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Manage your Contact Center in Agent Setup

Recording options

12/17/2025



- Administrator

Learn how to enable recording options in Agent Setup.

Related documentation:

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Recording

☒ Call Recording

☐ Screen Recording

☒ Can Start Call Recording

☒ Can Pause Call Recording

☒ Can Resume Call Recording

☒ Can Stop Call Recording

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.