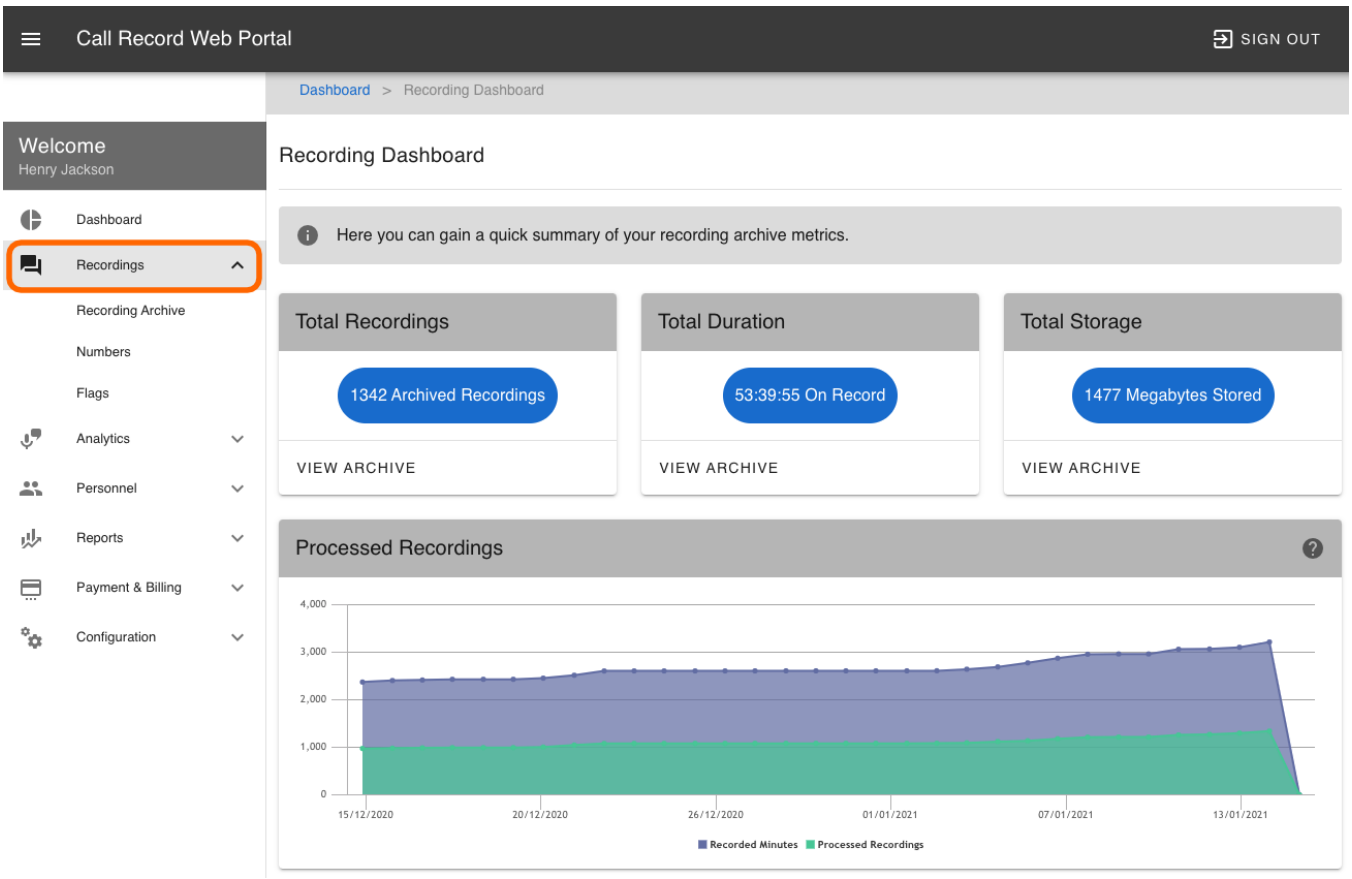
Recordings

How to view and manage your recordings.

- Recordings Dashboard
- Viewing and Listening to Recordings
- Download a Recording
- Find a Recording
- Adding Notes
- View Event History
- Delete a Recording

Recordings Dashboard

The Recordings Dashboard is designed to give quick access and an overview of all recordings.From the navigation menu on the left click on Recordings.



This page will give you an overview of the following:

Total Recordings: Total number of recordings that have been saved.

Total Duration: The total duration of all recordings in hours:minutes:seconds

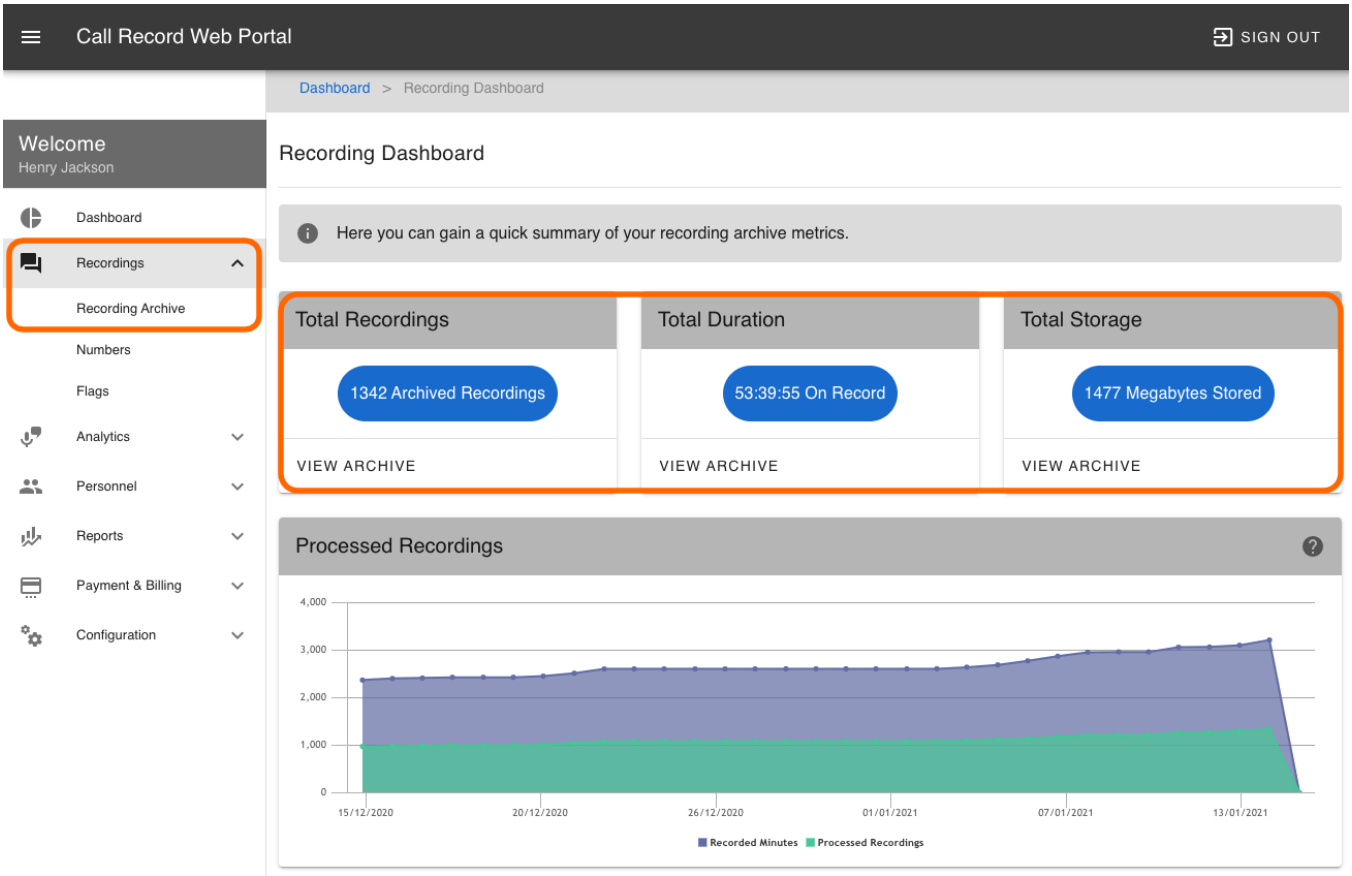
Total Storage: Total space used by your recordings in Megabytes.

INFO: The Pod Call Record Storage space is currently unlimited. Please contact your Service Provider for furt information.

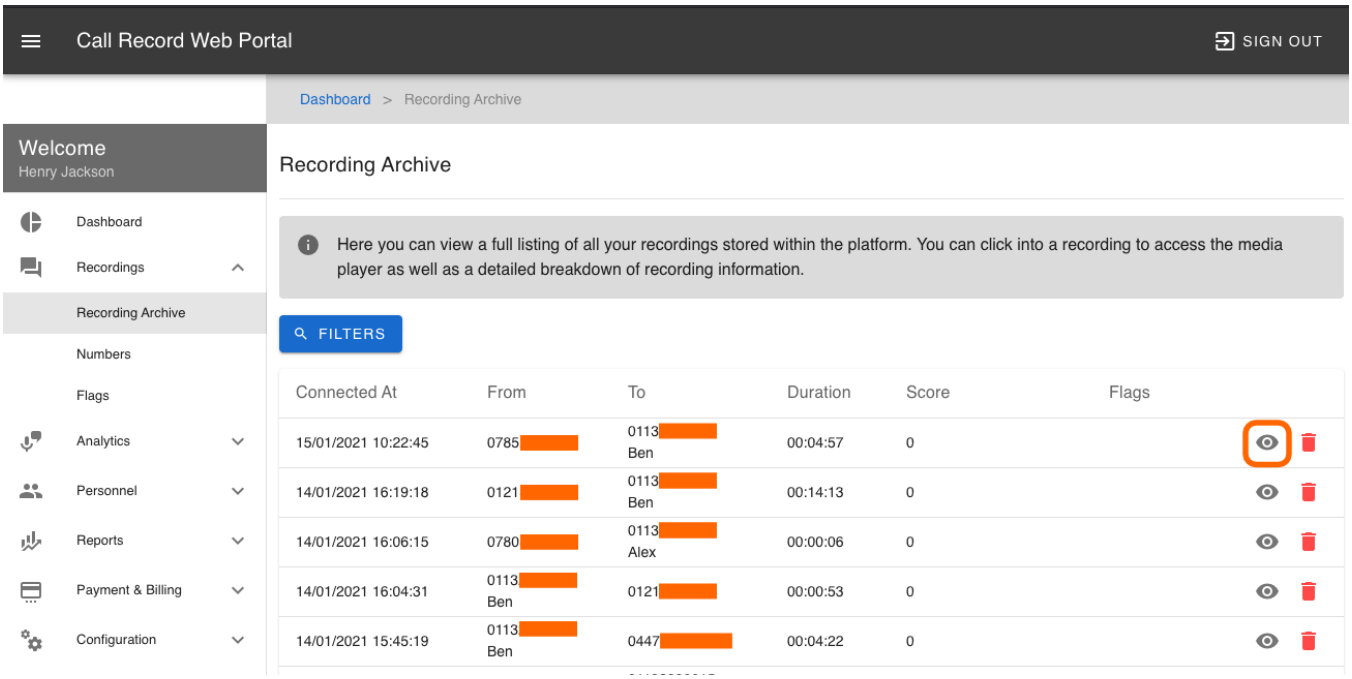
The graph at the bottom will give you an overview of processed recordings over the last 30 days.

Viewing and Listening to Recordings

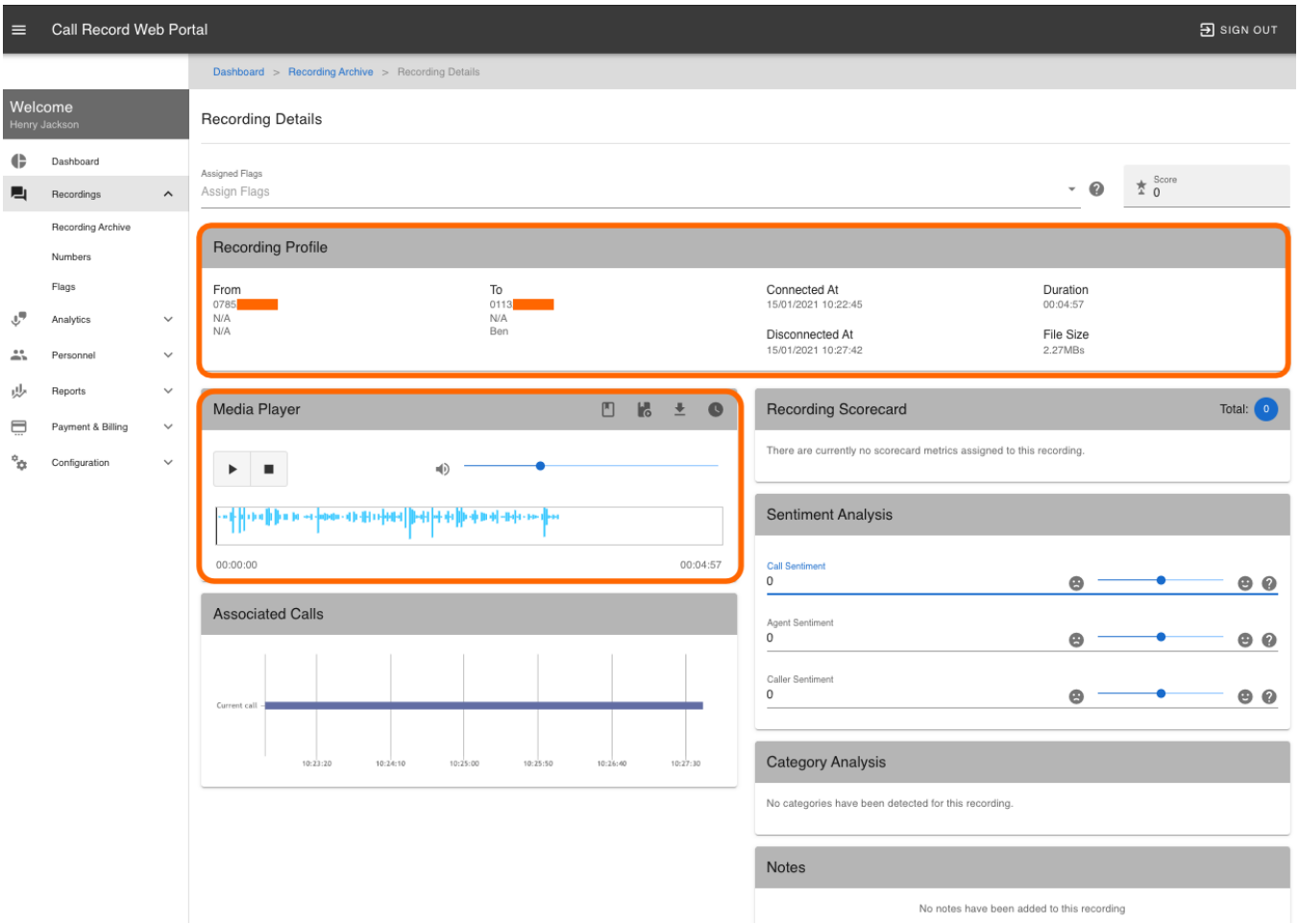
To view and listen to your recordings, from the navigation menu click on **Recordings** and then click on **Recording Archive.** Alternatively from the **Recording Dashboard** click on any of the **View Archive** links on the dashboard.



The **Recording Archive** page will list all stored recordings. To view a recording click on the view recording link.



The **Recording Details** page, will display details about the current recording.

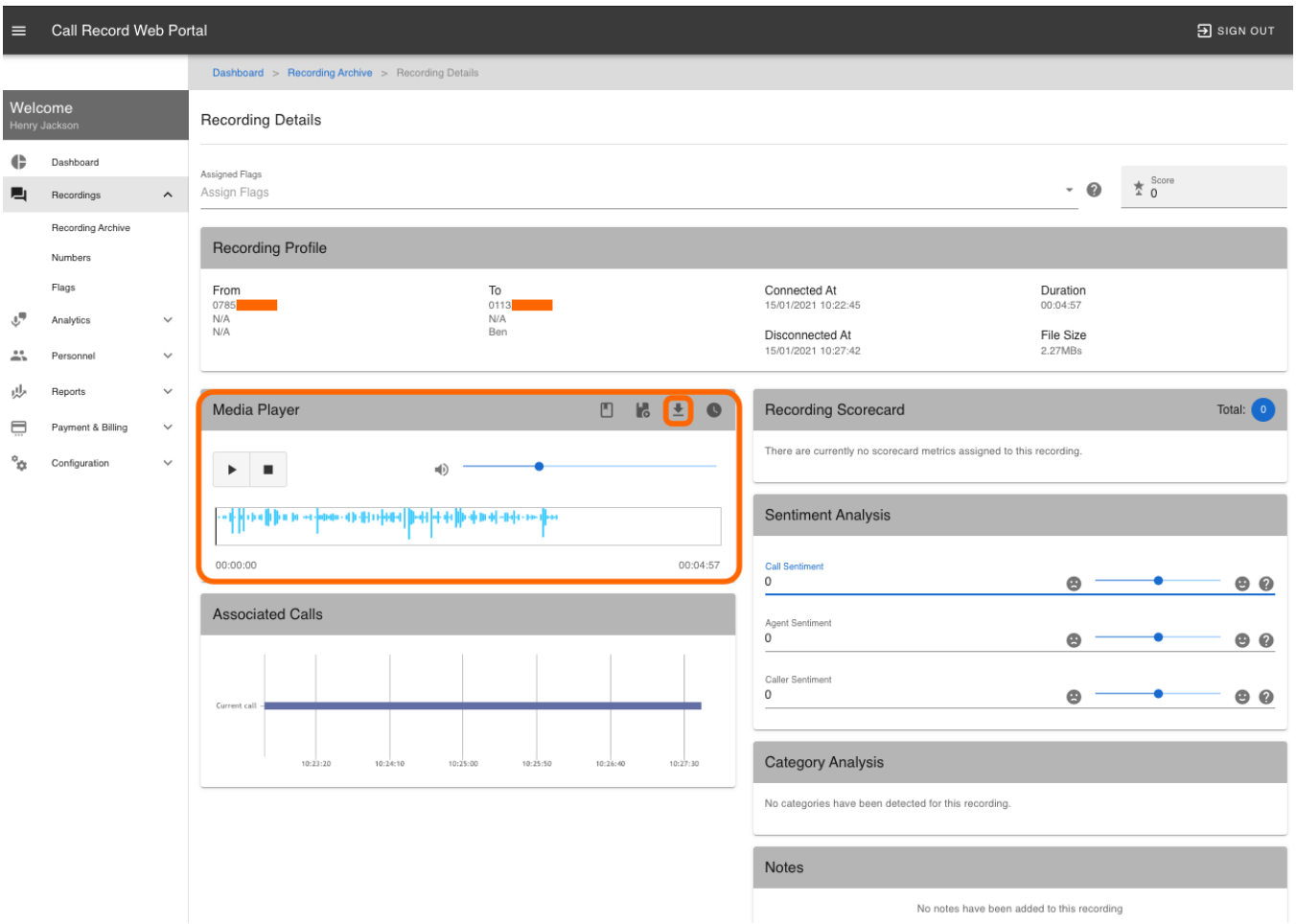


The **Recording Profile** shows the **From** and **To** numbers, the date and time the call **Connected At** and **Disconnected At, Duration** of the call and **File Size.**

The **Media Player** will allow you to play the recording through your web browser.

Download a Recording

To download and save a recording to your computer. From the Recording Details page click on the download icon within the **Media Player.**

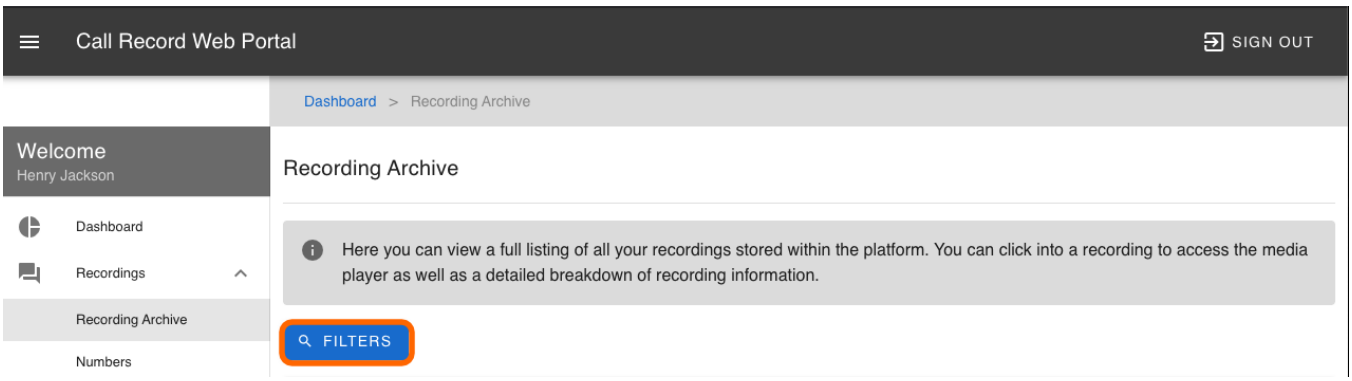


The recording will now be downloaded to your computer, depending on web browser and operating system you may be prompted to choose a location to save the file.

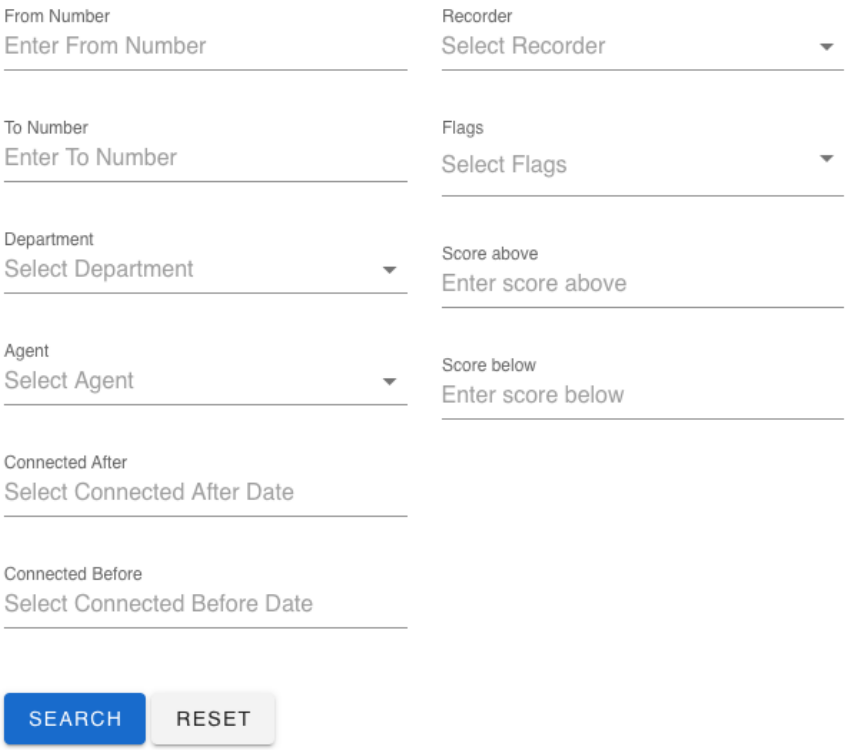
The recording will saved as an MP3 file and the file name will include the date, time, from and to numbers.

Find a Recording

On the **Recording Archive** page you also have the ability to filter the recording in order to narrow down a search. To do this click on **Filters.**

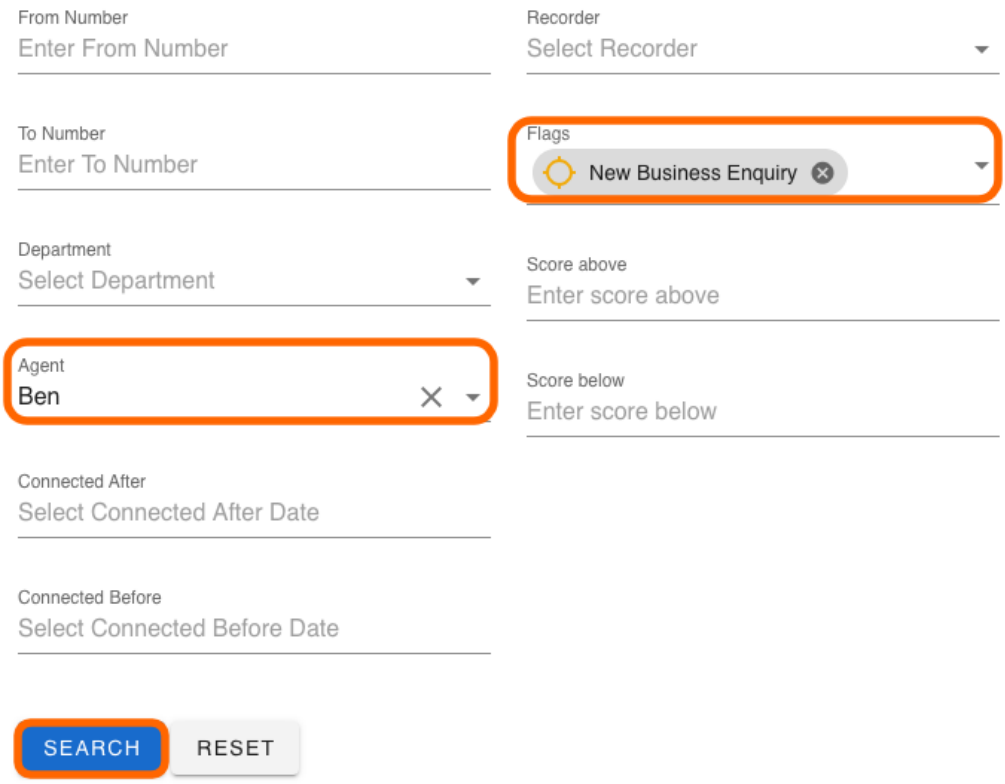


On the Filters window you can filter the Recording Archive page by searching any combination of the following:

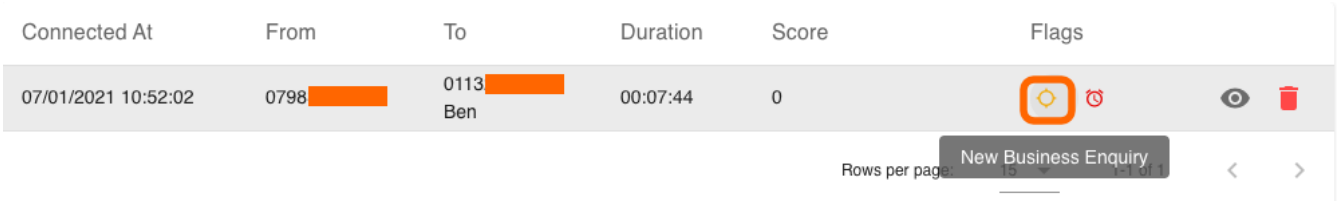


- **From Number:** A phone number that has called in
- **To Number:** A phone number that you have called
- **Department:** If configured you can filter calls by **Department**
- **Agent:** If configured you can filter calls by **Agent**
- **Connected After / Connectected Before:** Enter date range to filter on
- **Flags:** If configured you can filter calls by **Flags**
- **Score Above / Score Below:** This is part of Analytics that will be available in a future update.
- **Recorder:** Leave blank unless using the external recorder.

In the example below we are using this to filter on calls made from **Agent** Ben that have been flagged as **New Business Enquiry.** When you have set the filters click on **Search.** You can Reset the filters by clicking on **Reset.**



If this example this has returned one call relating to the **Agent** Ben and **Flag** as New Business Enquiry.

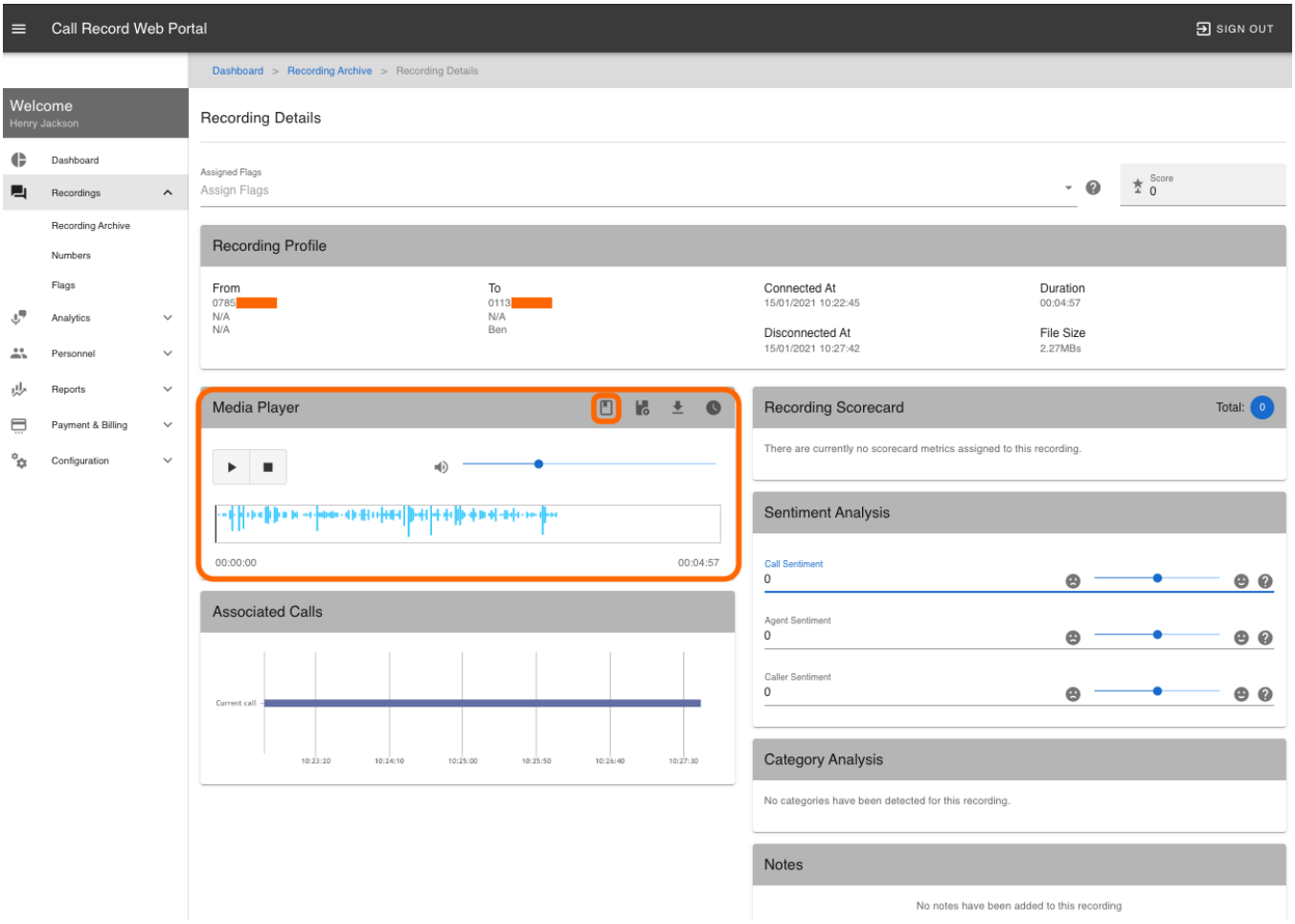


Please remember to **Reset** the filters when you have finished.

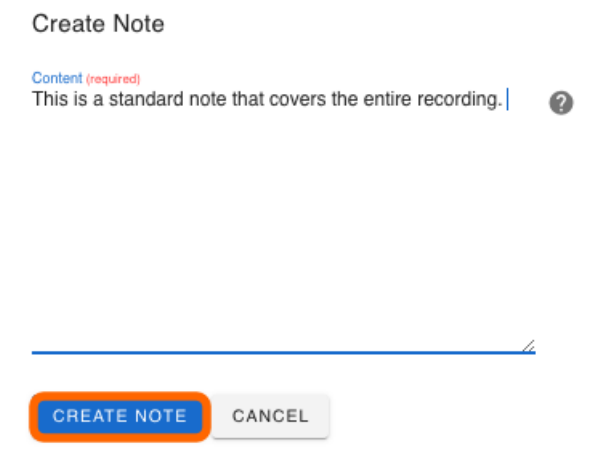
Adding Notes

You can add Notes to any recording. There are two types of notes, first is a **Note** that covers the whole recording, the second is a **Timestamp Note** which can be placed at a set time within a recording.

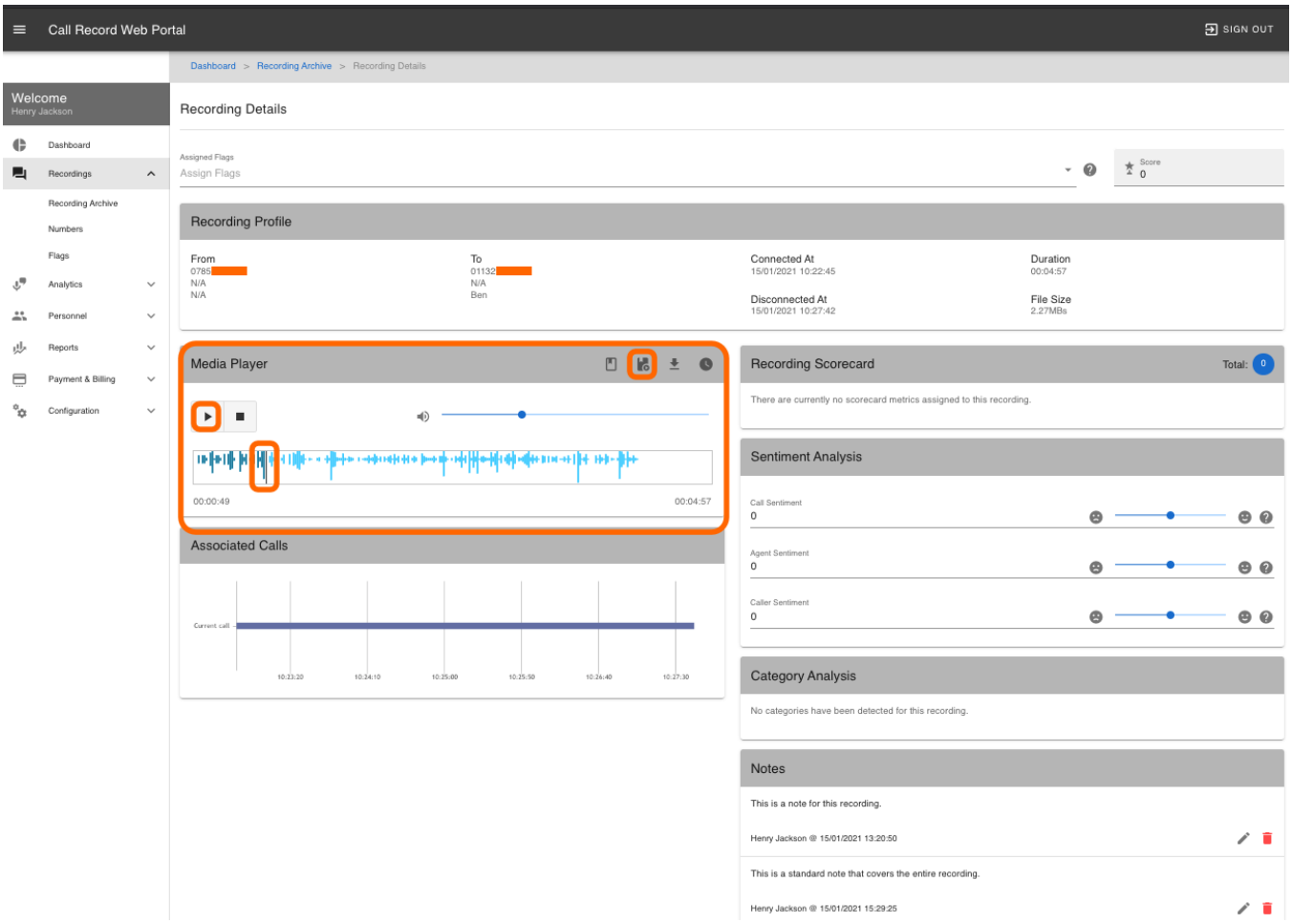
To create a Note find and view the recording, on the **Recording Details** page click on the **Create Note** icon within the **Media Player.**



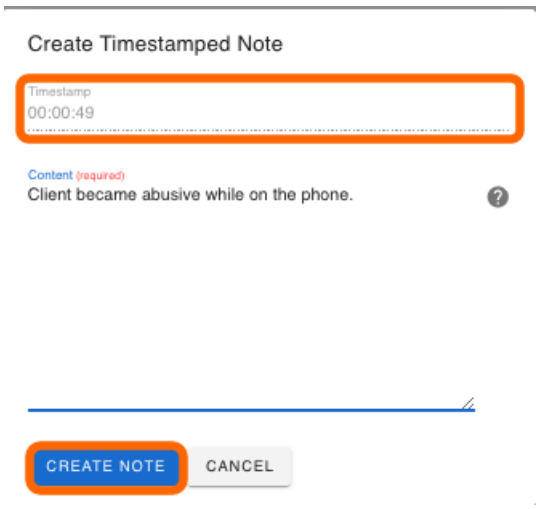
The **Create Note** box will appear, you can enter comments about the call. Click on **Create Note.**



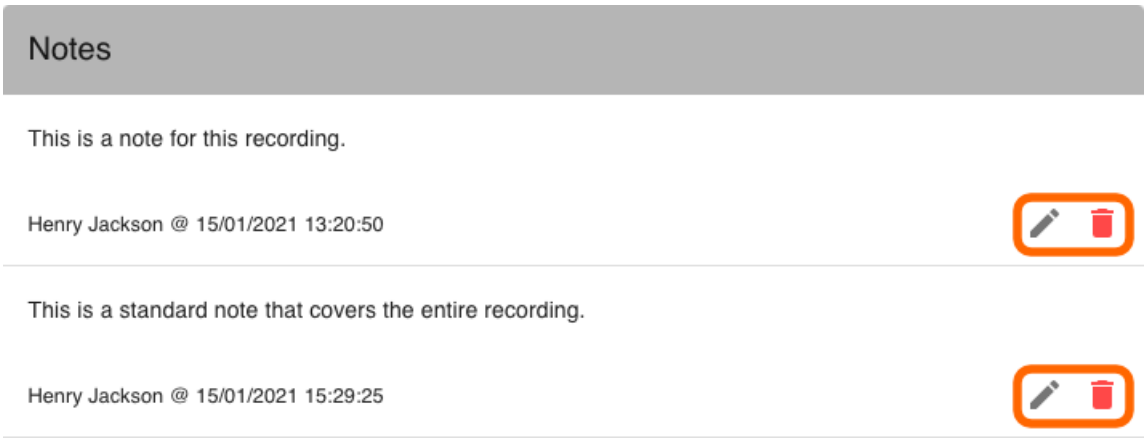
To create a **Timestamp Note**, using the **Media Player** click on the **Play/Pause** button to play the recording click on the **Play/Pause** where you want the note to be placed this will now pause the recording. Click on the **Create Timpstamp Note** icon.



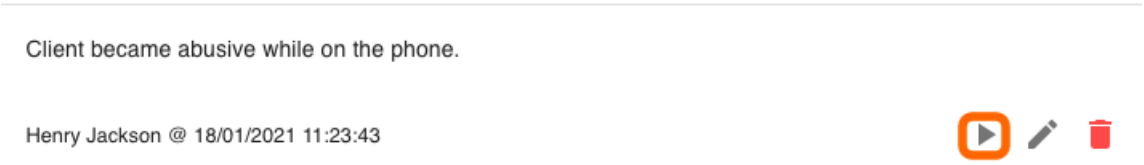
The **Create Timestamp Note** box will appear, this will include the timestamp of where the recording was paused. Enter your comments and click on **Create Note**.



You can view and edit all notes for a recording on the**Recording Details**, this is located to the lower right. From here you can **Edit**, **Delete** the note.

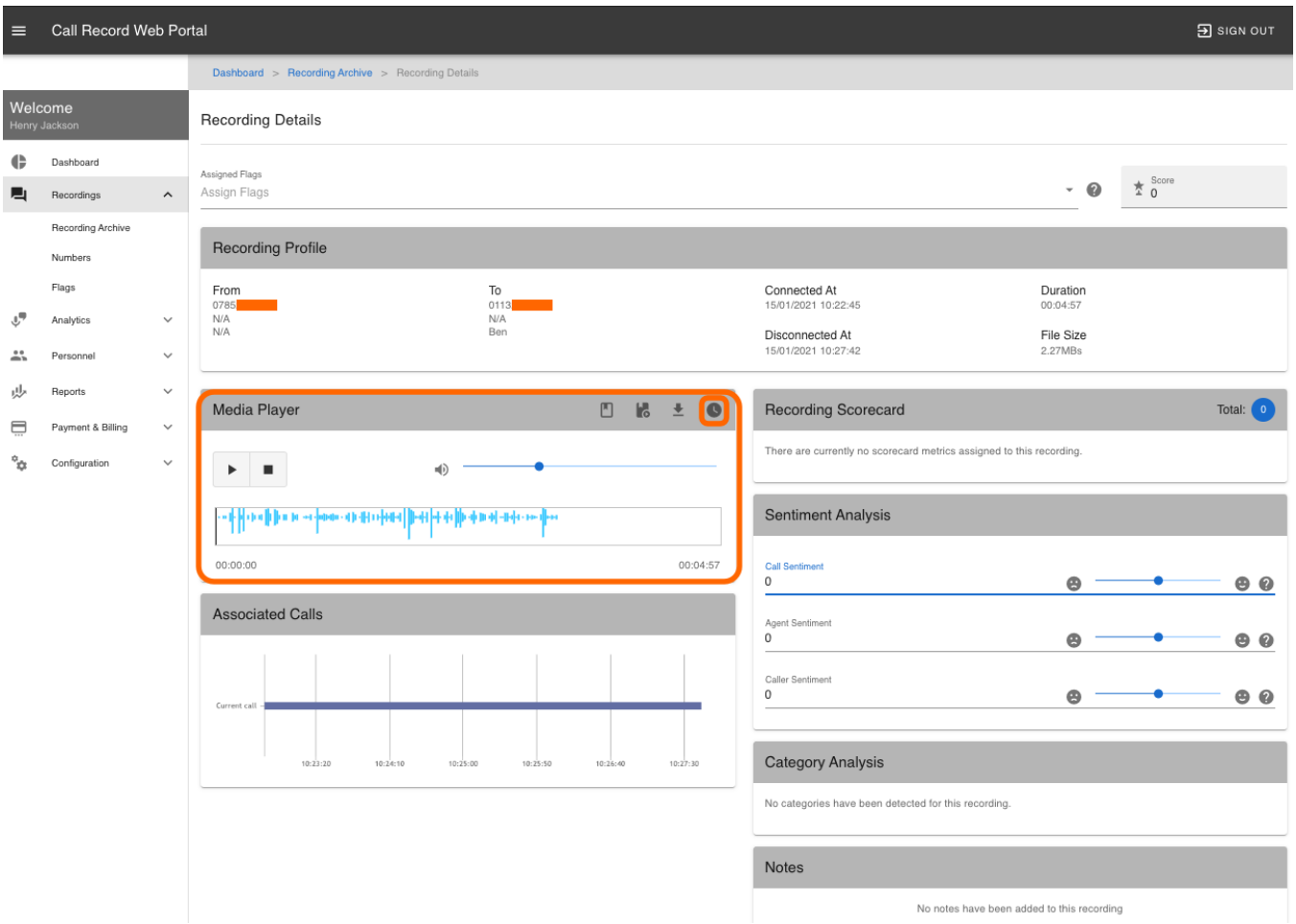


With a **Timestamp Note** you also have the option to **Play** the recording from the point where the Timestamp Note was created.

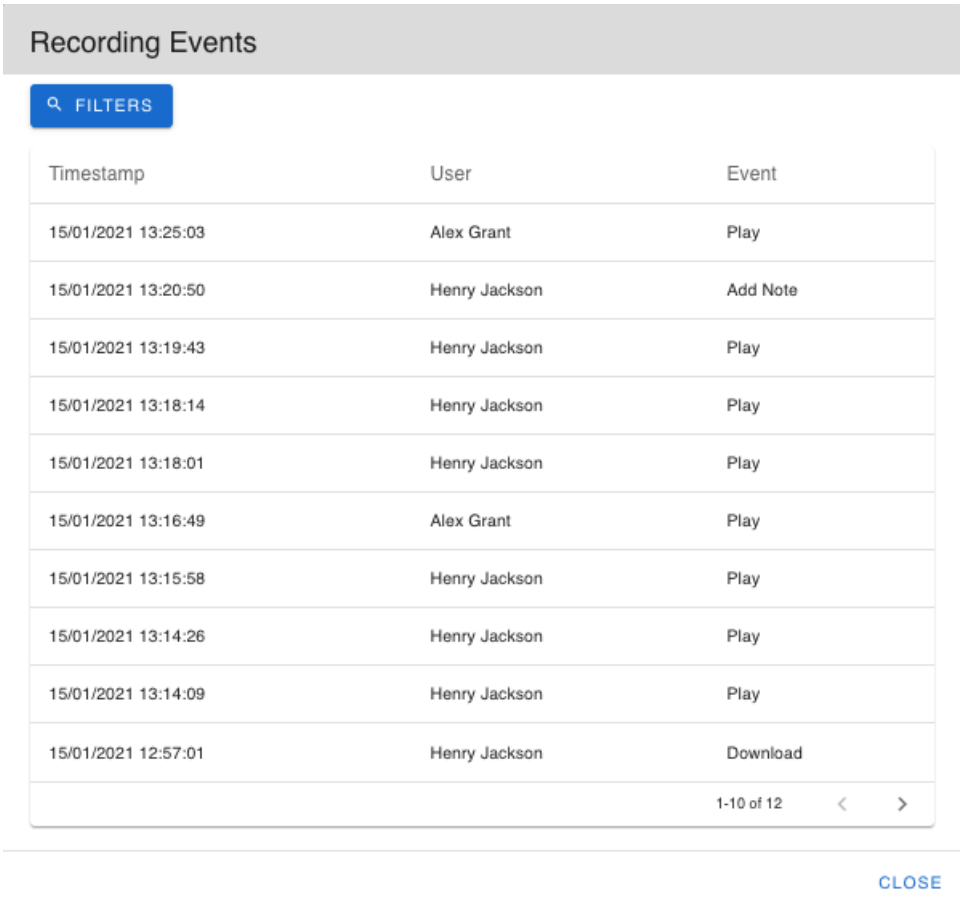


View Event History

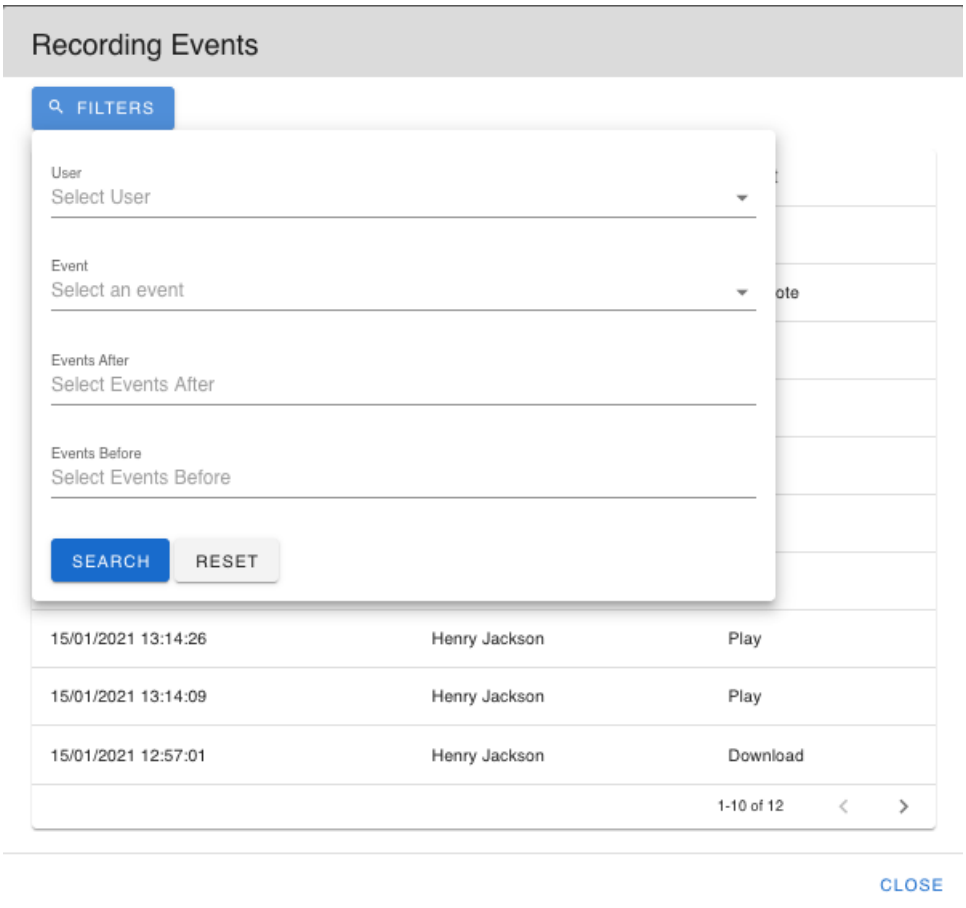
The **View Event History** will show all the event relating to a recording. Go into view a recording and click on the **View Event History** within the **Media Player**.



A new popup window will appear listing the Timestamp, User and the Event.



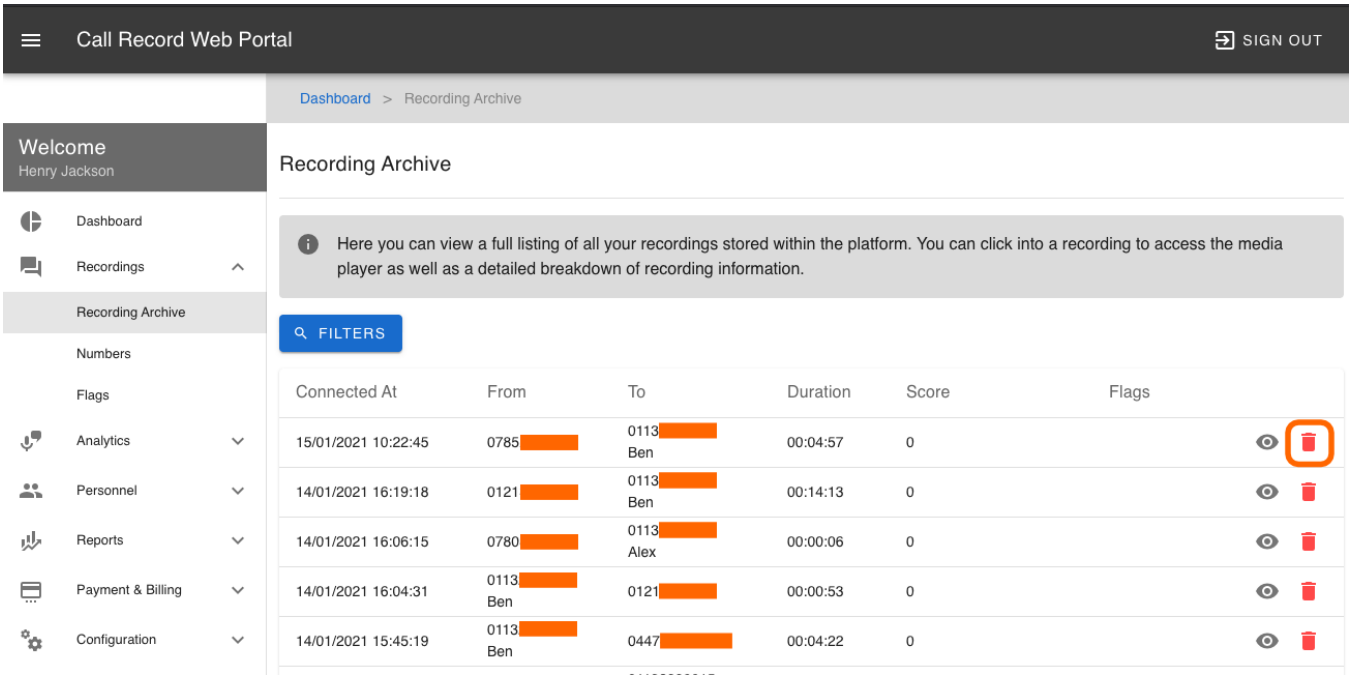
You can use the **Filters** to search on events by User, Event and/or before/after a certain date.



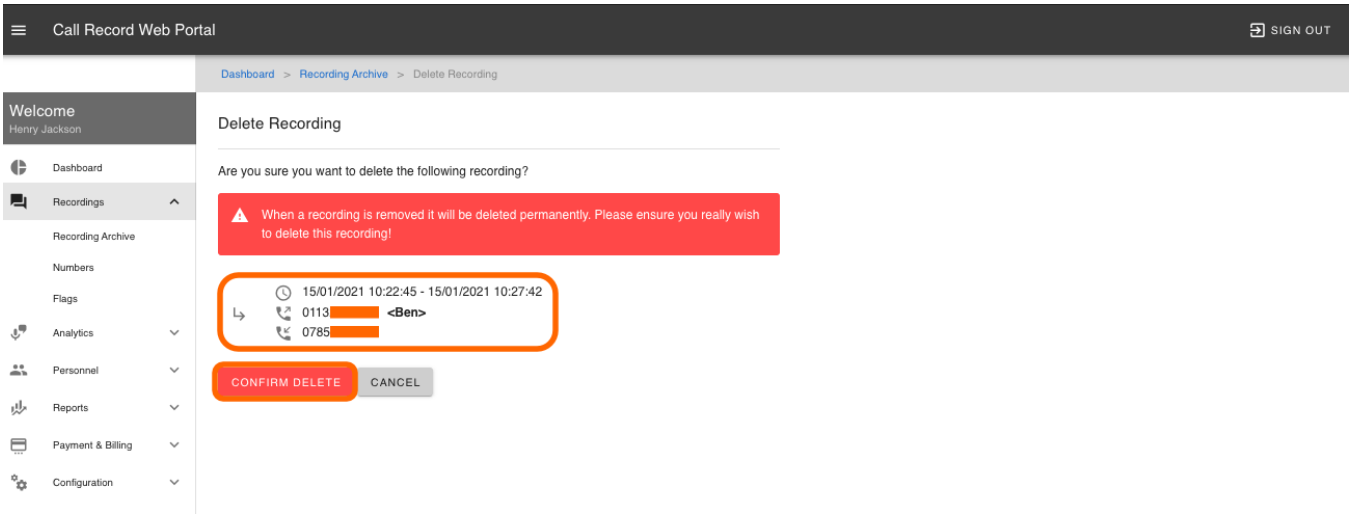
Delete a Recording

INFO: PLEASE NOTE ONCE A RECORDING HAS BEEN DELETED IT CAN NOT BE RETRIEVED.

From the **Recording Archive** page click on the **Delete Recording** icon.



You will now prompted to confirm that this is the recording that you wish to delete. Click on **CONFIRM DELETE**



The recording has now been deleted.