



CLOUD Recording Service

User Guide

(Version 2.0.1)

CLOUD RECORDING SERVICE

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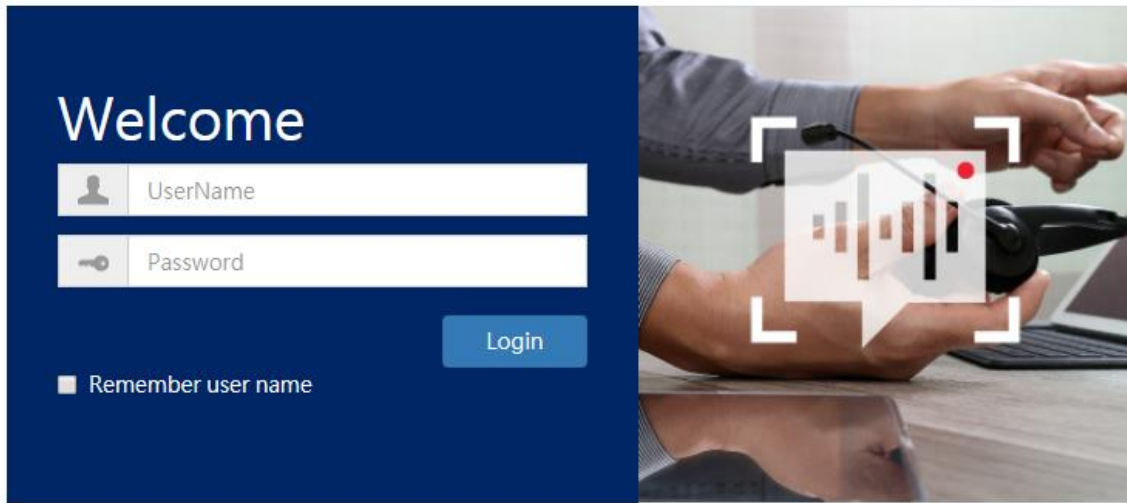
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1 Login Web Portal

User	Login
Admin	√
Manager	√
Supervisor	√
Agent	√

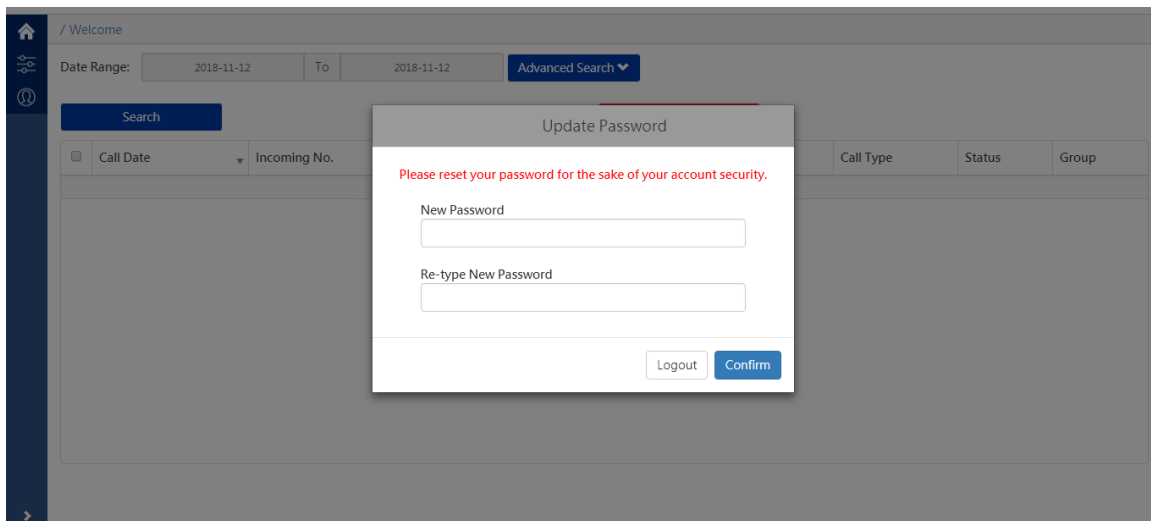
Go to the web portal login page <https://cloud-recording.hkbnes.net>

Enter the web login ID and web login password according to the Welcome Letter, and click Login.



Password Changing

For security reason, users are required to change password if it is the first time login or the password has been reset. Password should contain alphanumeric with minimum 8 characters.



2 Search Call Records

Under “Service → Records”

User	Search Records
Admin	√
Manager	√
Supervisor	√
Agent	√

User call records will be shown automatically after login their web portal.

User can search by date range. User can search 1 month records for maximum.

Simply select the data range and click “Search” to retrieve the result.

Result will be returned in terms of table format.

Column	Description
Call Date	Call connected time
Incoming No.	Incoming calling number (if any)
Outgoing No.	Outgoing calling number (if any)
User No.	User DN
Duration	Call total duration
Call Type	Incoming / Outgoing
Status	Download - Already downloaded by user Listen - Already listened by user
Group	The recording belongs which group
Locked	Admin has right to unlock the record to let HKBNES to listen/download it <only admin can see this>

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Service / Records

Date Range: 2018-11-12 To 2018-11-12 [Advanced Search](#)

[Search](#) [Open Selected Record](#) [Download](#) [Export CDR](#)

Call Date	Incoming No.	Outgoing No.	User No.	Duration	Call Type	Status	Group	Locked
2018-11-12 10:57:52		98808586	37584818	00:00:22	Outgoing	New	Default Group	
2018-11-12 09:18:04		21122452	37584818	00:00:07	Outgoing	New	Default Group	

Showing 1 to 2 of 2 rows

3 Search Call Records – Advanced

Under “Service → Records”

User	Search Records
Admin	√
Manager	√
Supervisor	√
Agent	√

User can click “Advanced Search” button in order to have for search criteria. User can specify below:

Additional search criteria:

- “Group”
 - Group assigned for the number subscribed Cloud Recording
- “User No”
 - Number subscribed Cloud Recording
- “Caller/Called”
 - Incoming or Outgoing Call Number
- “Call Type”
 - Incoming or Outgoing
- “Label”
 - Label selected by user
- “Remarks”
 - Remarks inputted by user
- “Call ID”
 - Unique ID of a call record

The screenshot shows the 'Service / Records' page. At the top, there are search filters: Date Range (2018-11-12 to 2018-11-12), Group (All), User No., Incoming/Outgoing No., Call Type (All), Label (All), Remark, and Call ID. Below the filters are buttons for 'Search', 'Open Selected Record', 'Download', and 'Export CDR'. A table displays two call records:

Call Date	Incoming No.	Outgoing No.	User No.	Duration	Call Type	Status	Group	Lock
2018-11-12 10:57:52		98808586	37584818	00:00:22	Outgoing	New	Default Group	🔒
2018-11-12 09:18:04		21122452	37584818	00:00:07	Outgoing	New	Default Group	🔒

Showing 1 to 2 of 2 rows

4 Download Call Records

Under “Service → Records”

User	Download
Admin	√
Manager	√
Supervisor	√
Agent	×

User can select records that would like to download by selecting the checkboxes, and clicks “Download”. Records will be downloaded in mp3 format.

The screenshot displays the 'Service / Records' interface. At the top, there are search filters for Date Range (2018-11-12 to 2018-11-12), Group (All), User No., Incoming/Outgoing No., Call Type (All), Label (All), Remark, and Call ID. Below the filters are three buttons: 'Search', 'Open Selected Record', and 'Download (1)'. The 'Download (1)' button is highlighted with a red box. Below the buttons is a table of call records with columns: Date, Incoming No., Outgoing No., User No., Duration, Call type, Status, Group, and Locked. The first row is selected, and its checkbox is also highlighted with a red box. The second row is not selected. At the bottom, it says 'Showing 1 to 2 of 2 rows'.

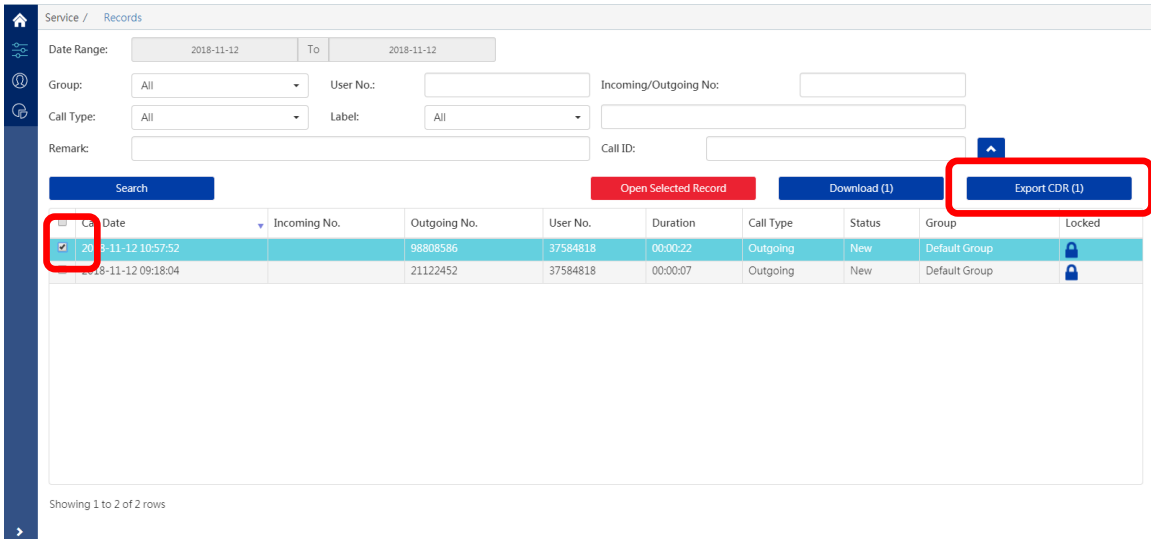
Date	Incoming No.	Outgoing No.	User No.	Duration	Call type	Status	Group	Locked
18-11-12 10:57:52		98808586	37584818	00:00:22	Outgoing	New	Default Group	🔒
18-11-12 09:18:04		21122452	37584818	00:00:07	Outgoing	New	Default Group	🔒

5 Export CDR

Under “Service → Records”

User	Export CDR
Admin	√
Manager	×
Supervisor	×
Agent	×

User can select records that would like to export the CDR by selecting the checkboxes, and clicks “Export CDR”. CDR will be downloaded in csv format.



CDR sample:

	A	B	C	D	E	F	G	H	I
1	Call ID	Call Date	User No.	Group ID	Inbound/Outbound No.	Call Type	Duration	Signature	File Path
2	1809071001000A010000015	9/7/2018 10:01	21122560	8	92015794	10	4	30eef59bd7a66d93d242bd5354726decd1065136954dc74d6246e53df056810	/2018/09/07/10/0
3									

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Below is the description of major fields that can be retrieved from the CDR

Field	Description
Call ID	Call Record Identity
Call Date	Call connected time
User No.	User DN
Group ID	The recording belongs which group
Inbound / Outbound No.	Incoming / Outgoing Call Number
Call Type	e.g. Incoming / Outgoing
Duration	Call total duration
Signature	It is for file verification if it is modified or not (Recording Verification)

6 Manage Call Record (Locked / Unlocked)

Under “Service → Records”

User	Lock / unlock records
Admin	√
Manager	x
Supervisor	x
Agent	x

Admin can unlock a record if he intends to let HKBNES to listen/download it.

Admin can anytime unlock/lock any record under his company.

Service / Records

Date Range: 2018-11-12 To 2018-11-12

Group: All User No.: []

Call Type: All Label: All

Remark: [] Call ID: []

Buttons: Search, Open Selected Record, Download (1), Export CDR (1)

Call Date	Incoming No.	Outgoing No.	User No.	Duration	Call Type	Status	Group	Locked
2018-11-12 10:57:52		98808586	37584818	00:00:22	Outgoing	New	Default Group	🔒
2018-11-12 09:18:04		21122452	37584818	00:00:07	Outgoing	New	Default Group	🔒

Showing 1 to 2 of 2 rows

Service / Records

Date Range: 2018-11-12 To 2018-11-12

Group: All User No.: [] Incoming/Outgoing No.: []

Call Type: All Label: All

Remark: [] Call ID: []

Buttons: Search, Open Selected Record, Download, Export CDR

Call Date	Incoming No.	Outgoing No.	User No.	Duration	Call Type	Status	Group	Locked
2018-11-12 10:57:52		98808586	37584818	00:00:22	Outgoing	New	Default Group	🔒
2018-11-12 09:18:04		21122452	37584818	00:00:07	Outgoing	New	Default Group	🔒

Showing 1 to 2 of 2 rows

7 Listen Call Record

Under “Service → Records”

User	Listen records
Admin	√
Manager	√
Supervisor	√
Agent	√

For call records, only users in that company can access according to corresponding access right. If company admin wants to share the records to HKBNES, he can unlock that file and allow HKBNES to listen to that record.

User can click one of the records in the “Call records” page. “Details Call Record” window will be pop-up.

Simply click the “Play” button  to listen

Call Date
2018-08-15 18:25:00

Incoming/Outgoing Call No.
97802112

Call Type
Inbound SUB

Call Info

Call ID
1808151825000A010000004

Remark
dddd

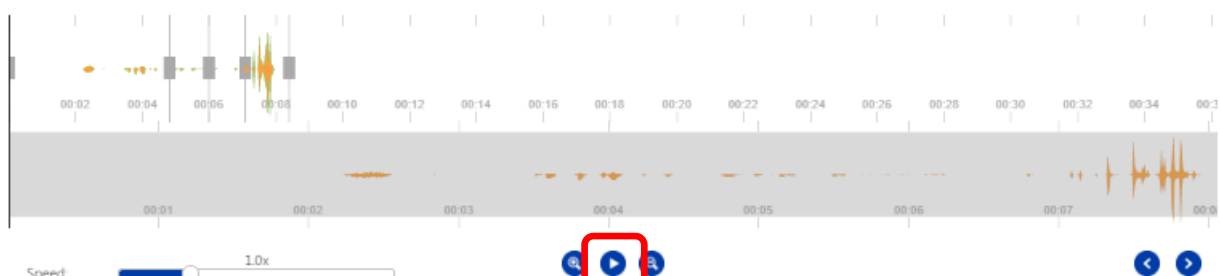
User No.
21122560




Duration
00:00:08







Read Status
Download

Label
label-test

Save



Speed:   

No.	Time Range	Bookmark	
1	00:00 - 00:07	dddd	 
2	00:00 - 00:04	fill	 
3	00:06 - 00:08		 

8 Label Call Record

Under “Service → Records”

User	Label Records
Admin	√
Manager	√
Supervisor	√
Agent	√

User can click one of the records in the “Call records” page. “Details Call Record” window will be pop-up.

Simply select the “label” dropdown list for future reference.

The screenshot displays the 'Details Call Record' interface. At the top, there are fields for Call Date (2018-08-15 18:25:00), User No. (21122560), Incoming/Outgoing Call No. (97802112), Duration (00:00:08), Call Type (Inbound SUB), and Read Status (Download). Below these is the Call Info section with Call ID (1808151825000A010000004) and Remark (dddd). A dropdown menu labeled 'Label' is highlighted with a red box, showing 'label-test' as the selected option. A 'Save' button is located below the remark field. The main part of the interface is a waveform player with a speed control set to 1.0x and playback controls. At the bottom, there is a table of bookmarks:

No.	Time Range	Bookmark	
1	00:00 - 00:07	dddd	+ ⊙ 🗑
2	00:00 - 00:04	fill	⊙ 🗑
3	00:06 - 00:08		⊙ 🗑

9 Bookmark Call Record

Under “Service → Records”

User	Bookmark Records
Admin	√
Manager	√
Supervisor	√
Agent	√

User can click one of the records in the “Call records” page. “Details Call Record” window will be pop-up.

You can input the description of selected period.

The screenshot shows a 'Details Call Record' window with the following fields:

- Call Date: 2018-08-15 18:25:00
- User No.: 21122560
- Incoming/Outgoing Call No.: 97802112
- Duration: 00:00:08
- Call Type: Inbound SUB
- Read Status: Download
- Call Info: (empty)
- Call ID: 1808151825000A010000004
- Label: label-test
- Remark: dddd

Below the fields is a waveform player with a 'Save' button. The waveform shows a call duration of 00:08. Below the waveform is a speed control set to 1.0x and playback controls.

No.	Time Range	Bookmark	
1	00:00 - 00:07	dddd	+
2	00:00 - 00:04	fill	⊖ 🗑
3	00:06 - 00:08		⊖ 🗑


10 User Greeting Management


Under “Service → User Greeting”


User	User Greeting Management
Admin	√ Edit all users greeting
Manager	√ Edit all users greeting
Supervisor	√ Edit all users greeting under his group
Agent	√ Edit agent greeting himself


Customized announcement is supported. Customer simply uploads the file via the web portal.

Incoming and outgoing announcement can be configured separately.

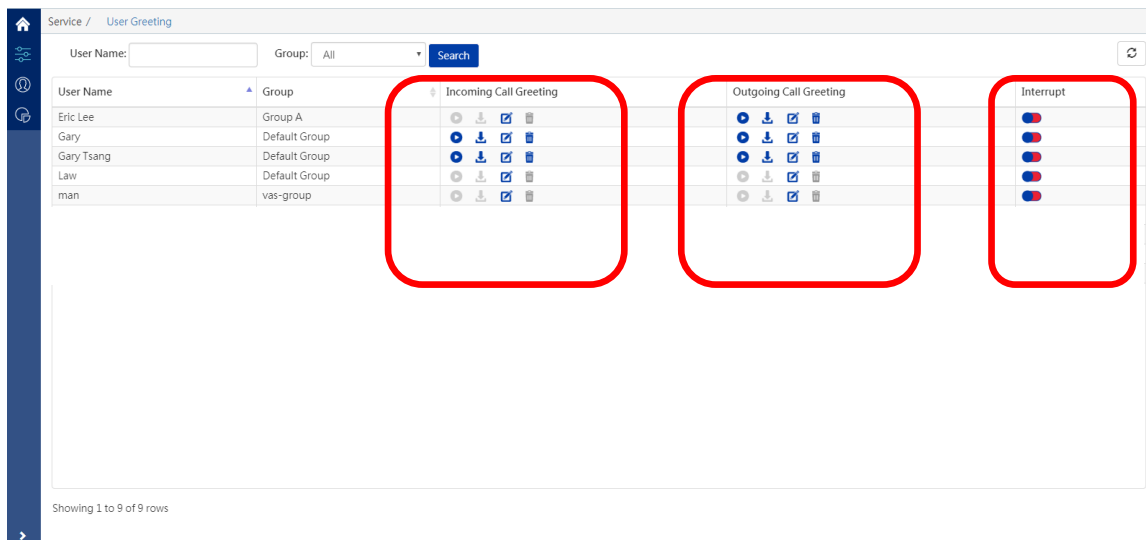
Click  to upload the file (mp3 with maximum 10MB)

Click  to download the file

Click  to play the file









































Click  to delete the file

If interrupt is selected, user can stop the announcement anytime once play by pressing ‘0’.
For outgoing call, user can press ‘*6’ to play the announcement after call is connected



Service / User Greeting

User Name: Group: All

User Name	Group	Incoming Call Greeting	Outgoing Call Greeting	Interrupt
Eric Lee	Group A	   	   	<input checked="" type="checkbox"/>
Gary	Default Group	   	   	<input checked="" type="checkbox"/>
Gary Tsang	Default Group	   	   	<input checked="" type="checkbox"/>
Law	Default Group	   	   	<input checked="" type="checkbox"/>
man	vas-group	   	   	<input checked="" type="checkbox"/>

Showing 1 to 9 of 9 rows


11 Group Greeting Management


Under “Service → Group Greeting”


User	Group Greeting Management
Admin	√ Edit greeting of all groups
Manager	√ Edit greeting of all groups
Supervisor	√ Edit greeting of all groups under his supervision
Agent	x


Customized announcement is supported. Customer simply uploads the file via the web portal.

Incoming and outgoing announcement can be configured separately.

Click  to upload the file (mp3 with maximum 10MB)

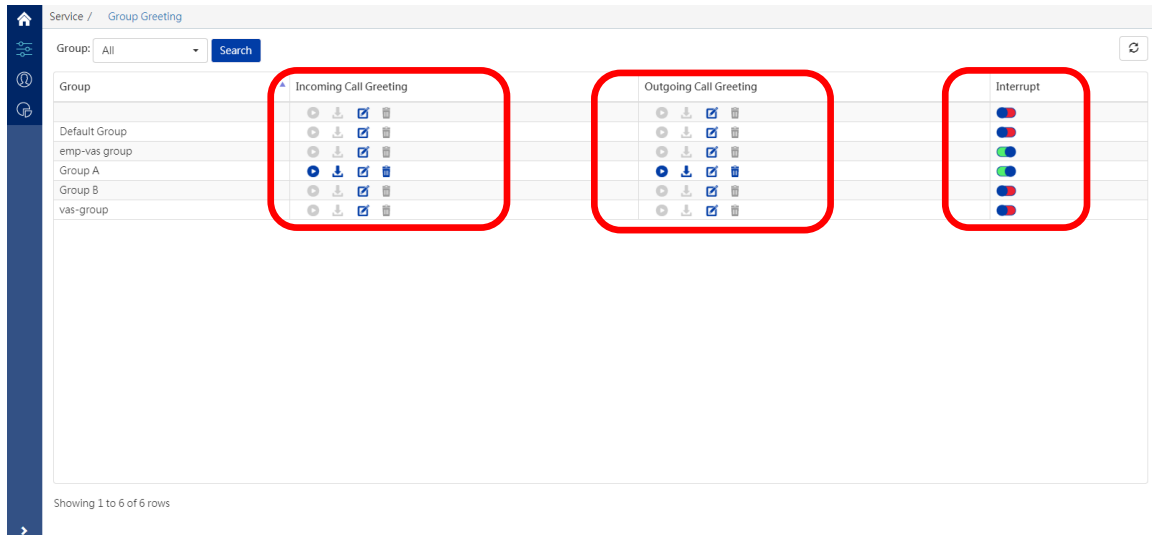
Click  to download the file

Click  to play the file

Click  to delete the file

If interrupt is selected, user can stop the announcement anytime once play by pressing ‘0’.
For outgoing call, user can press “*6” to play the announcement after call is connected

** Group announcement will override user announcement



12 User Account Management

Under “Service → User Info”

User	User Account Management
Admin	√ Edit, reset password
Manager	√ View
Supervisor	√ View
Agent	x

Admin can edit following user information:

- User Name
- Group
- Role
- Email
- Record Access Date
- Notification
- Web Login

Moreover, admin can reset user password by clicking “**Reset Password**” button. Email will be sent to user accordingly for latest login details.

The screenshot shows a 'User Information' dialog box with the following fields and values:

- User Name: Eric Lee
- Group: Group A
- Status: Normal
- Role: Admin
- E-mail: [Redacted]
- Record Access Date: [Empty]
- Notification: No Notification
- Web Login: Enable

Buttons: Close, Confirm, and a prominent red 'Reset Password' button.

13 Audit Trail

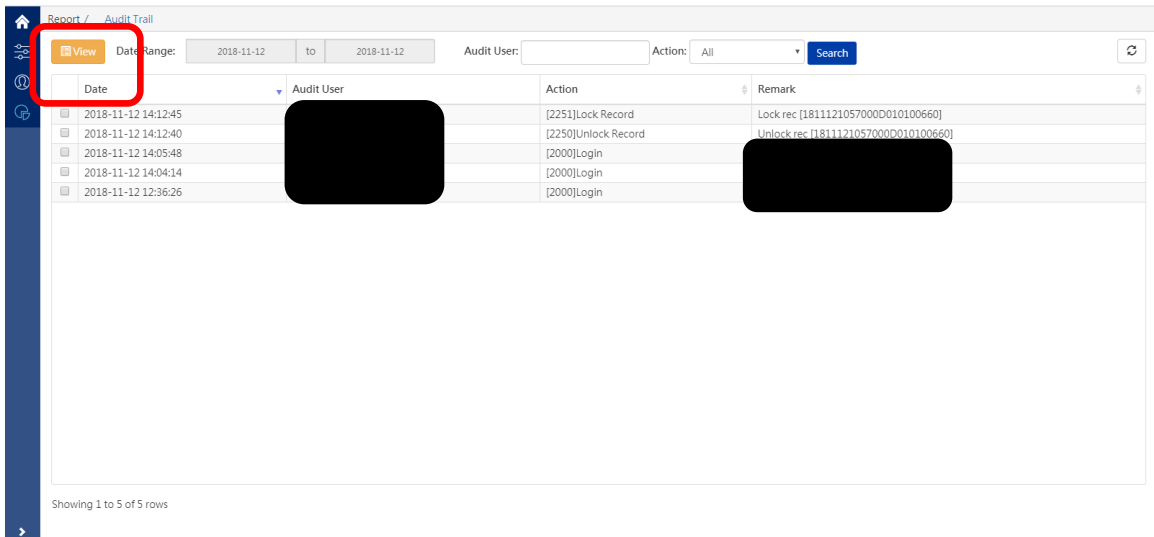
Under “Report → Audit Trail”

User	Audit Trail
Admin	√ View
Manager	x
Supervisor	x
Agent	x

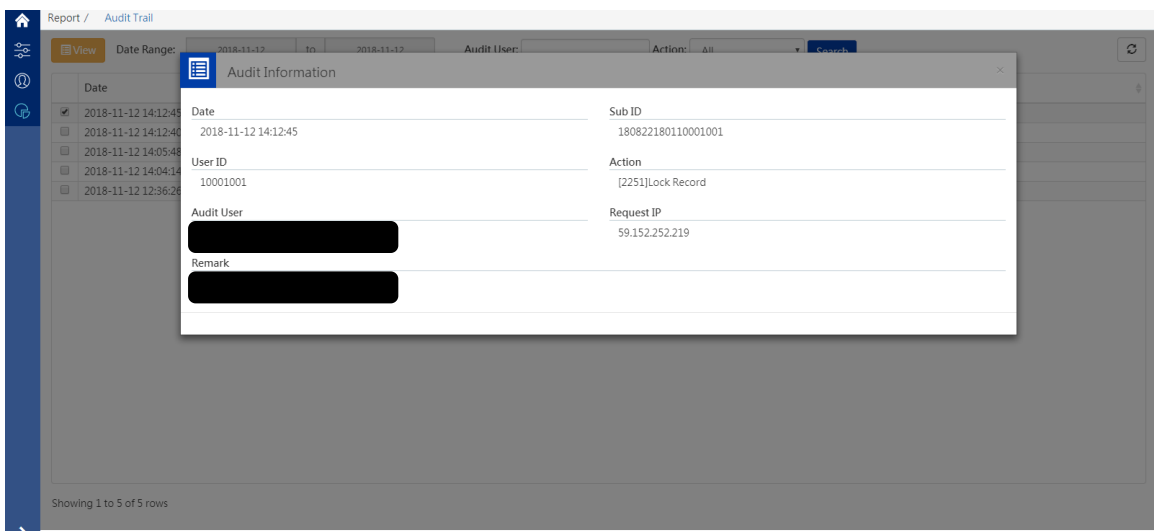
Admin can search the user activities by:

- Date range
- Audit user
- Action

The result should be returned in table format



By select a record and click the “View”, it will show more details about that record.



14 Recording Verification

Under “Service → Recording Verification”

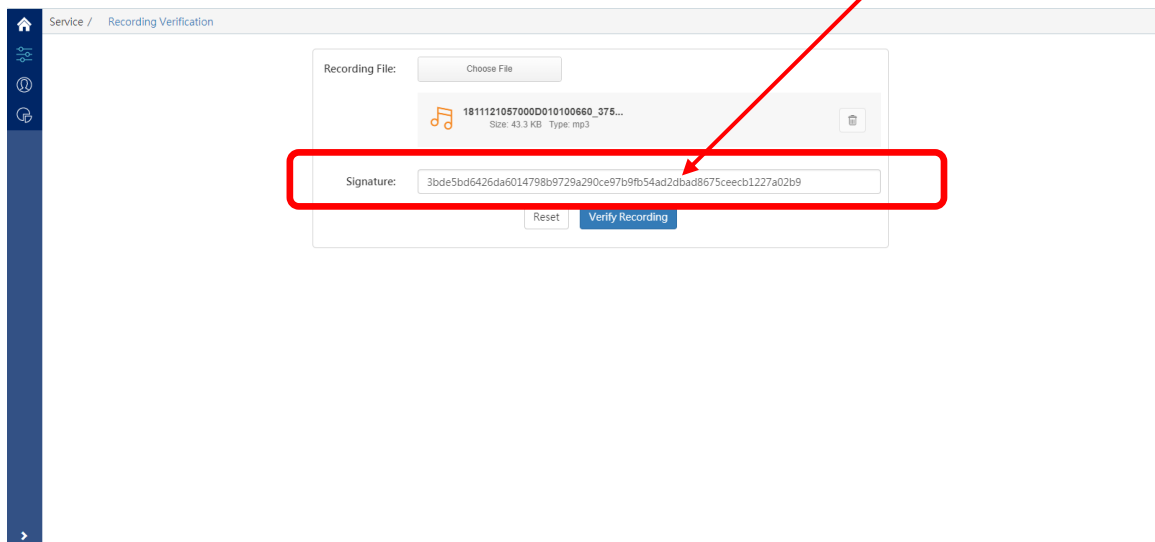
User	Recording Verification
Admin	√
Manager	x
Supervisor	x
Agent	x

Admin can verify the recording if it is being changed.

Admin needs to upload the recording file (mp3 format) and also provide the signature.

The signature can be found in the CDR. (Please refer to section 5 – “Export CDR”)

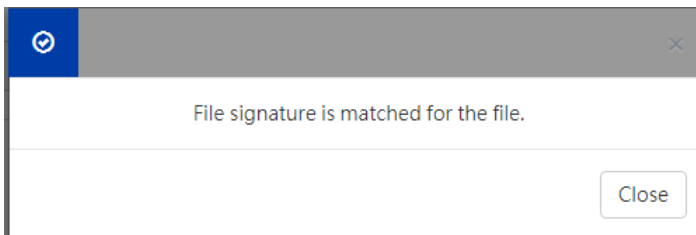
A	B	C	D	E	F	G	H
Call ID	Call Date	User No.	Group ID	Incoming/Outgoing No.	Call Type	Duration	Signature
1811121057000D010100660	12/11/2018 10:57	37584818	11	98808586		20	3bde5bd6426da6014798b9729a290ce97b9fb54ad24bad8675ceecb1227a02b9



If the file is modified after the file is downloaded:



If the file is not modified after the file is downloaded:



15 Recording Assignment

Under “Service → Recording Assignment”

User	Recording Assignment
Admin	√
Manager	x
Supervisor	x
Agent	x

Admin can re-assignment call records from one “group” to another “group”

Admin needs to select call records based on

- “Date Range” (maximum 1 month)
- “User number” (multiple selection is supported)

The screenshot shows the 'Re-assign Records' interface. It includes a breadcrumb trail 'Service / Re-assign Records' and a title 'Re-assign Records'. The form contains the following fields: 'Year/Month' with dropdowns for '2018' and '11'; 'Date Range' with input boxes for '2018-11-01' and '2018-11-30'; 'User Number' with a dropdown showing '21120001'; and 'To Different Group' with a dropdown menu. The dropdown menu is open, showing a list of user numbers: '21120001' (selected with a checkmark), '21120002', '21122302', and '21122560'. A red box highlights the dropdown menu.

Furthermore, Admin needs to select what “group” (e.g. sales) will be re-assigned to, then click “Re-assign to Different Group”.

The screenshot shows the 'Re-assign Records' interface with the same fields as the previous screenshot. The 'To Different Group' dropdown is now set to 'sales'. A red button labeled 'Re-assign To Different Group' is highlighted with a red box.

After re-assignment, “Supervisor” should be able to view those call records which under his managed “Group” (e.g. sales)

CLOUD RECORDING SERVICE

Service / Records

Date Range: 2018-09-01 To 2018-09-30 [Advanced Search](#)

[Search](#) [Open Selected Record](#) [Download](#) [Export CDR](#)

<input type="checkbox"/>	Call Date	Incoming No.	Outgoing No.	User No.	Duration	Call Type	Status	Group	Locked
<input type="checkbox"/>	2018-09-07 10:01:45	92015794		21122560	00:00:04	Incoming	Download	sales	

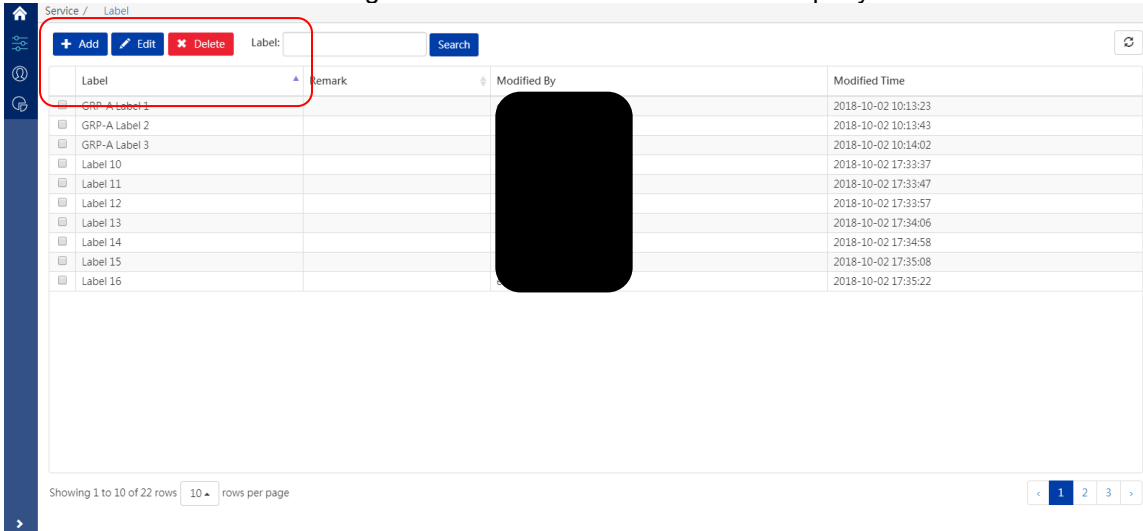
Showing 1 to 1 of 1 rows

16 Label Management

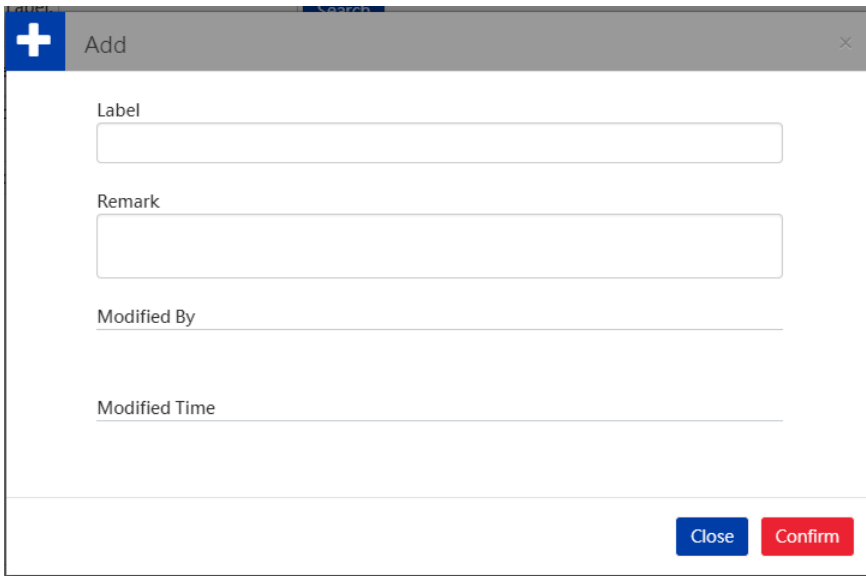
Under “Service → Label”

User	Label Management
Admin	√ Add/Edit/Delete
Manager	√ View Only
Supervisor	√ View Only
Agent	√ View Only

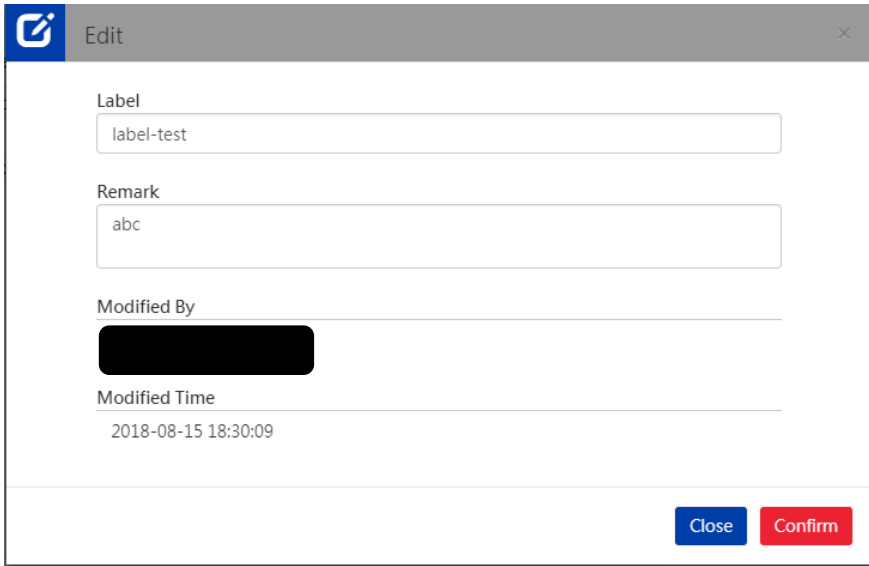
Admin can see the existing “Label” that can be used for his company



Admin can click the “Add” button to add new “Label”



Admin can edit the “Add” button to edit existing “Label”

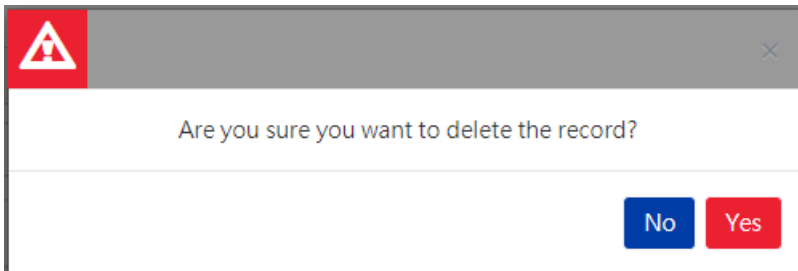


The screenshot shows a dialog box titled "Edit" with a pencil icon. It contains the following fields:

- Label:** A text input field containing "label-test".
- Remark:** A text input field containing "abc".
- Modified By:** A field containing a blacked-out name.
- Modified Time:** A field containing the timestamp "2018-08-15 18:30:09".

At the bottom right, there are two buttons: "Close" (blue) and "Confirm" (red).

Admin can click the “Delete” button to delete the existing “Label”



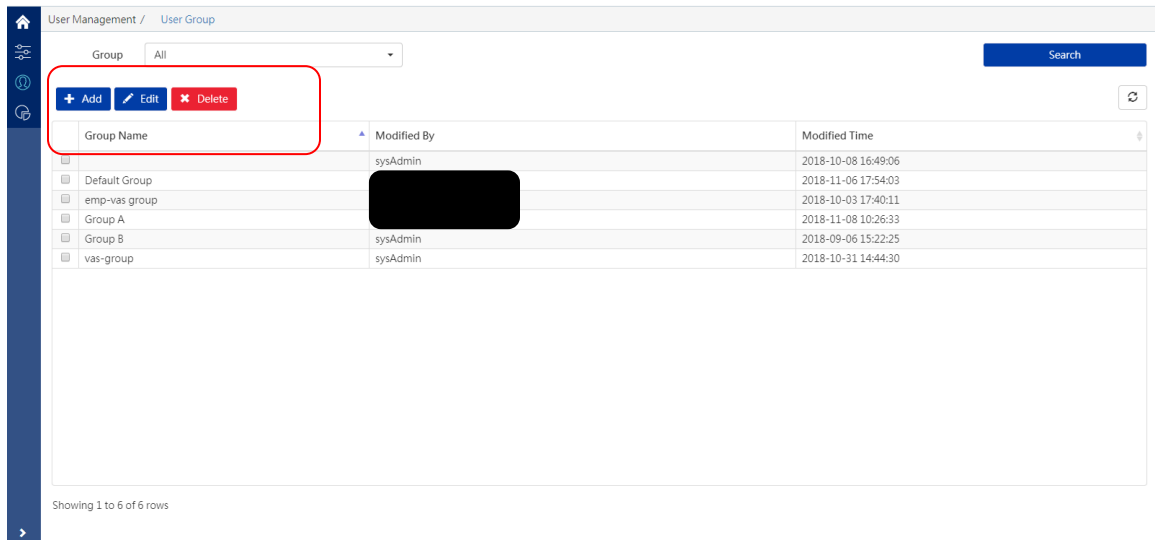
The screenshot shows a confirmation dialog box with a warning icon (a triangle with an exclamation mark) in the top left corner. The text inside the dialog asks: "Are you sure you want to delete the record?". At the bottom right, there are two buttons: "No" (blue) and "Yes" (red).

17 Group Management

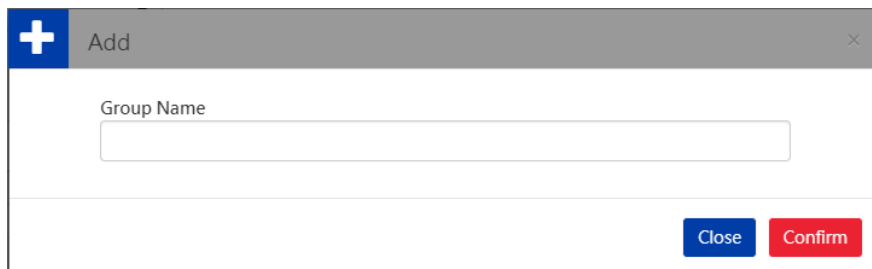
Under “User Management → User Group”

User	Group Management
Admin	√ Add/Edit/Delete
Manager	√ View Only
Supervisor	√ View Only
Agent	×

Admin can see the existing “Group” that can be used for his company



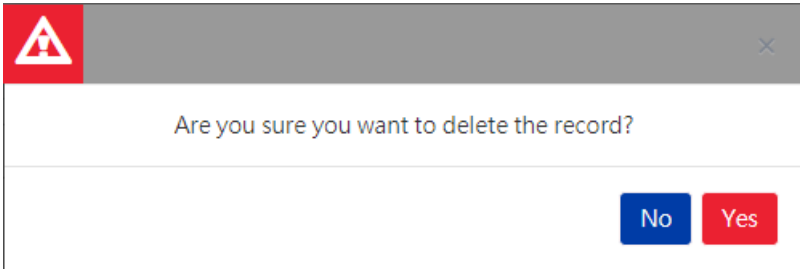
Admin can click the “Add” button to add new “Group”



Admin can click the “Edit” button to edit an existing “Group”



Admin can click the "Delete" button to delete and existing "Group"



18 User Number

Under “User Management → User Number”

User	User Number
Admin	√ View Only
Manager	√ View Only
Supervisor	√ View Only
Agent	√ View Only

Admin can see the existing user and number mapping for his company.
 Also, the “Effective Date” and “Status” of the user number can be seen
 For “Status”, there are “Normal”, “Wait for effective date” and “Wait for activation”

The screenshot shows the 'User Management / User Number' page. At the top, there is a search bar with fields for 'Group' (set to 'All'), 'User Number', and 'User Name', and a 'Search' button. Below the search bar is a 'View' button and a refresh icon. The main content is a table with the following data:

User Number	Features	User Name	Effective Date	Status
21120002	Outgoing,Incoming	[Redacted]		Normal
21122560	Outgoing,Incoming	[Redacted]		Normal
21120001	Outgoing,Incoming	[Redacted]		Normal
21122302	Outgoing,Incoming	[Redacted]	2018-09-06 18:45:18	Normal

Showing 1 to 4 of 4 rows

The screenshot shows the 'User Number' detail view. It contains the following information:

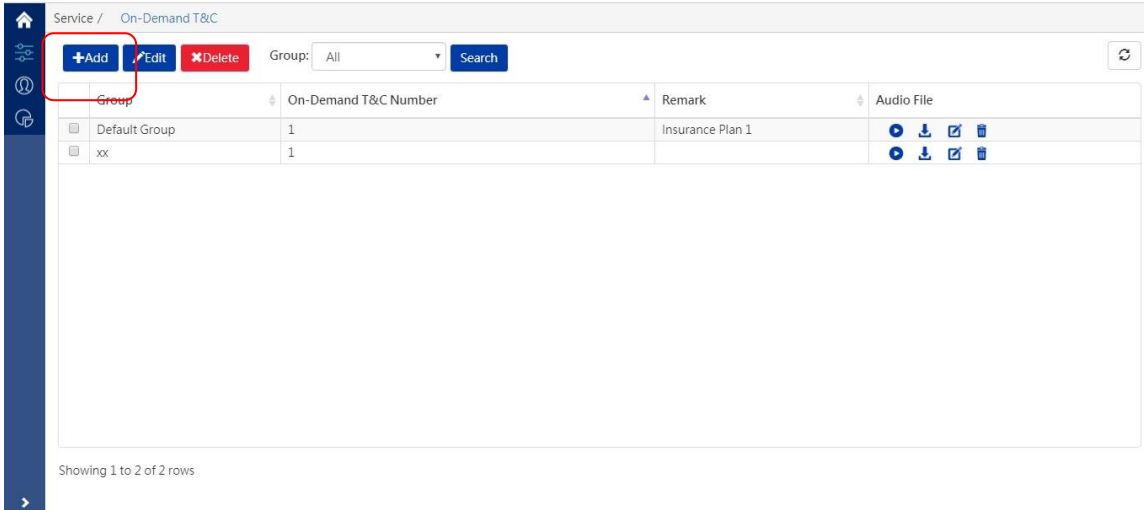
- User Name:** test manager
- User Number:** 21120002
- Features:** Outgoing,Incoming
- Effective Date:**
- Status:** Normal

19 On-demand T&C

Under “Service → On-demand T&C”

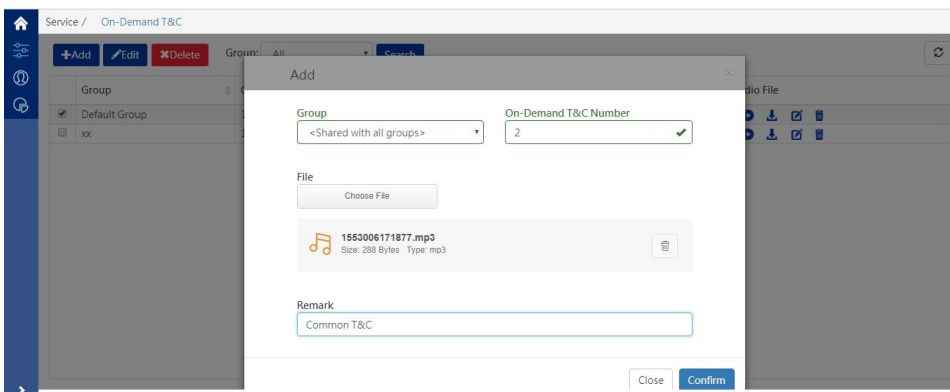
User	On-demand T&C
Admin	√ Add/Edit/Delete T&C of all groups
Manager	√ Add/Edit/Delete T&C of all groups
Supervisor	√ View Only
Agent	√ View Only

Admin can see the existing uploaded T&C.



Admin can click “Add” button and below window should pop-up.
Admin needs to input below:

Field / Selection	Mandatory / Optional
Group	Mandatory
ODA Content Number	Mandatory
File	Mandatory
Remark	Optional

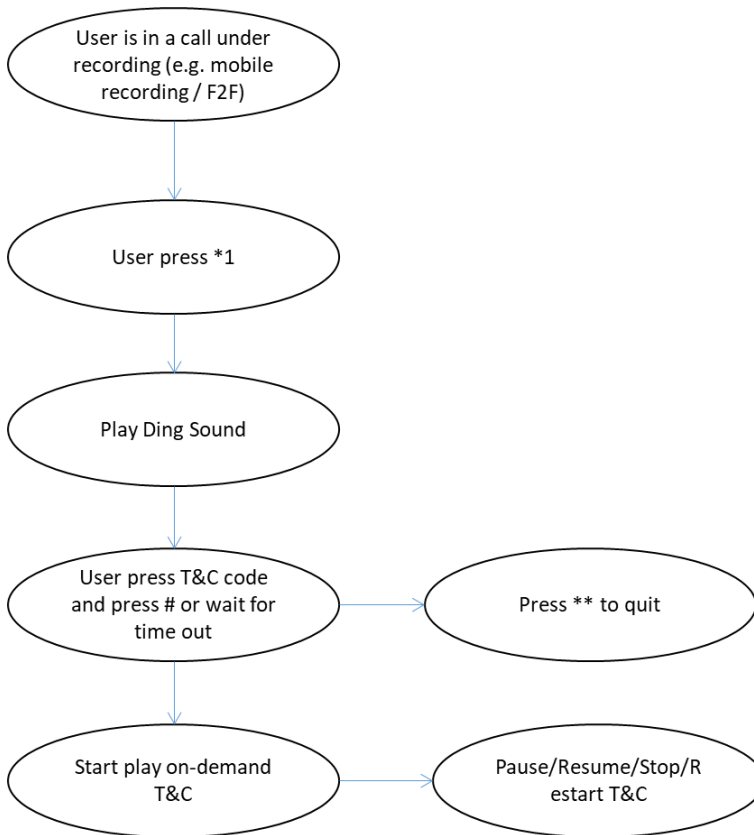


Once On-Demand T&C created, admin should able to see the new entry in the table.

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Group	On-Demand T&C Number	Remark	Audio File
Default Group	1	Insurance Plan 1	
xx	1	Insurance Plan 1	
<Shared with all groups>	2	Common T&C	

User flow of “On-demand” T&C:

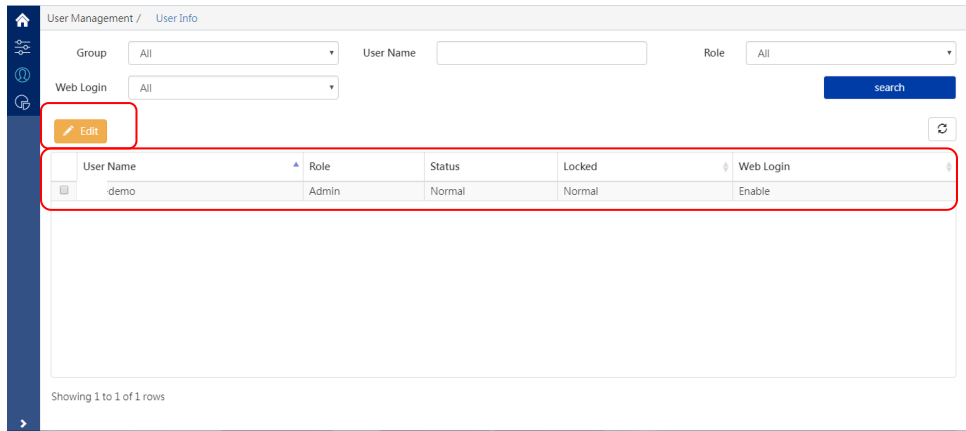


20 2 Factor Authentication

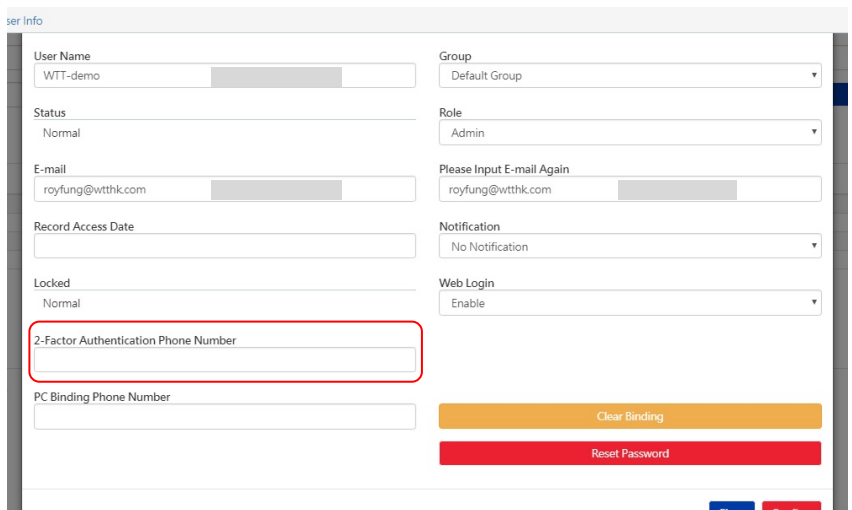
Under “User Management → User Info”

User	2 Factor Authentication
Admin	√ Edit
Manager	√ View
Supervisor	√ View
Agent	x

Admin needs to select which user can enjoy this feature



Admin needs input the 2-Factor Authentication Phone Number and click “Confirm” to save



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User flow for "2 Factor Authentication"

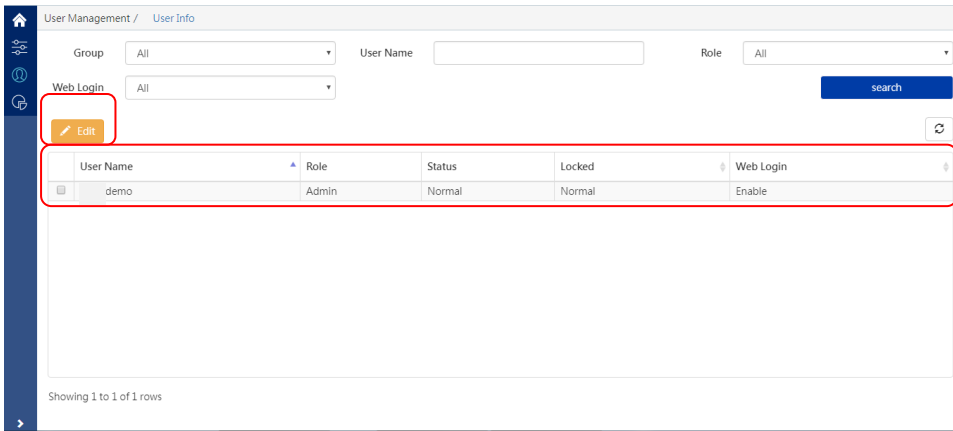


21 PC Binding

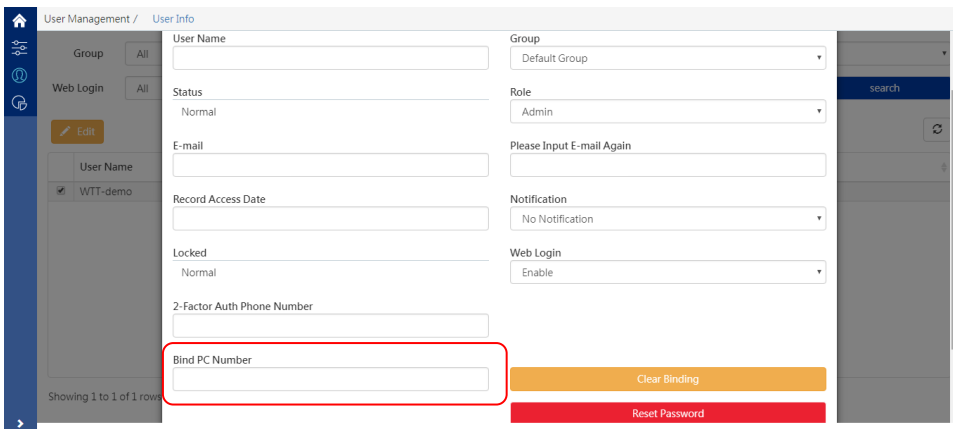
Under “User Management → User Info”

User	PC Binding
Admin	√ Edit
Manager	√ View
Supervisor	√ View
Agent	x

Admin needs to select which user can enjoy this feature



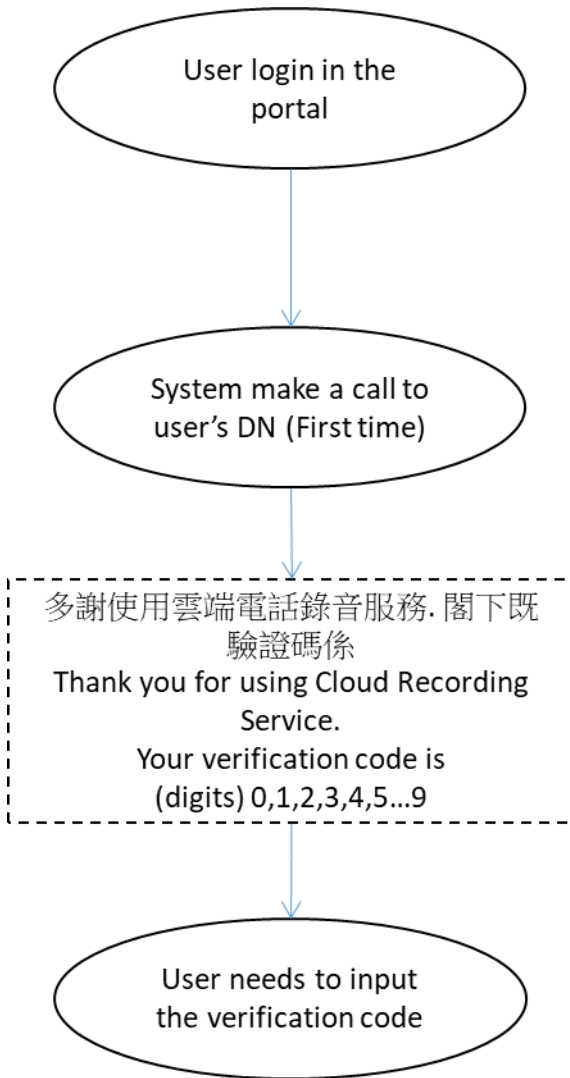
Admin needs input the “Bind PC Number” and click “Confirm” to save



Admins can clear the binding by clicking “Clear binding” button

CLOUD RECORDING SERVICE

User flow for "PC Binding"

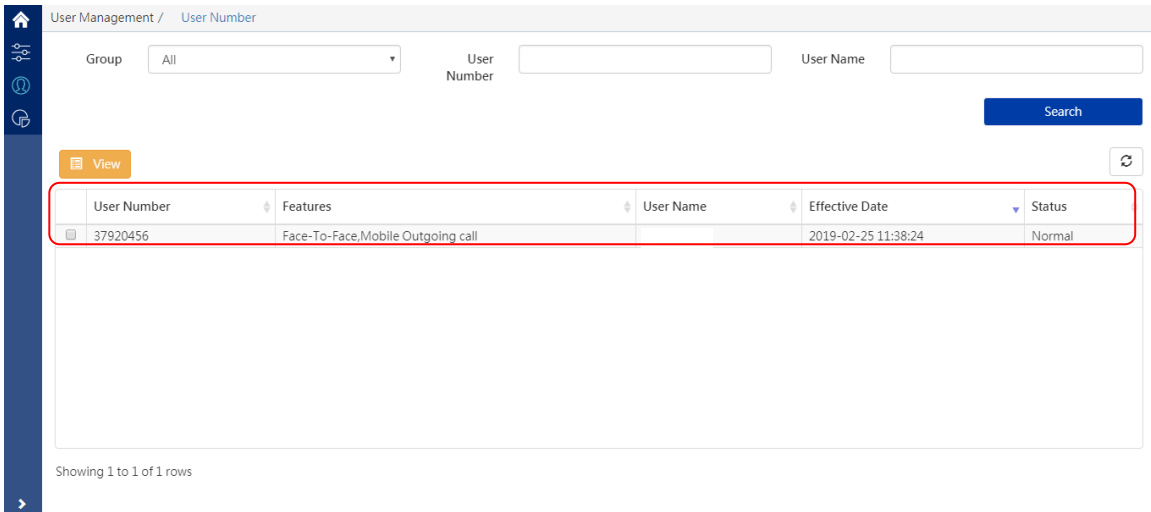


22 Face-To-Face Recording / Mobile Recording

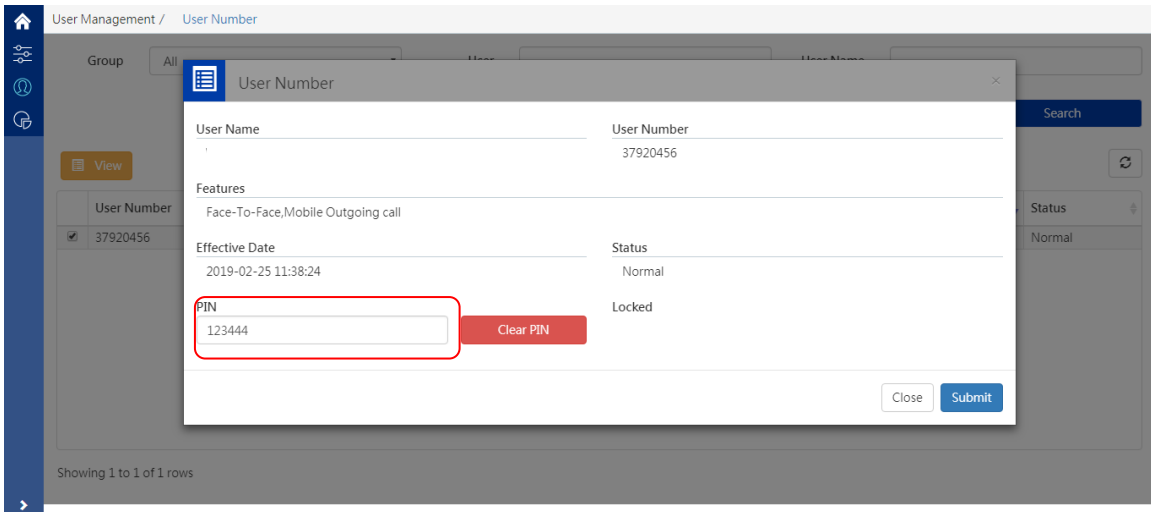
Under “User Management → User Number”

User	Set up PIN
Admin	√ Edit PIN of all users
Manager	√ Edit PIN of all users
Supervisor	√ Edit PIN of users under his supervision
Agent	√ Edit PIN of agent himself

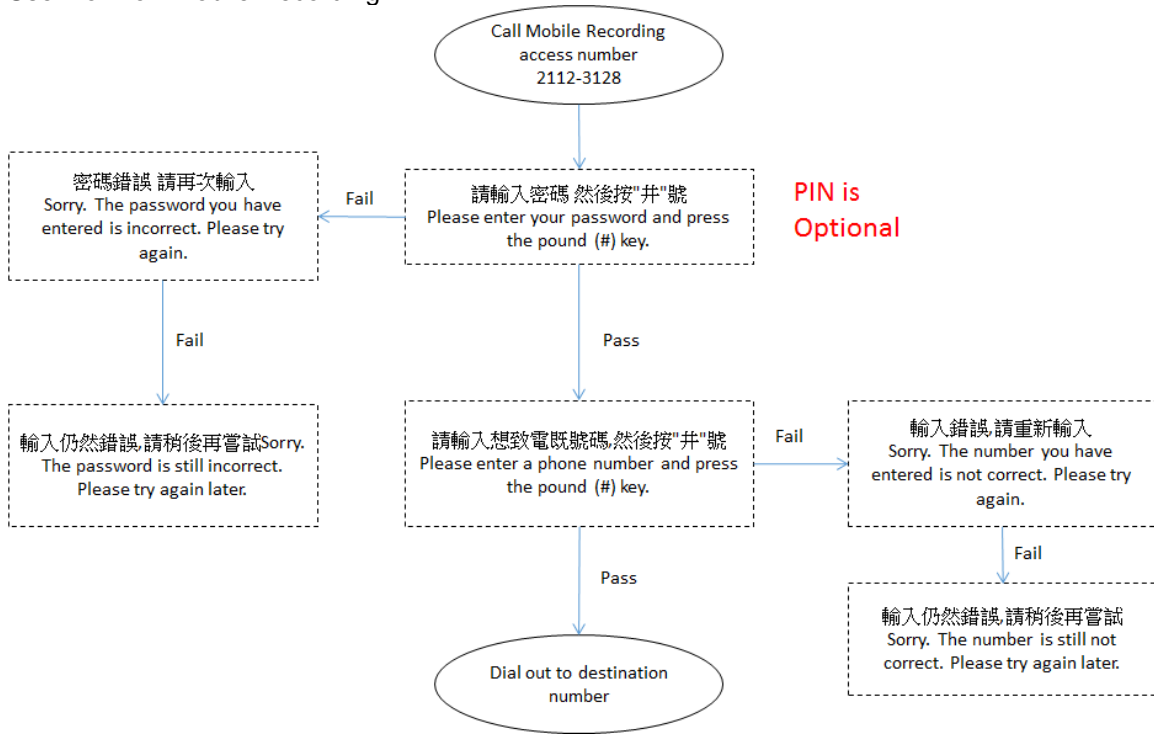
Admin needs to select which “User Number” to set the PIN as authentication



Admin can set the PIN (numbers only – up to 6 digits)

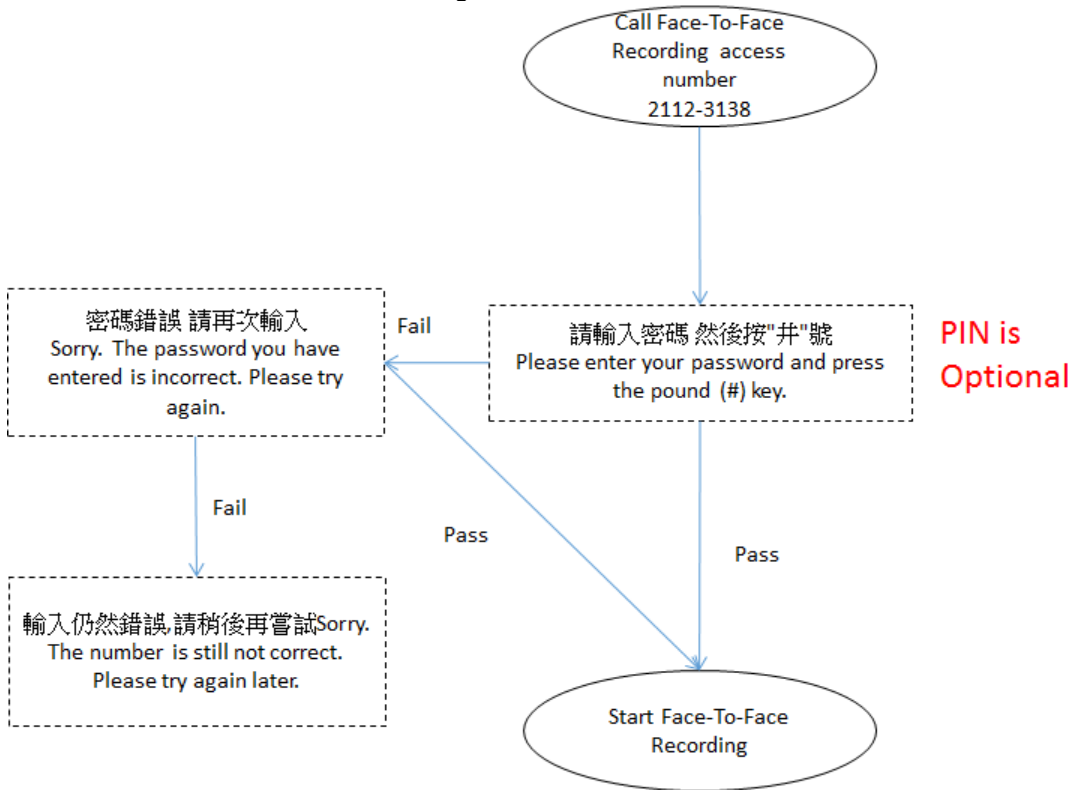


User flow for "Mobile Recording"



CLOUD RECORDING SERVICE

User flow for “Face-To-Face Recording”



By default, there is only 1 connect call can be made to “Mobile Recording” or “Face-To-Face Recording” platform for a single number. For “Face-To-Face recording”, customer may purchase more concurrent call channel based on request.

e.g if number 2112-0000 subscribed Face-To-Face recording, user using 2112-0000 call the access 2112-3128. When user using another phone 2112-0000 (e.g. MADN) and call the access 2112-3128 at the same time, the call cannot be connected and user should hear below prompt:

“Sorry. Your subscribed concurrent call limit on cloud recording service has exceeded. Please call again later.”

23 Company Info

Under “Service → Company Info”

User	Company Info
Admin	√ View Only
Manager	√ View Only
Supervisor	√ View Only
Agent	√ View Only

User can view the Record Retention Period to see how far the recording records can be retrieved.

Service / Company Info

Company Info

Name: Engineering

E-mail: _____

Contact: Simon Lee

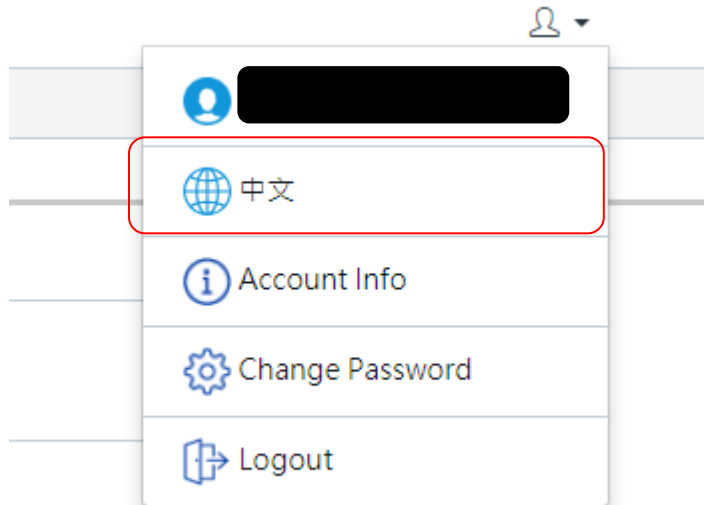
Phone: _____

Service Info

Recording retention period: 2017-11-11 To 2018-11-12

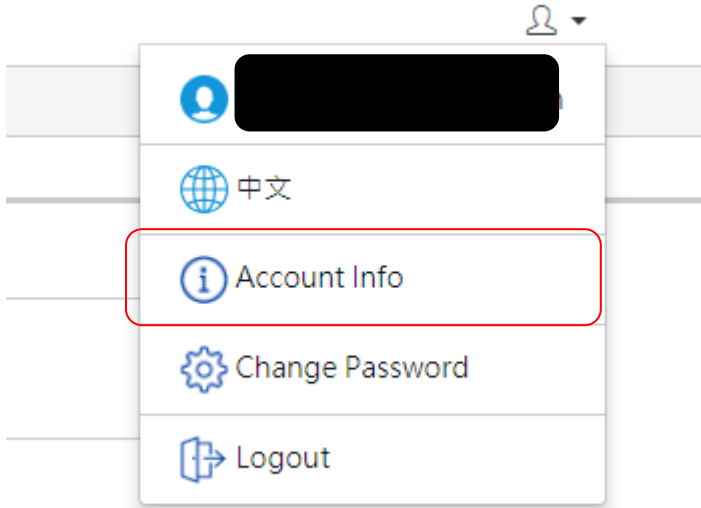
24 Change Language Setting

User can change the language setting based on his choice. The web portal supports English and Traditional Chinese.



25 Account Info

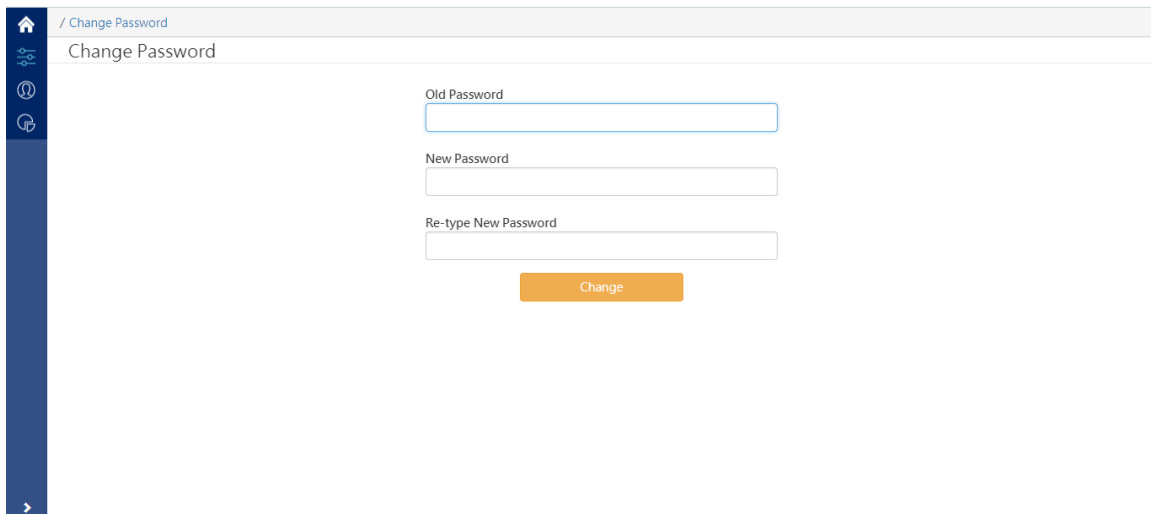
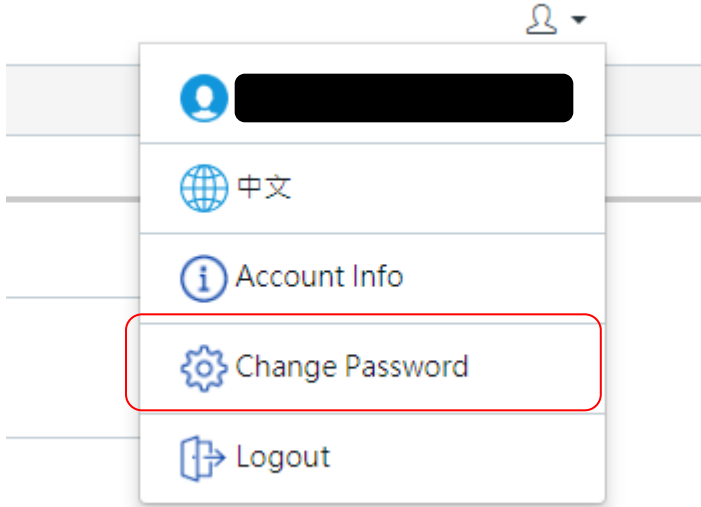
User can view his account information details



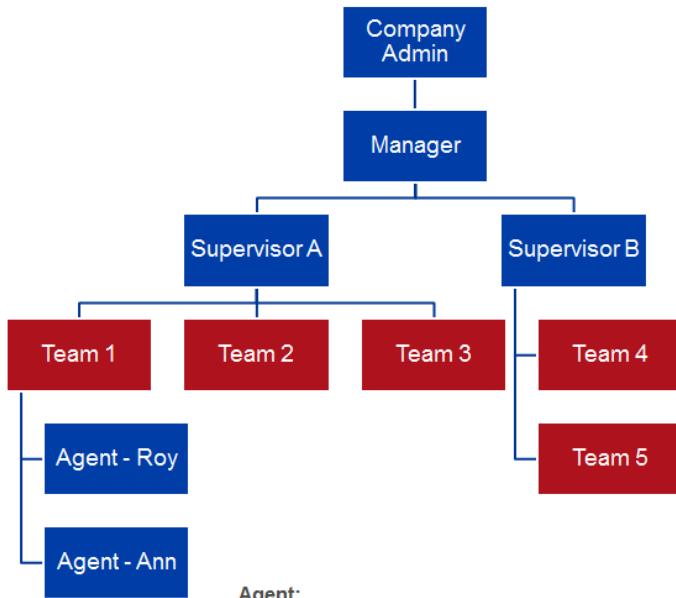
Account Info	
User Name Joanne Tang	Group sales
Role Admin	E-mail
Record Access Date 2018-08-01 00:00:00	Status Normal
Locked Normal	Web Login Enable
Notification No Notification	

26 Change Password

Recommend user to change his password frequently for security reason. Password should contain alphanumeric with minimum 8 characters



27 Role and Hierarchy



Company Admin:

- > User account and access right management
- > Able to download and listen records within the company

Manager:

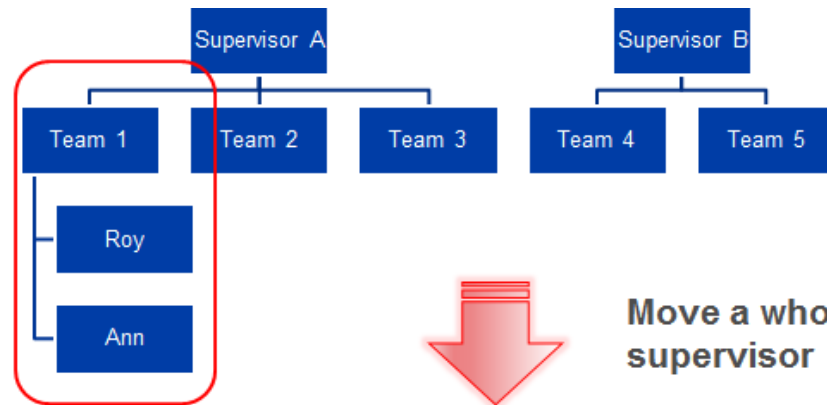
- > Able to download and listen records within the company

Supervisor:

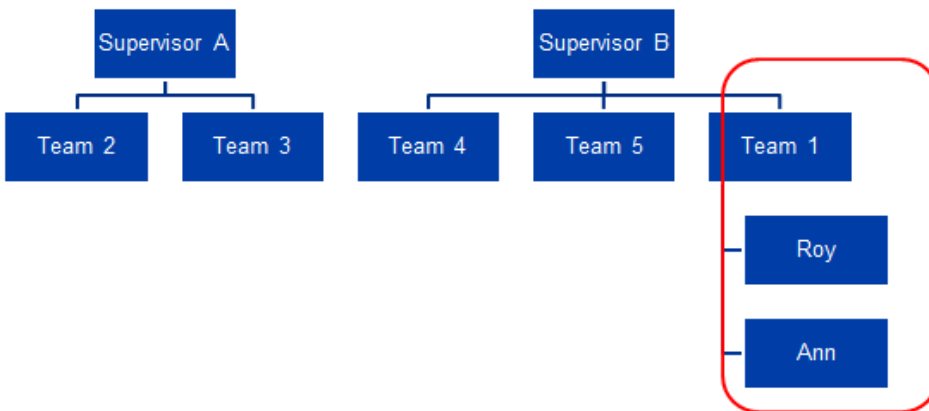
- > Able to download and listen records under his managed groups

Agent:

- > Able to listen records of his account only

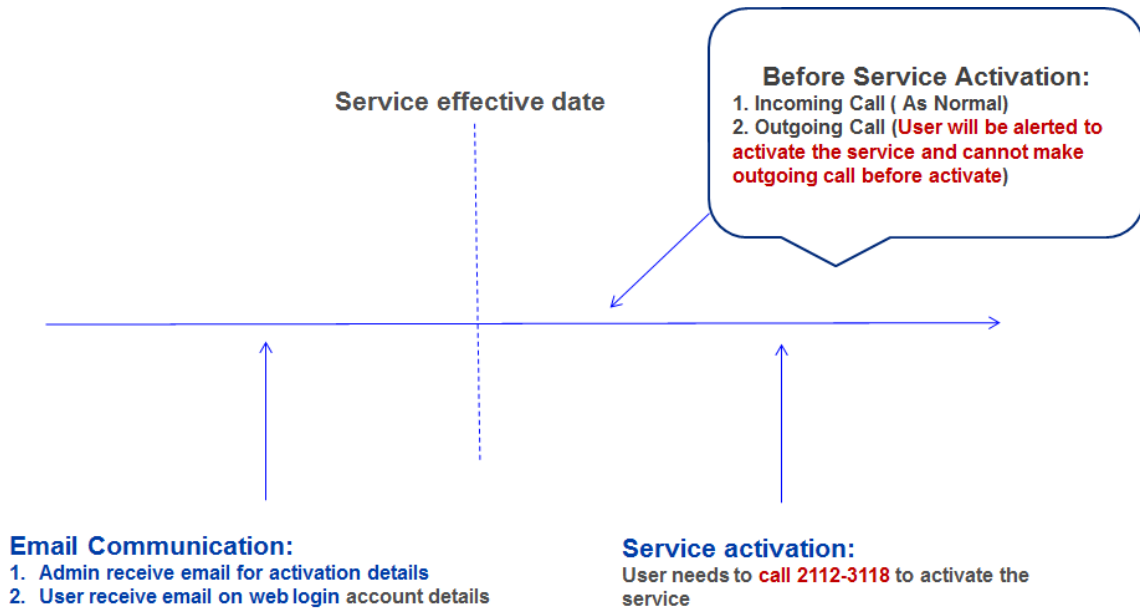


Move a whole team to new supervisor



28 Recording Activation

Activation Hotline: 2112-3118 (Only Phone Recording needs to activate the service)



29 Call Scenarios

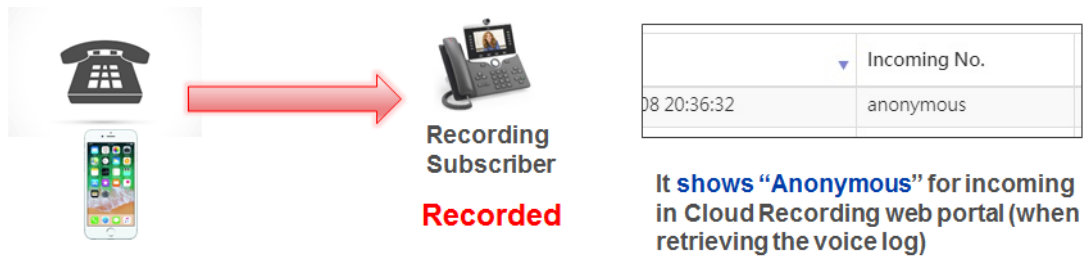
Important Note:

If you are “cloud recording” subscriber, all you calls being forwarded / transferred will still be recorded until the forwarded / transferred call ended.

(1) Cloud Recording Subscriber Already Set Call Forward:

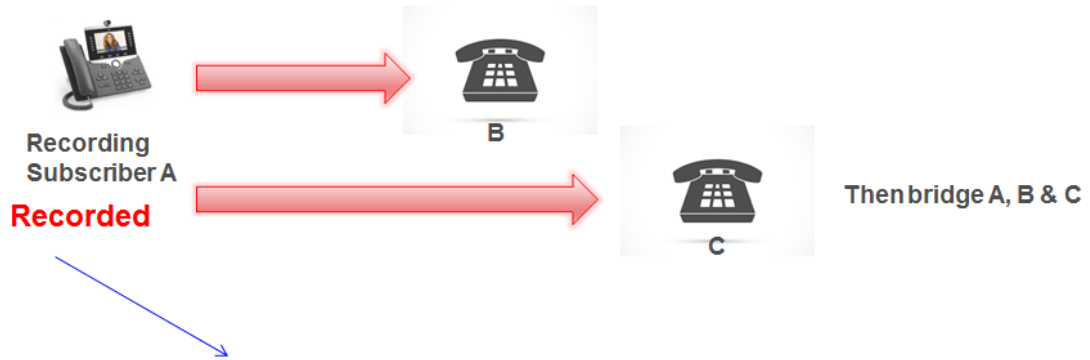


(2) Incoming Caller Dial with 133:



CLOUD RECORDING SERVICE

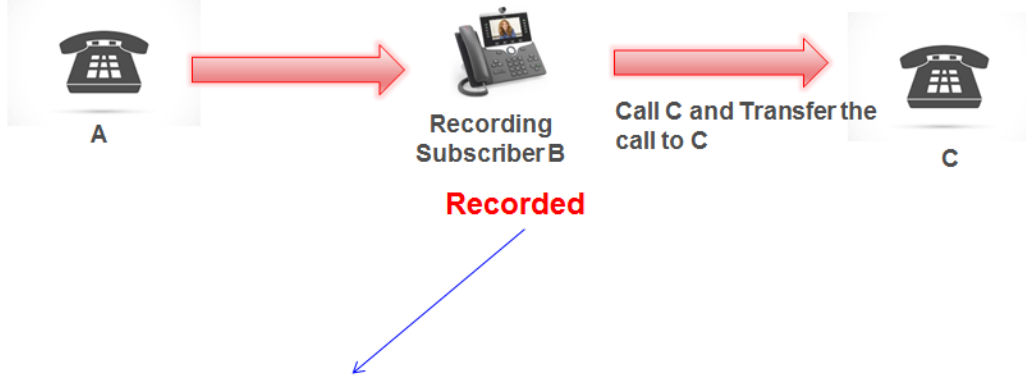
(3) Cloud Recording Subscriber initialized a conference call:



1st record:
Outgoing to B (AB conservation+ABC conservation)

2nd record:
Outgoing to C (AC conservation+ABC conservation)

(4) Cloud Recording Subscriber transfer a call:

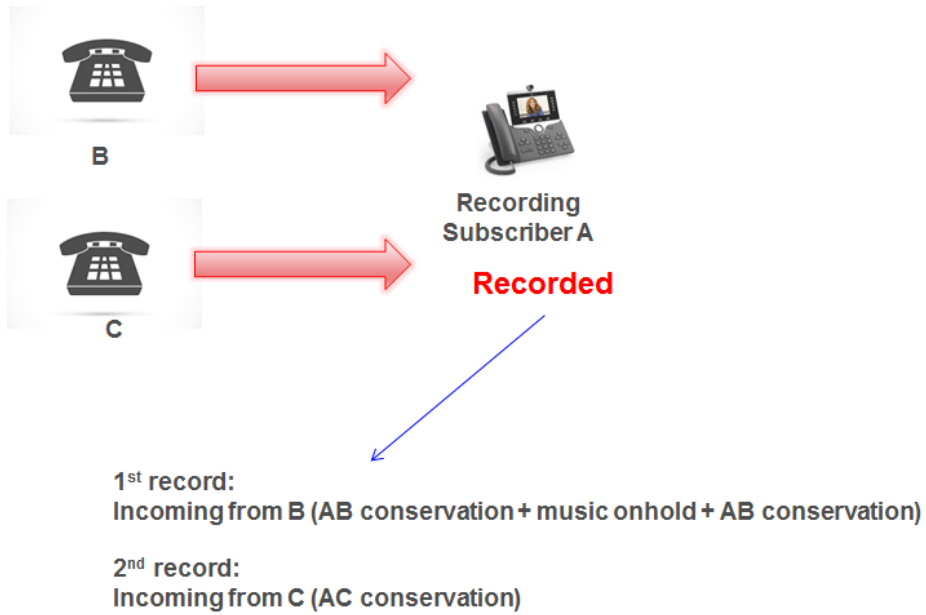


1st record:
Incoming from A (AB conservation + AC conservation)

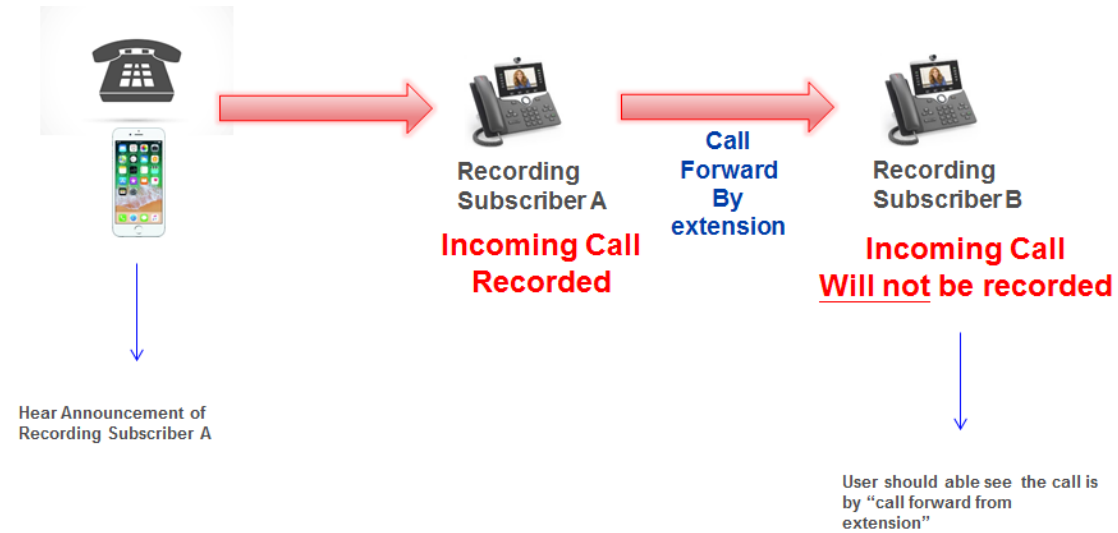
2nd record:
Outgoing to C (BC conservation+AC conservation)

CLOUD RECORDING SERVICE

(5) Cloud Recording Subscriber to handle call waiting

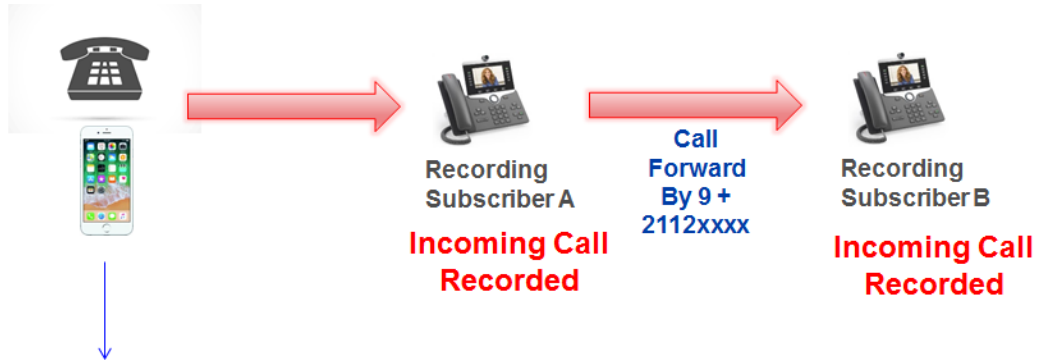


(6) Cloud Recording Subscriber already set Call Forward



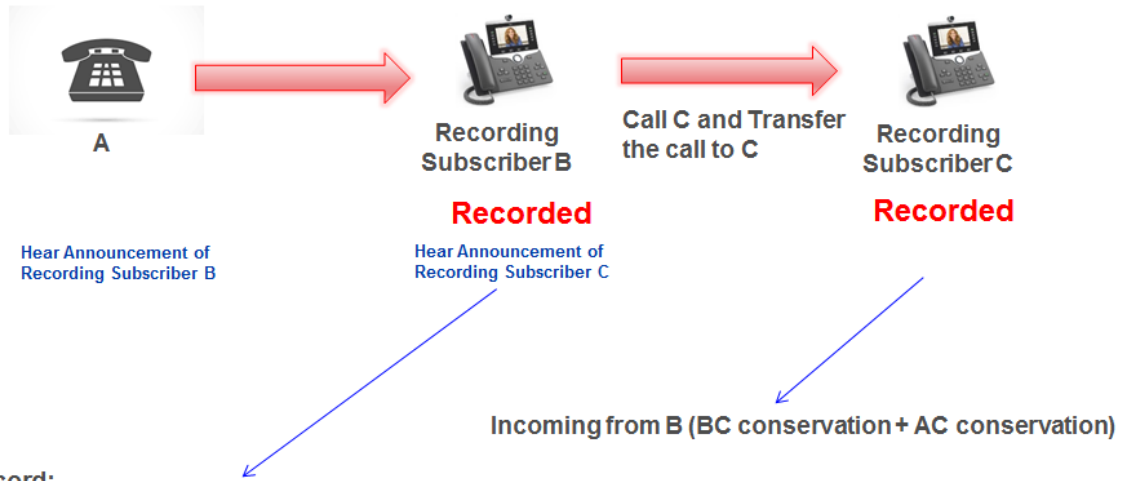
CLOUD RECORDING SERVICE

(7) Cloud Recording Subscriber already set Call Forward



Hear Announcement of Recording Subscriber A

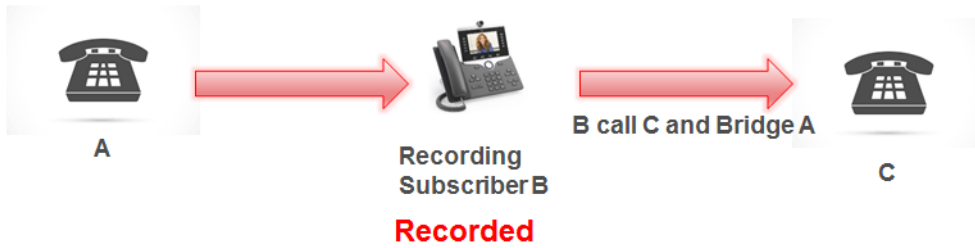
(8) Cloud Recording Subscriber transfer a call:



1st record:
Incoming from A (AB conservation + AC conservation)

2nd record:
Outgoing to C (BC conservation + AC conservation)

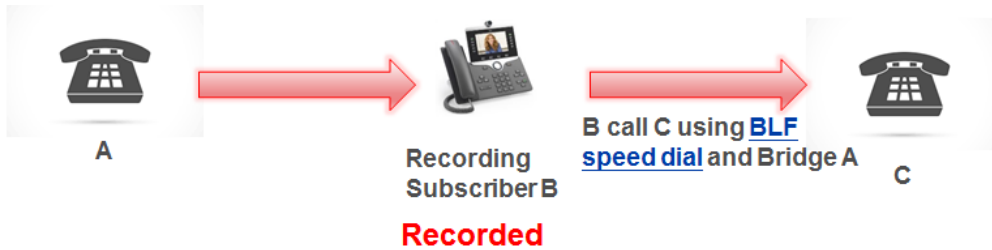
(9) Cloud Recording Subscriber initialized a conference call:



1st record:
Incoming from A (AB conservation + ABC conservation)

2nd record:
Outgoing to C (BC conservation + ABC conservation)

(10) Cloud Recording Subscriber initialized a conference call:



1st record:
Incoming from A (AB conservation + ABC conservation)

For B calls C using BLF speed dial, it will not trigger recording