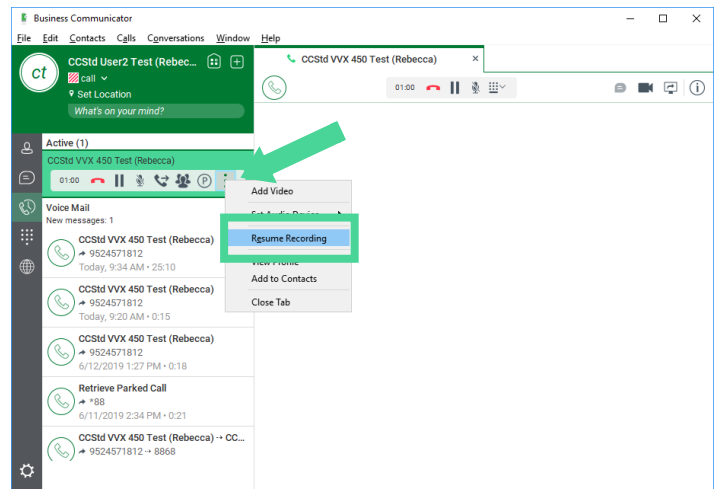


12 Call Recording

As with Contact Center, Call Recording is an add-on feature that may not be available to everyone. If you're assigned a Call Recording license, you'll have capabilities within your Communicator to start, stop, pause and resume recordings. If you don't see these options within More, you weren't assigned a Call Recording license.

12.1 Start/Stop/Pause/Resume

- 1) While on an active call, click the **More** icon (ellipses icon) in the Communicator window.
- 2) From the menu tab, the call recording option changes based on the current recording status.
- 3) Choose from:
 - Start Recording
 - Pause Recording
 - Resume Recording
 - Stop Recording



----- END -----