



Voxitude® Call Recording

The Voxitude® Call Recording system was designed for reservations businesses and is perfect for any business that needs to keep a permanent record of its phone calls. Recorded calls are available via our web portal, where you can listen to the call or download the recording. You can search for recordings by the caller ID, the called number, the date and time, or any combination of these.

	Call To	Call From	Date + Time	Duration
▶PLAY ↓DOWNLOAD ✕DEL	4301845	115	2020-03-03 07:40:29	00:00:23
▶PLAY ↓DOWNLOAD ✕DEL	9603144	105	2020-03-03 07:40:43	00:01:42
▶PLAY ↓DOWNLOAD ✕DEL	main	8009676266	2020-03-03 08:10:18	00:00:23

Our QuickRez™ reservations system interface records all calls and identifies each call by the reservation number, so that your staff can easily pull up all recordings for a given reservation.

Recording Options

You can record all calls in and out, only inbound calls, only outbound calls, or specific calls on the fly.

For outbound calls, you specify which phones will have their calls recorded, or "all".

For on-the-fly recording there are two ways of doing it, both using the same special "Record This" button on your phone.

If you want to record a call that's already in progress, tell the caller to please hold on for a moment, and transfer the call to your "RT" speed dial button. In a few seconds, your phone will ring, showing the same caller ID as the original call. Pick it up, and the call is now being recorded.

Or, you can press the RT button without a call in progress, and you'll then hear dial tone, and the call you make will be recorded.

Retrieving Recordings

Within about a minute of the call completion, the recording will be available in our web portal, where you can log in and search for recordings by date & time, caller's number, or the called number.

Recordings are kept on our server for 90 days. After that, you can request any previous recording and we'll retrieve it for you from our backup system, which keeps recordings indefinitely.

Legal Details

Red Road Telecom is a PUC-certified, FCC-registered telephone service carrier. As such we can attest to the validity of the date and time, called/calling numbers, and the source of the recording itself.

Hawaii is a one-party consent state, meaning that as long as one of the parties on a call knows it's being recorded, there is no legal obligation for any other party to be informed.

For our customers in other states, please inquire or search for "one-party consent call recording".

Sound good?

When you're ready to get started with Voxitude®, or of course if you need more information, give us a call at (808) 443-2700 or email sales@redroad.com