



Conference Calls

Santiago Garcia - 2024-07-24 - Inbound

Conference Calls

It is an old world, but the conference bridge is still a thing and we dare not remove this once core feature of any voice system.

The screenshot shows a settings panel for 'Conferencing'. At the top left is the title 'Conferencing' with a question mark icon. To the right is an upward-pointing chevron and a toggle switch. Below the title are two input fields: 'Guest PIN' and 'Supervisor PIN'. A horizontal line separates these from the 'Type' dropdown menu, which is currently set to 'Allow all callers'. Another horizontal line is below the dropdown. At the bottom left is the 'Record call' toggle switch, which is currently turned off. At the bottom right are two buttons: 'CANCEL' and 'SAVE'.

1. Go to the **Switchboard**
2. Select the **number** you wish to set up as the conference number.
3. Select **Inbound** > Conferencing > Features
4. Click **Save** settings to update.

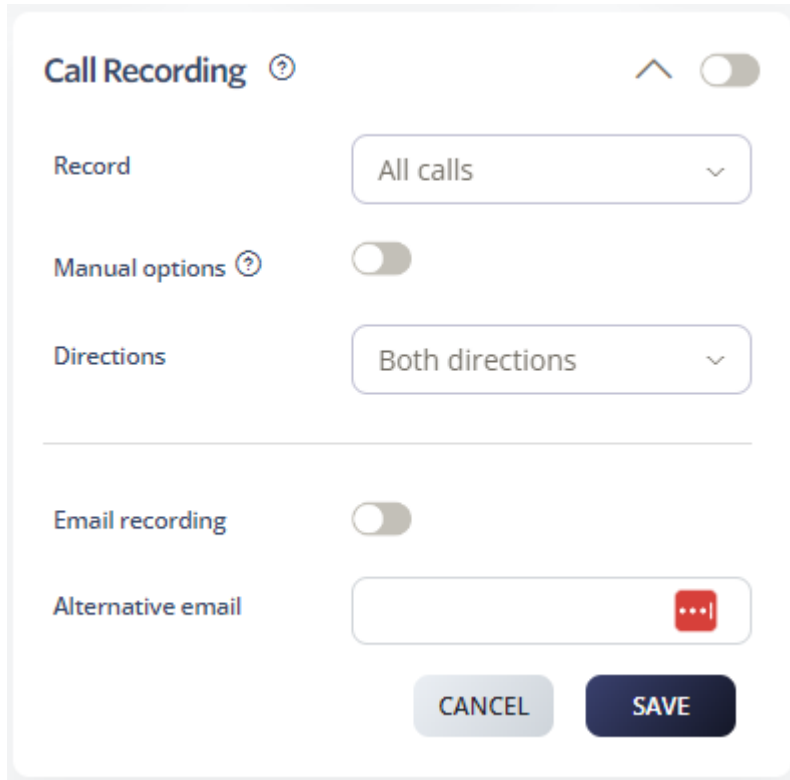
Set up a private audio Conference room so only selected numbers can ever dial in.

Note: If you only want to allow chosen numbers to join the conference call, add the numbers in the box after selecting "allow selected callers" under type.

Transcript Recordings

Each conference can be automatically recorded if Call Recording is enabled. The recording will be sent to the email address on the number, or if no email address is set the recording

will go to the email address on the account.



The screenshot shows a settings panel titled "Call Recording" with a help icon. At the top right, there is an upward-pointing chevron and a toggle switch that is currently turned on. The settings are organized into two sections. The first section includes: "Record" with a dropdown menu set to "All calls"; "Manual options" with a toggle switch that is turned off; and "Directions" with a dropdown menu set to "Both directions". The second section includes: "Email recording" with a toggle switch that is turned off; and "Alternative email" with an empty text input field and a red menu icon to its right. At the bottom of the panel are two buttons: a light gray "CANCEL" button and a dark blue "SAVE" button.

To control this feature

follow below:

1. Go to the **Switchboard**
2. Select **number**.
3. Select **Advanced** > Call Recording.
4. Click **Save** settings to update.