# Call recording disclosures

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**Reader group: All agents**
In a live knowledge base, only signed-in Hootline agents would see this page. It's public in this demo so you can explore.

Every inbound call plays this message before it reaches you: "This call may be recorded for quality and training purposes."

Some states require **everyone** on a call to agree to recording, including California, Florida, Illinois, Maryland, Massachusetts, Pennsylvania and Washington. The automated notice covers inbound calls. For **outbound** calls, always say the notice yourself in the first sentence.

## If a customer doesn't want to be recorded

1. Say: "No problem. I'll turn off recording for this call."
2. Select **Stop recording** and add a note: "Customer declined recording."

Rules vary by state and change over time. When in doubt, disclose. This article is reviewed by Hootline's compliance lead every six months.