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Genesys Engage cloud Supervisor's Guide

Recording a Call (v8)

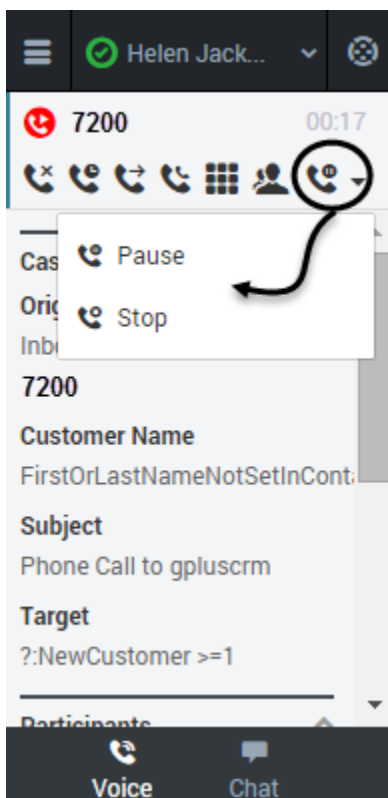
Recording a Call (v8)

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

The Call Recording functionality enables you to record the current conversation or consultation call with a customer or an internal caller.



How do I record a call?



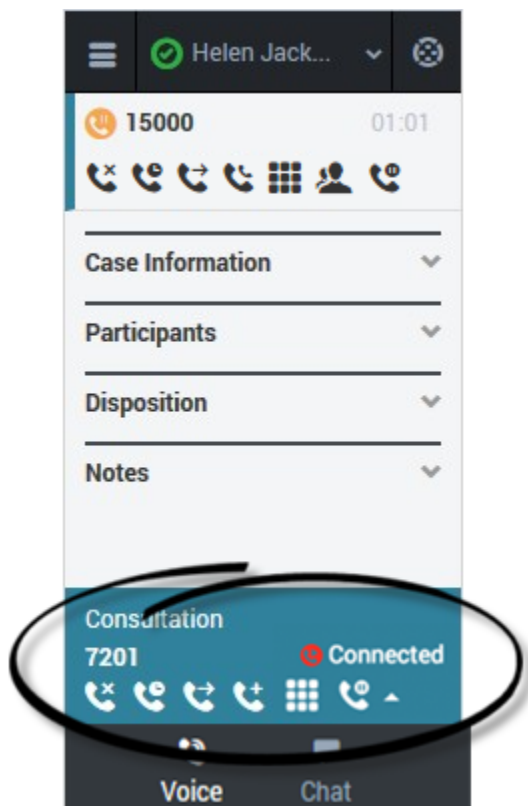
To record a call, you click the **Record** button or choose an action from the drop-down list box. Your call center might be configured to record all calls by default. In this case, you can pause, stop, or restart a recording using the Record options. The following table describes the actions that you can

perform:

 records the call. After you click the **Record** button, the call status indicator is red . The recording continues until you pause or stop the recording.

 stops the recording. After you stop the recording, the call status indicator is green and the **Pause** button returns to be the **Record** button.  pauses the recording. When you pause the recording, the **Pause** button becomes the **Resume** button.

How do I record a consultation?



You can also record a consultation. During a **voice consultation**, look for the controls at the bottom of the adapter.