How to enable users to access call recordings 171 Wayne Coulthard Thu, Oct 12, 2017 How to and FAQs 1745

How to enable users for call recordings

This is an article to show how to enable a user to be able to view, playback and download call recordings for other users. Most users will only access their phone system through the UCP (User Control Panel), so rather than making an admin account and restricting access to everything but call recordings you can complete the steps below to give the user permission.

Firstly, go to the PBX for your phone system and log in with the details you have been provided with.

Now click Modules, User Management, Select Modify next to the user you wish to give access to.

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Once you are in the edit user screen, click UCP, then Call History.

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 	General	Miscellaneous	Appointment Reminders	History Call Event Lo	gging Confere	ences Endpoint Ma	anager Pre	esence Sta	ate Syste	m Admin Vo	icemail	WebRTC	Zulu		

This is where you can add in CDR access and enter the extension of the phone/phones you wish to have access to the recordings. When adding in other extensions, make sure to include the users own extension inside this box as adding other extensions will remove the access to their own call recordings.

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Login Details User Details	IC-Talk HC Administration GUI	Bria Cloud Solutions	Conferences	Contact Manager	XactView	Fax	Rest API	Phone Apps	VPN	UCP	ХМРР	Zulu		
What is UCP														
General Miscellaneous	Appointment Reminders Call	History Call Event Lo	gging Confere	ences Endpoint Ma	nager Pres	sence Sta	te Syster	m Admin Va	icemail	WebRTC	Zulu			
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Allow CDR Downloads 🛛	Yes	No Inherit												
Allow CDR Playback 😡	Yes	No Inherit												

The other three options will require you to know which group the user is in and whether or not you want them to have the group setting access, which could be set as yes anyway, or if the group setting is a no then you would need to select yes on these options. To inherit is to use the policy of the group the user belongs to. clicking Yes or No will override these settings.

Press submit and navigate to the UCP and go to Call History to check if the process has worked.

Online URL: https://kb2.ic.uk/article.php?id=171