

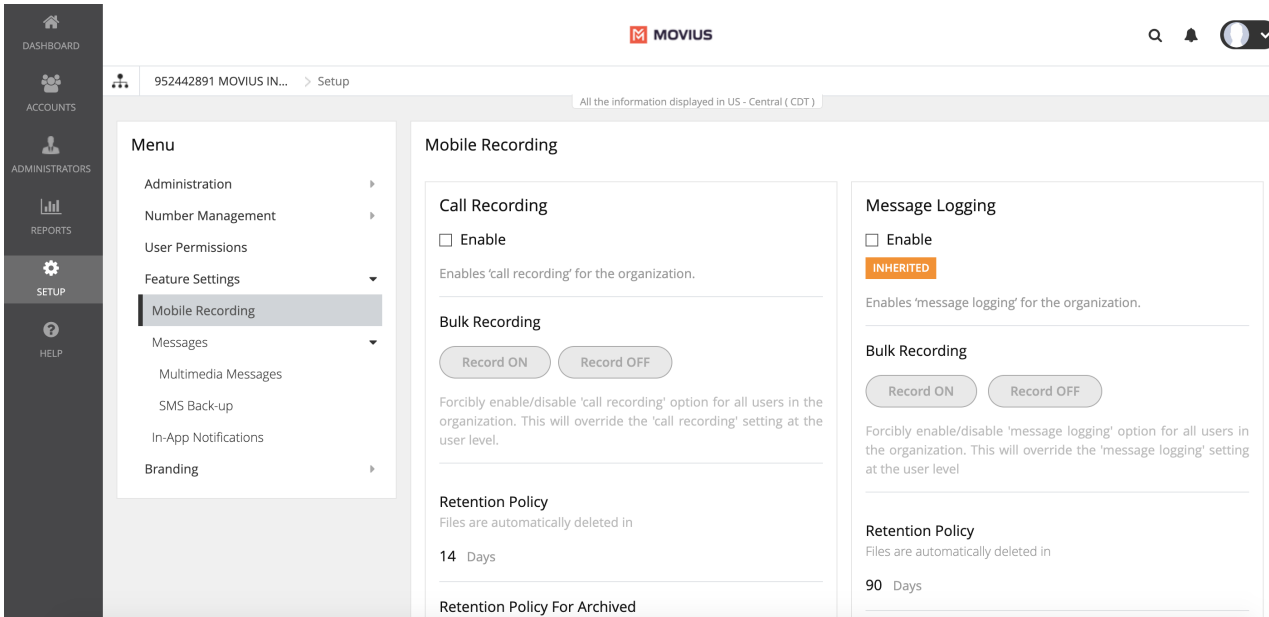
Manage mobile recording settings

Last Modified on 06/13/2022 2:51 pm EDT

Read on to learn about the available mobile recording settings in the Management Portal.

Overview

You can edit settings for voice recording, text recording, group messaging, and picture messaging in **Mobile Recording** under the **Setup** tab.



The screenshot shows the MOVIUS Management Portal interface. On the left is a navigation menu with options like Dashboard, Accounts, Administrators, Reports, Setup, and Help. The main content area is titled 'Mobile Recording' and contains three sections:

- Call Recording:** Has an unchecked 'Enable' checkbox. Below it is a description: 'Enables 'call recording' for the organization.' There are 'Record ON' and 'Record OFF' buttons.
- Bulk Recording:** Has a description: 'Forcibly enable/disable 'call recording' option for all users in the organization. This will override the 'call recording' setting at the user level.'
- Retention Policy:** 'Files are automatically deleted in 14 Days'.
- Retention Policy For Archived:** (No value specified).

On the right side of the page, there are two more sections:

- Message Logging:** Has an unchecked 'Enable' checkbox. Below it is a description: 'Enables 'message logging' for the organization.' There is an orange 'INHERITED' label.
- Bulk Recording:** Has 'Record ON' and 'Record OFF' buttons.
- Retention Policy:** 'Files are automatically deleted in 90 Days'.

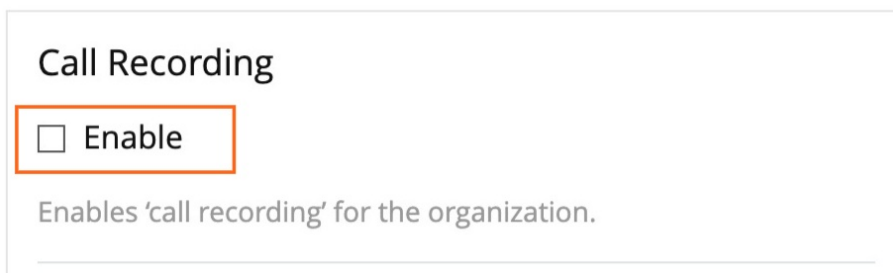
Before you start

- An admin must have "Setup" Role in the organization to do these instructions. See [What Admin Roles are in the Management Portal](https://help.moviuscorp.com/help/what-admin-roles-mmp) (https://help.moviuscorp.com/help/what-admin-roles-mmp).

Enable Call Recording

All calls will be captured by enabling this option.

1. Go to Setup > Mobile Recording.
2. Check **Enable** checkbox to enable **Call Recording**.



Call Recording

Enable

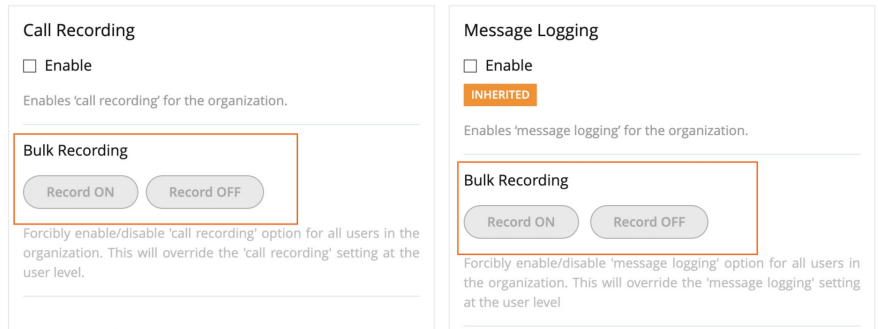
Enables 'call recording' for the organization.

Bulk Recording

Use to forcibly enable or disable call or text capture for all users in the organization. This will override the **Call Recording** setting at the user level.

- Click the **Record ON** button to enable recording for all users
- Click the **Record OFF** button to disable recording for all users.

Mobile Recording

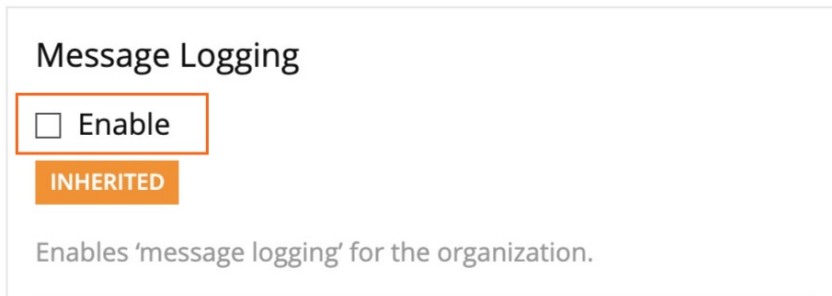


The screenshot shows two settings panels side-by-side. The left panel is for 'Call Recording' and the right is for 'Message Logging'. Both panels have an 'Enable' checkbox which is unchecked. Below each 'Enable' checkbox is an orange button labeled 'INHERITED'. Underneath the 'INHERITED' button is a 'Bulk Recording' section with two buttons: 'Record ON' and 'Record OFF'. The 'Record ON' button is highlighted with a red border. Below the 'Bulk Recording' buttons is a small text box explaining that this setting overrides the user-level setting.

Message Logging

All messages will be captured by enabling this option. Text, picture, and group messages will be recorded when the feature is enabled.

1. Go to Setup > Message Logging.
2. Check **Enable** checkbox to enable **Message Logging**.



The screenshot shows the 'Message Logging' settings panel. It features an 'Enable' checkbox which is unchecked and highlighted with a red border. Below the checkbox is an orange button labeled 'INHERITED'. Underneath the 'INHERITED' button is a text box that reads 'Enables 'message logging' for the organization.'

Retention Policy

Non-editable information for management portal users. You must put in a ticket with your customer success team in order to change the value.

The **Retention Policy** defines when files will be deleted. For example, if it is set as **14** days, the recorded files are deleted after 14 days. The Retention policy can be different for voice and message files.

Retention Policy for Archived

Non-editable information for management portal users. You must put in a ticket with your customer

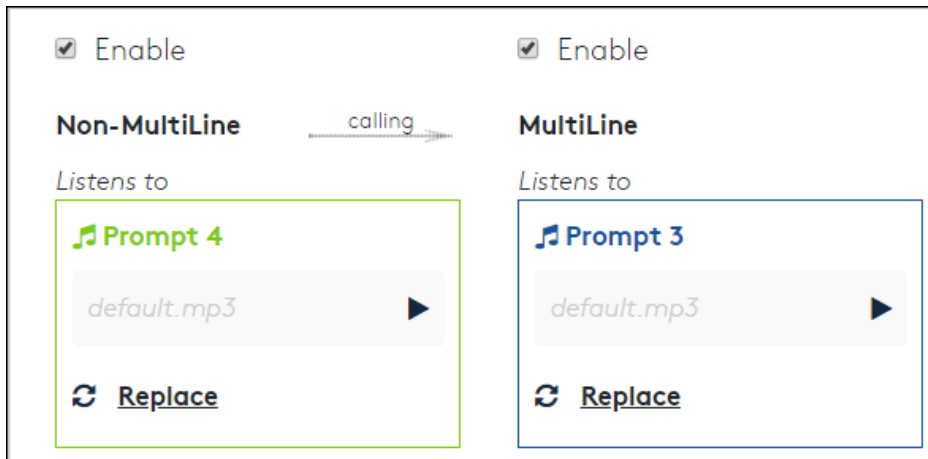
success team in order to change the value.

The **Retention Policy for Archived** defines when archived files will be deleted. For example, if it is set as 14 days, the recorded files are deleted after 14 days. The Retention policy can be different for voice and message files.

Set Up Announcements

Checking the boxes for announcements enables **Voice Prompts** for the call recording. It allows you to upload an audio file that can be played as an announcement for outbound and inbound calls. The audio file formats supported are **WAV** and **MP3**. Different audio files can be uploaded for different call scenarios. A few examples of the prompts that be set up are given below:

- MultiLine Calling Non-MultiLine:
MultiLine user hears prompt 1 and Non-MultiLine user will not hear any prompt.
- Non-MultiLine Calling MultiLine: The Non-MultiLine user hears prompt 4 and MultiLine user hears prompt 3.



- MultiLine Calling MultiLine:
MultiLine calling users will not hear any prompt and MultiLine receiving user hears prompt 6.

Note: If you do not want the user to hear any prompts, then don't select the **Enable** checkbox.
