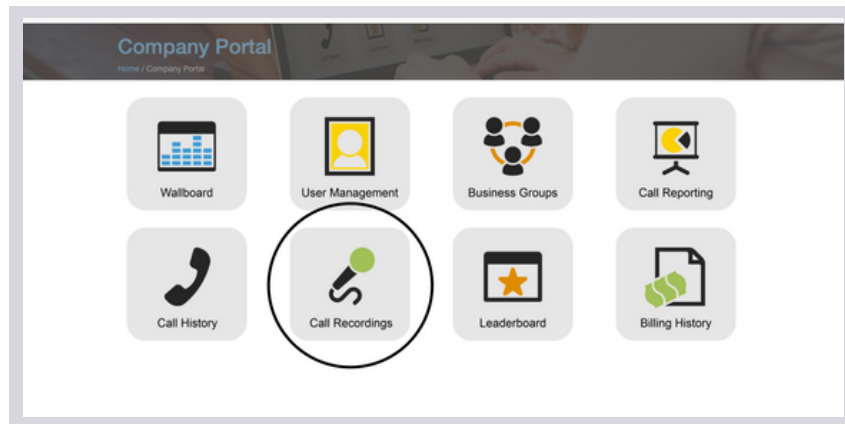**VTSL**
Hosted Communications

CALL RECORDING

Train staff, meet regulatory requirements, and take record-keeping to a new level with VTSL's unique call recording feature

VTSL's call recording feature can be activated for extensions of your choosing. Search recordings easily using a variety of variables.

GETTING STARTED

VTSL Support will activate the extensions to be recorded remotely after you place your order for Call Recording. They will also enable the users of your choosing to be able to access recordings. Users with permission can listen to recordings, simply by choosing the application's icon in the VTSL Portal.
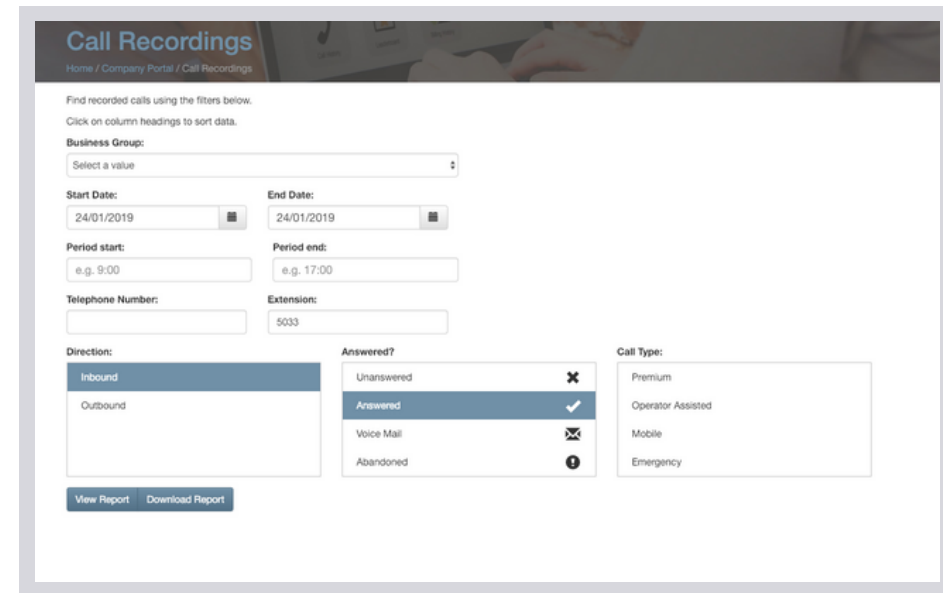
Using the drop down menus, choose the criteria for your call search. You can select different business groups, dates, time of day, phone number or extension, whether the call was inbound, outbound and more. Once you have selected your specifications, press, 'View Report'.

LISTENING TO CALLS

Results:

Press the play button to decode and download the recorded call. Note: Decoding long calls may take several minutes.

Found **83** calls

Date/Time	Direction	Calling	Called	Extension	Duration	Ans	Cost	Charge Description	🎧
24/01/2019 08:31:08	Inbound	0208(	020	224	5m 9s	✔			▶ ▾
24/01/2019 08:32:50	Inbound	0207	0207(	205	3m 7s	✔			Download as .wav
24/01/2019 08:50:44	Inbound	020	0207(	212	6m 13s	✔			Download as .mp3
24/01/2019 09:07:17	Inbound	0793(	0207	224	37s	✔			▶ ▾

You will be shown all calls that meet the criteria you selected. The report will also provide details such as the duration of the call and the exact date and time.

To listen to the call, simply click the play button in the last column. To download the recording as a .wav or .mp3 file, click the down-arrow and choose the file type. The recording will then begin to download and can be saved, emailed, etc.