

Audian Call Recording

Welcome to Audian's Knowledge Database

Description:

The [Call Recording](#) feature allows businesses to record and listen to calls made to or from the account. This can be done for all calls made on the account or on a user by user basis. If Call Recording is enabled for specific users, supervisors can be setup to enable them to listen to and QA calls for specific users assigned to them.

Note: Accounts without AWS storage setup for their call recordings are now limited to 60 days of storage. Accounts with AWS storage do not have this limitation.

Overview:

This landing page is a collection of articles and information about the Call Recording application.

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- [How To - Enable Account level Call Recording](#)
- [How To - Enable On Demand Call Recording](#)
- [How To - Setup Amazon S3 for Call Recording](#)

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- [How To - Apply Advanced Call Recording Filters](#)

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- [How To - Enable User level Call Recording](#)
- [How To - Setup Supervisor Mode - Call Recording](#)

Force Record Entire Account ⓘ	Force Record all Users on Account ⓘ
Inbound Calls: <input type="radio"/> Disabled	Inbound Internal Calls: <input type="radio"/> Disabled
Outbound Calls: <input type="radio"/> Disabled	Inbound External Calls: <input type="radio"/> Disabled
Format: MP3 ▾	Outbound Internal Calls: <input type="radio"/> Disabled
Time Limit (sec): 7200	Outbound External Calls: <input type="radio"/> Disabled
	Format: MP3 ▾
	Time Limit (sec): 7200
Storage Settings ⓘ	On-Demand (In-Call) Recording ⓘ
AWS S3: <input type="radio"/> Disabled	On-Demand: <input type="radio"/> Disabled

SYSTEM HEADER

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