



WESTCOAST CLOUD VOICE
powered by Blueface

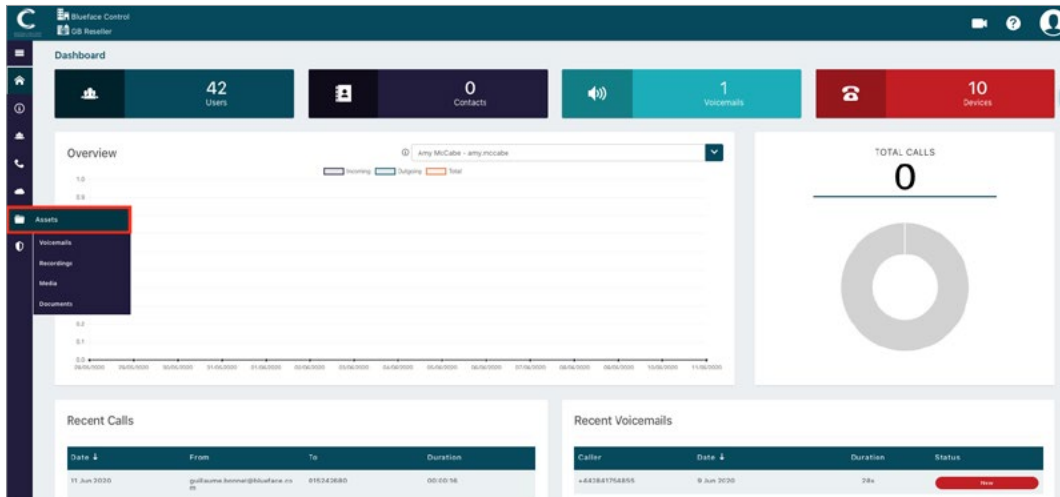


ASSETS GUIDE

Version 1 – Updated: Monday, March 9th, 2020

ASSETS

The Assets tab is used for file storage including voicemails, call recordings, media files and important documents, such as your Westcoast Cloud Voice contract.



VOICEMAILS

Add voicemail mailboxes for each of your employees to access your messages from anywhere: download audio files or listen to your messages from compatible devices. Voicemail is openly accessible and allows all users to manage their own voicemail messages.

Voicemails are stored for 90 days and up to 500 recorded hours of voicemail can be stored. Once one of these limits is reached, the oldest voicemails will be replaced by the newest, saving space and ensuring connection. Mailboxes can also be edited from Assets by clicking the **Mailbox Settings** option.

RECORDINGS

Improve your customer experience by listening to your staff calls. Store them for training or quality purposes and then search by date and user. **Call Recording** must be enabled from the User Profile section. If a device is not linked to a portal user, call recording is not possible.

Call recordings from every user account can be reviewed, downloaded, deleted and listened to by customer administrators. Regular users can only view or download their own call recordings but they cannot delete them.

Call recordings are retained for a maximum of three months (90 days), or up to 100 hours of recording time, whichever limit occurs first. When the maximum limit is reached, the oldest call recording will be replaced by the newest, meaning you will never lose a call recording. However, if you need your call recordings, be sure to download and store them locally before either limit is reached.

MEDIA

Media allows customers to upload audio files to use for a variety of functions such as custom music on hold, IVR greetings, voicemail greetings or information messages within a callflow.

Once uploaded using the Westcoast Cloud Voice portal's **drag-and-drop uploader**, these media files will be available in dropdown selector menus for audio-enabled features. Accepted file types are wma, flac, mp1, mp2, mp3, mp4, opus and ra.

IMPORTANT DOCUMENTATION

Upload documents that relate to the portal for quick access. Please be aware that the accepted file type for documents is PDF and the maximum file size for these assets is 5MB.



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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**