# BUSINESS CALLRECORDING QUICK REFERENCE GUIDE





#### **LOGGING INTO THE PORTAL**

Before accessing the Call Recording service, you will need a few pieces of information:

- The URL for the Call Recording Portal. This URL may be specific to your organization. Please consult your administrator for your specific URL.
- Your username and password provided by your administrator.

Browse to the administrator provided URL. At the login screen enter your full username@ domain and password and click "Login". Depending on your level of access, you might only see your recordings as an agent/user or if enabled as a supervisor you will be able to see multiple agents/users and manage recordings. Functionality only to supervisor role will be explained below.

1 Enter username and password	CALL	
<b>2</b> Click "Login"	Please login	
	1 Username Password	CALL
	2 Login Recover Password	



#### **BROWSE RECORDINGS OVERVIEW**

Logging into the portal automatically opens the "Browse Recordings" page. Search for recordings based on multiple criteria and then play. If enabled as a supervisor, you can also forward, or download them.

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1 Enter criteria such as a date range, remote parties, and more.

- 2 Click the speaker icon to listen to the recording.
- **3** Clicking on either the recording ID or the date opens a details page for the selected recording.
- 4 This area shows call recording information such as date, time, duration, and a unique ID for each recording.
- **5** Shows the local party making or receiving phone calls.
- **6** The arrows indicate if the recorded call was inbound or outbound.
- 7 Shows call information from the remote party.
- 8 Shows actions that can be assigned to a recording and forwarding via email.



## **SEARCH CALL RECORDINGS**

Call Recording provides a powerful, multi criteria search feature. It allows you to search using one or multiple search criteria.





#### **PLAYBACK CALL RECORDINGS**

Easily playback recordings directly from the web browser

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1 Choose a recording and click the speaker icon to listen.

2 Playback controls for the recording.



### **DOWNLOAD RECORDINGS**

Supervisors and administrators have two different methods for downloading recordings. Individual agent/users cannot download recordings.

#### Download all the media files associated with a search query

- Perform a search.
- From the "Pick action" drop down menu choose "Export query results media files"
- Choose a location and click "Save". This will download all media files from that search.

#### Manually select files for download

- Perform a search.
- Choose the files to be downloaded.
- From the "Pick action" drop down menu choose "Export selected media files".
- Choose a location and click "Save".

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### **STATS**

Supervisors have the option to review Stats. If you select the Stats button in the top right-hand corner, you will be given 5 status boxes.



These boxes are defaulted and cannot be changed by the administrator. They are also real time statistics. The recordings per user and the frequent caller stats can be searched on through the previous month of recordings.

- 1 Calls in progress
- 2 Recordings summary statistics
- **3** Hourly recording statics
- 4 Recordings per user
- **5** Frequent callers

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