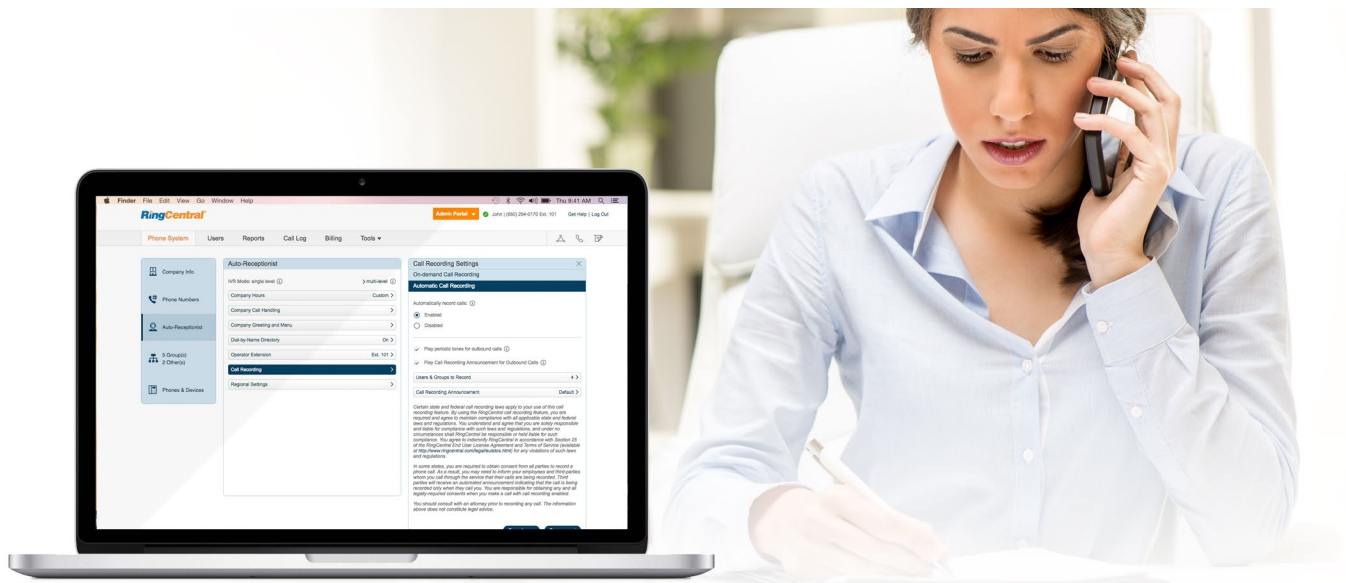# Automatic Call Recording

Automatic call recording offers an easy way of recording inbound and outbound calls.

Once a call is recorded, it is stored in the cloud* and is available for playback and download at any time, from anywhere. Listen to the recording as many times as you would like in order to review the conversation or take notes.

Use your recorded calls for customer service evaluation, training purposes, and for keeping accurate compliance records.

This feature is included in RingCentral Office Premium and Enterprise editions.

Features and benefits

- Enable with a few simple clicks for one or multiple users, for inbound and/or outbound calls.

- Turn on automatic recordings for incoming calls to departments, such as Sales or Support.

- Record calls from any device on your RingCentral system.

- No additional equipment is required to record calls—it's all done in the cloud.

- Find all of your recorded conversations online in your RingCentral account call logs.

- Play, download, and forward recorded conversations as email attachments.

- Record conference calls or web presentations when detail and focus are essential.

- Review recorded calls for customer service or training purposes.

- Document conversations and keep accurate legal and compliance records.

*Recordings are available for download and playback for up to 90 days, with up to 100,000 recordings per account.
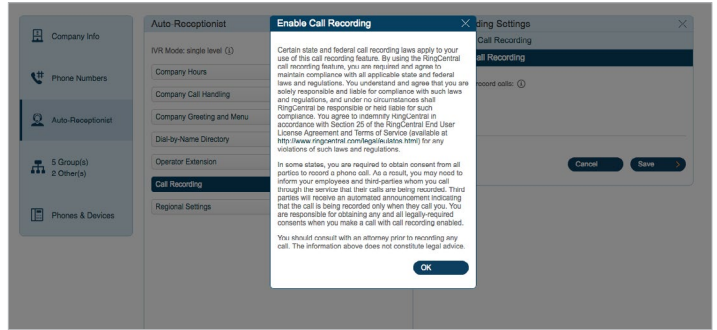
How it works
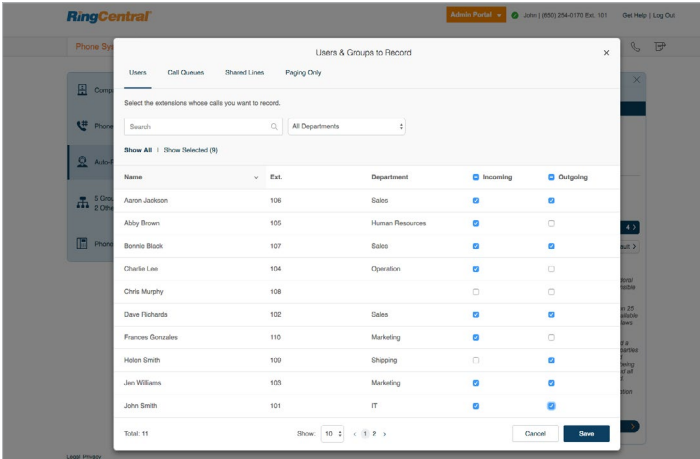
Select users and departments, and specify automatic call recording rules for each. Choose to record inbound and/or outbound calls for users, or just incoming calls for departments.
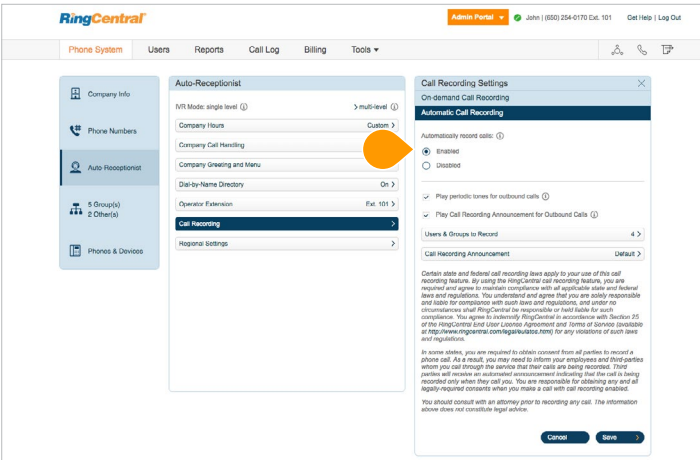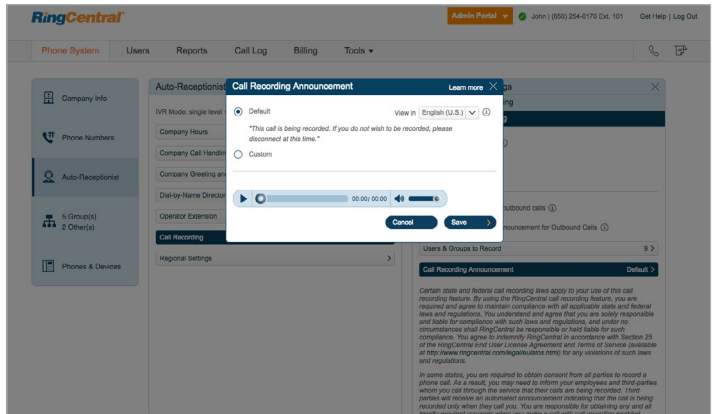

When enabled, you can begin recording inbound and/or outbound calls for single or multiple users. You can also enable recordings for any department for all inbound calls.

Read and accept legal disclaimer regarding compliance on call recordings.
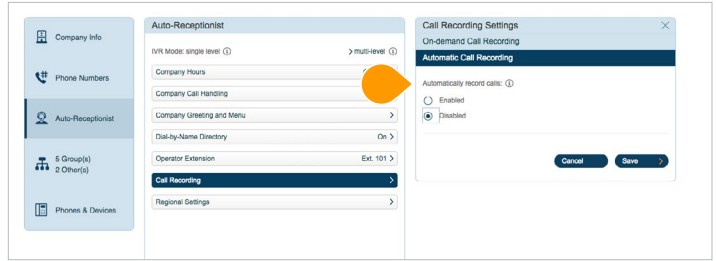
Automatic recordings are turned off by default and can be enabled or disabled any time by admin.

Customize your call recording announcement or use the system default. This announcement will be heard by callers before automatic call recording begins.

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

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