Zoho Corporation

Session Recording

Session recording allows you to record sessions and use them for internal audits, session analysis, or demonstrations. Sessions are recorded seamlessly in the background and processed automatically. The saved recordings can be downloaded or deleted at any time.

How to enable session recording

- Navigate to **Settings** > **General** > **Session Recording**.
- Click on the check box next to *Session Recording* to enable session recording.
- Select **Provide my technicians with an option to record during a session** to allow technicians to enable session recording a session or Automatically record all the sessions initiated in my organization to record all sessions initiated all the sessions in your organization.
- Click **Restore Default** to restore all settings to default.

To set the Recording Quality:

- Navigate to **Settings** > **General** > **Session Recording**.
- Select **Delete older recordings** to delete older recordings when the storage is full or **Stop recording new sessions** to stop new sessions being recorded when the storage is full.
- Click **Restore Default** to restore all settings to default.