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Core: Saving Call Recordings

The Call Recording feature has previously only allowed for files to be saved within the Core portal. We now allow for files to be transferred via FTP/SFTP to a server provided by the end user. This allows for unlimited file storage, rather than the time-sensitive deletion from Core servers that is the current standard.

The files, once transferred, are in the following format: call_recording_YEARMONTHDAY_TIME_to_NUMBER_from_NUMBER.mp3

Let's explore how we can set this feature up. If your customer's account has Call Recording enabled, navigate to **Accounts > Edit Account** (click the name of the account). Under the Sip Registration section, you will now see the Call Recording Options. Here you will be able to now choose the level of Call Recording, as well as set your FTP/SFTP settings.

The fields we need to consider are the following:

- **Server Type** - FTP or SFTP.
- **Server Address** - The domain or IP to which these files shall be transferred.
- **Server Port** - This field will automatically populate based on whether you have selected FTP or SFTP. If a unique port is required, you may adjust this.
- **Username** - The username for Core to use to log in to deposit files.
- **Password** - The Password for Core to use to log in to deposit files.
- **Delete After Transfer** - If you would like Core to automatically delete the call recordings from itself once the files are deposited, select enabled. This will be set to disabled by default.
- **Transfer Failure Email** - Enter an email address here to receive alerts if Call Recording Files are unable to be deposited.
- **Test Connection** - Once all of the details are filled in, press this button to ensure Core is able to connect to your server successfully.

After that, you're good to go!