

# Webex Native Call Recording – Admin



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.

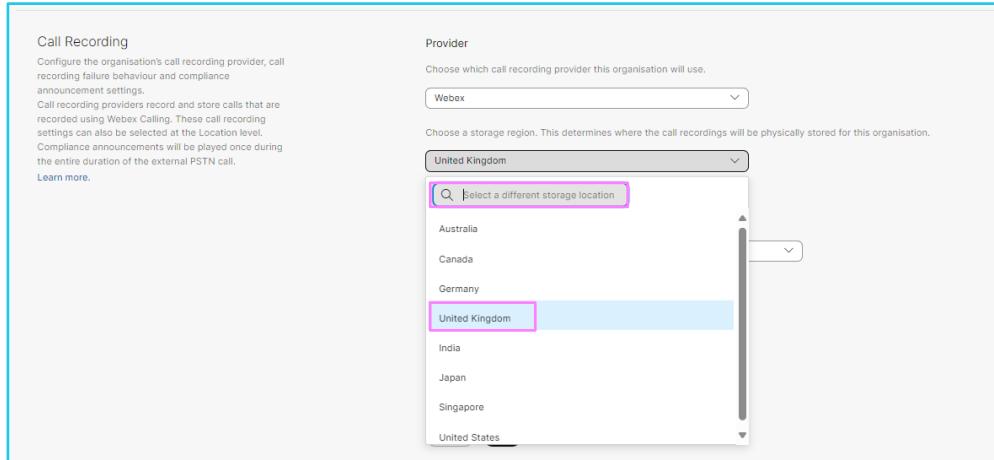
### Call Recording – Provider selection.

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

**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

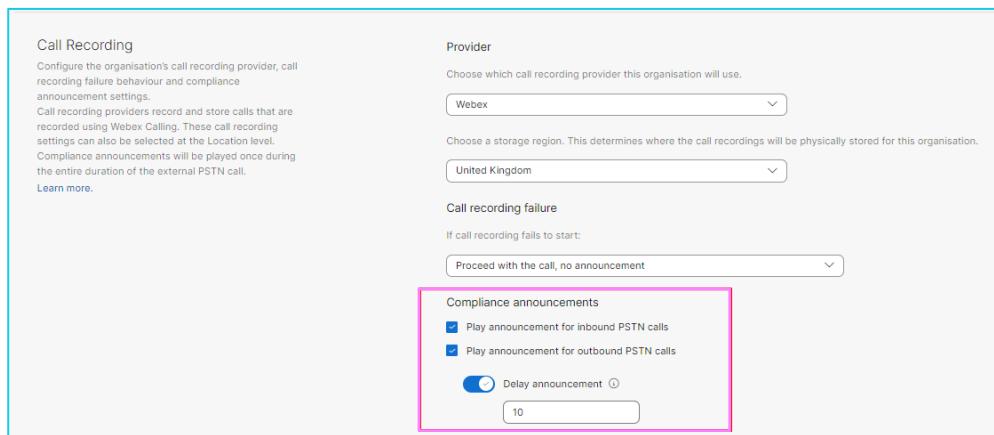
You may use this option to select the appropriate **storage region**. This determines where the call recordings are physically stored.



The screenshot shows the 'Call Recording' configuration page. Under 'Provider', 'Webex' is selected. Under 'Choose a storage region', 'United Kingdom' is selected. A dropdown menu lists other options: Australia, Canada, Germany, United Kingdom (selected), 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.



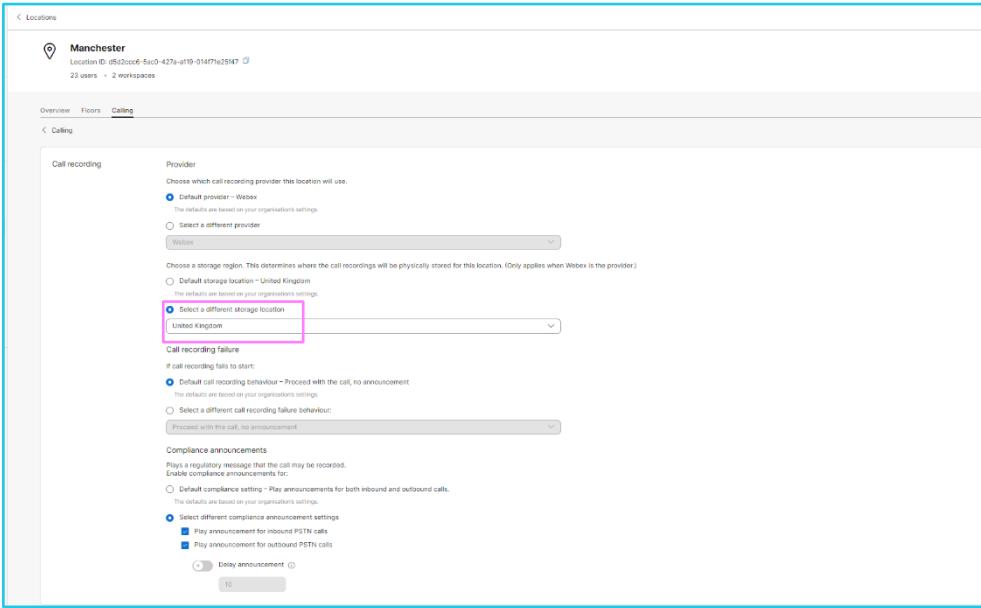
The screenshot shows the 'Call Recording' configuration page. Under 'Provider', 'Webex' is selected. Under 'Choose a storage region', 'United Kingdom' is selected. Under 'Call recording failure', 'Proceed with the call, no announcement' is selected. Under 'Compliance announcements', two checkboxes are checked: 'Play announcement for inbound PSTN calls' and 'Play announcement for outbound PSTN calls'. A 'Delay announcement' toggle switch is turned on, with a value of '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.

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



Locations

Manchester

Location ID: d5d2ccc6-5ac0-427a-a119-014f71e25f47

23 users • 2 workspaces

Overview Floors Calling

Calling

Provider

Choose which call recording provider this location will use.

Default provider - Webex

The defaults are based on your organisation's settings.

Select a different provider

Webex

Choose a storage region. This determines where the call recordings will be physically stored for this location. (Only applies when Webex is the provider.)

Default storage location - United Kingdom

The defaults are based on your organisation's settings.

Select a different storage location

United Kingdom

Call recording failure

If call recording fails to start:

Default call recording behaviour - Proceed with the call, no announcement

The defaults are based on your organisation's settings.

Select a different call recording failure behaviour:

Proceed with the call, no announcement

Compliance announcements

Play a regulatory message if the call may be recorded.

Enable compliance announcements for:

Default compliance settings - Play announcements for both inbound and outbound calls

The defaults are based on your organisation's settings.

Select different compliance announcement settings

Play announcement for inbound PSTN calls

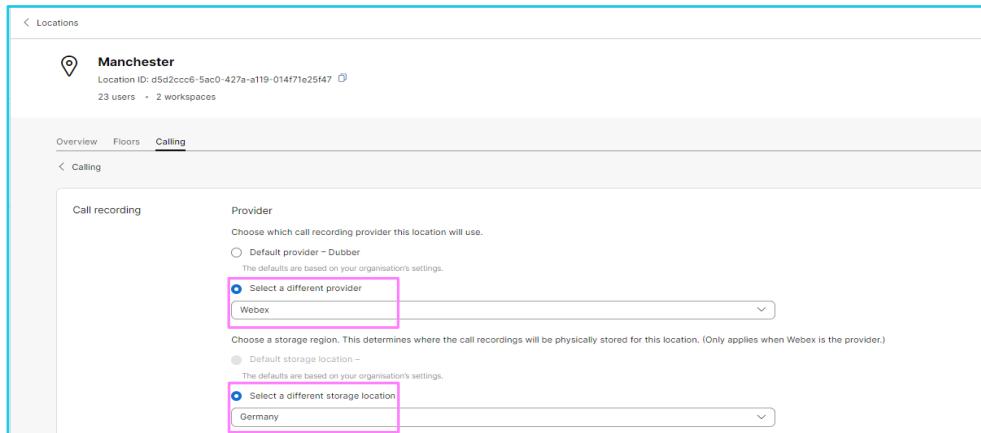
Play announcement for outbound PSTN calls

Delay announcement

## 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.



Locations

Manchester

Location ID: d5d2ccc6-5ac0-427a-a119-014f71e25f47

23 users • 2 workspaces

Overview Floors Calling

Calling

Provider

Choose which call recording provider this location will use.

Default provider - Dubber

The defaults are based on your organisation's settings.

Select a different provider

Webex

Choose a storage region. This determines where the call recordings will be physically stored for this location. (Only applies when Webex is the provider.)

Default storage location -

The defaults are based on your organisation's settings.

Select a different storage location

Germany

## 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.

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