Call Recording

This feature allows recording of inbound and outbound calls. Extensions can be put into groups which makes it easier to keep track of calls. There can be jobs that only record inbound calls, outbound calls, or both.

There are currently 3 main mechanisms for recording calls on an IPitomy IPPBX System.

Manual Recordings:
Initiated by agent, or Extension User while on call by dialing *# or pressing a programmed key on the phone.
These recordings are either in Agent Recordings (if they are recordings by an agent taking a queue call). Or they are a vailable in the work folder in the recording extension's mailbox.
You will need to ensure that the Call Recording is enabled in the proper places for this to work:
Trunks
Ring Groups
Extension initiating the recording
Extension being recorded
Initiated by QManager
These recordings are available through View Recordings in QManager
Third Party Recording
IPitomy has implemented integration with Trivium to support their call recording application.
IPitomy Call Recording Application
Licensed IPitomy Feature that records all calls on designated destinations.
NOTE: This cannot record Conference Rooms
NOTE: When using the IPitomy Call Recording feature, it is advised to configure an FTP to push those recordings to so they can be keep for a long time, and to set the recording job to purge after an FTP push so that the file size does not get too large.

Viewing Recording Jobs

To View the recording jobs and manage or listen to the recorded calls:

Navigate to the Call Recording page under the Applications tab.
Click the Viewjobs.png icon to view the recording files for the group you wish to view.
To download/listen to the recording files, click the Downloadbutton.jpg button.
Archived Recordings
After a day, the PBX will archive the recordings from the previous day. These are put into a .zip folder and can be viewed on the PBX or downloaded. If you download them, there will be an index.html file contained within the .zip that gives information about each recording (Recording Target, Filename, Size, Date, Source & Destination) so you can find the recording you are looking for. You can also then click the link and it will play the file you want.