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# Manage your Contact Center in Agent Setup

Recording options



- Administrator

Learn how to enable recording options in Agent Setup.

### Related documentation:

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## Recording

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Call Recording

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Screen Recording

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Can Start Call Recording

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Can Pause Call Recording

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Can Resume Call Recording

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Can Stop Call Recording

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[Revert](#)

In the **Recording** section, you can configure the following options:

- **Call Recording** sets the agent's desktop to record all voice interactions.
- **Screen Recording** sets the agent's desktop to record all screen interactions.
- **Can Start Call Recording** allows the agent to start an active recording.
- **Can Pause Call Recording** allows the agent to pause an active recording.
- **Can Resume Call Recording** allows the agent to resume an active recording.
- **Can Stop Call Recording** allows the agent to stop an active recording.