

# Understanding DID, Queue and Extensions recordings

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

Recording is an hot topic. You may record for various reasons, from quality control to contract enforcement, you may want to always record or only when you request it. MiRTA PBX offers several configurations for recording.

DID recordings - You can configure DID recording, in this case, any call coming from that DID, will be recorded.

Warning, an attended transfer from an inbound call with DID recording will be recorded ONLY if the extension performing the transfer is set for recording. Once the attended transfer is complete, the call will continue to be recorded.

Extension recording - You can configure Extension recording, in this case, any call originating from the extension, will be recorded

Queue recording - You can configure Queue recording, in this case, any call originating from the Queue, will be recorded.

Let's see some common questions:

Q: I want to record all calls from and to my extension. Is it enough to set recording on my extension?

A: No, it is not. Setting recording on your extension will activate recording for any call you'll perform from your extension. It will not record calls to your extension. You need to activate recording on the DID or on the Queue to activate inbound call recordings.

Canistracci OIL example screen for Understanding DID, Queue and Extensions recordings.

# Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
- Verify the created objects appear in the expected Configuration menu page.
- Place a controlled test call or run the related status check.
- Remove or disable temporary test numbers when the example is no longer needed.

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