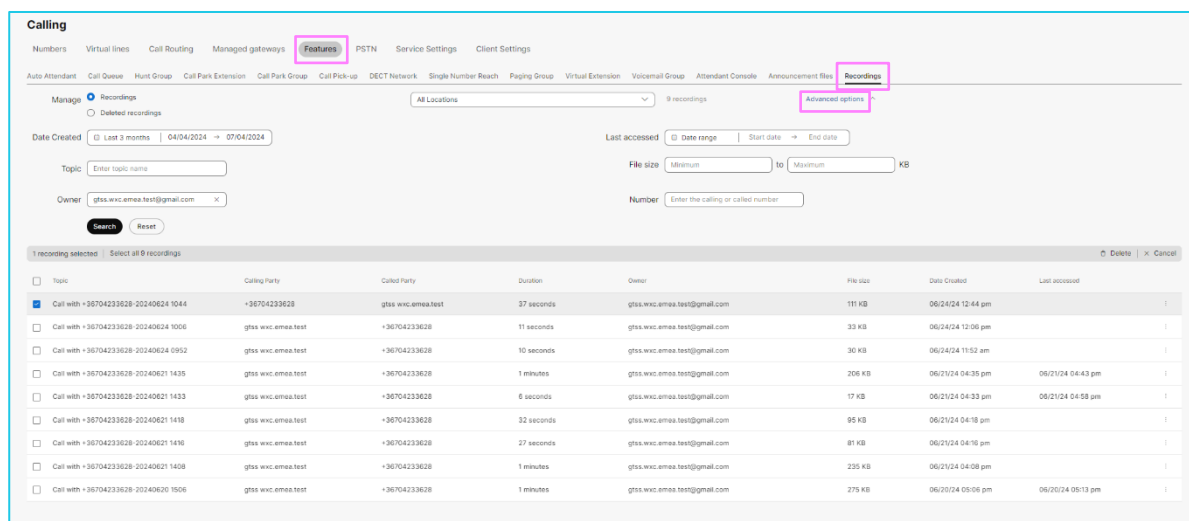
**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.



## Control Hub advanced recordings search options.

You may view all the call recordings, including what has been deleted. You also have the option to permanently delete the recordings or may restore it.

Once you are logged in, Go to the **Features** tab, and then click on **Recordings** and select **Advanced options** to check for search options.



## To Restore the Deleted Recordings

Go to **Manage** in **Call Recording** and then filter out **Deleted Recordings**. Select the recording you wish to **Restore** and then click **Confirm restoration**.

Note: Admin has the permission to access recording files through Control Hub and can make selections on recording files to Delete and Restore any historically Deleted recordings under the Advance Search option.

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