

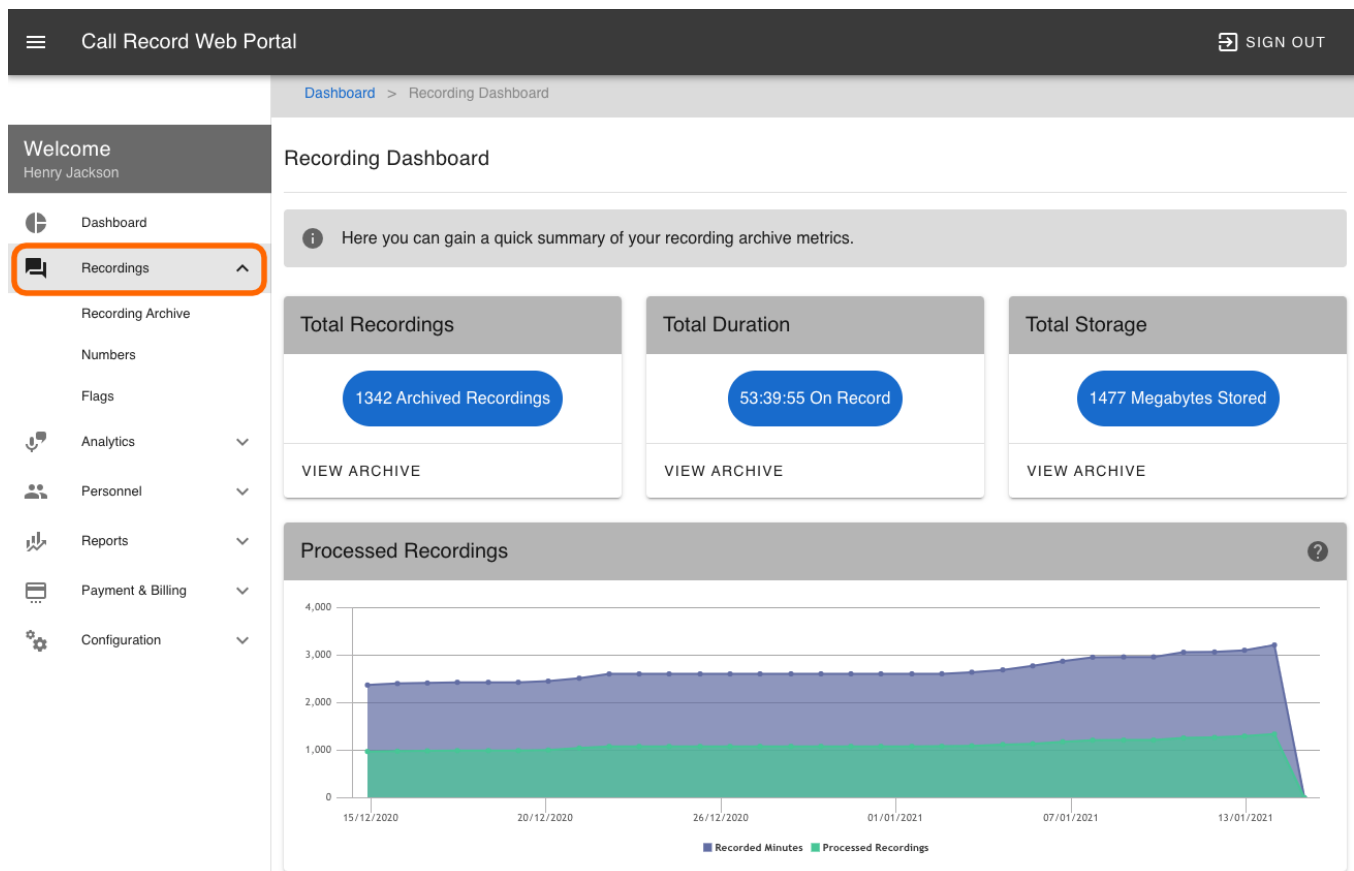
# Recordings

How to view and manage your recordings.

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# 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.

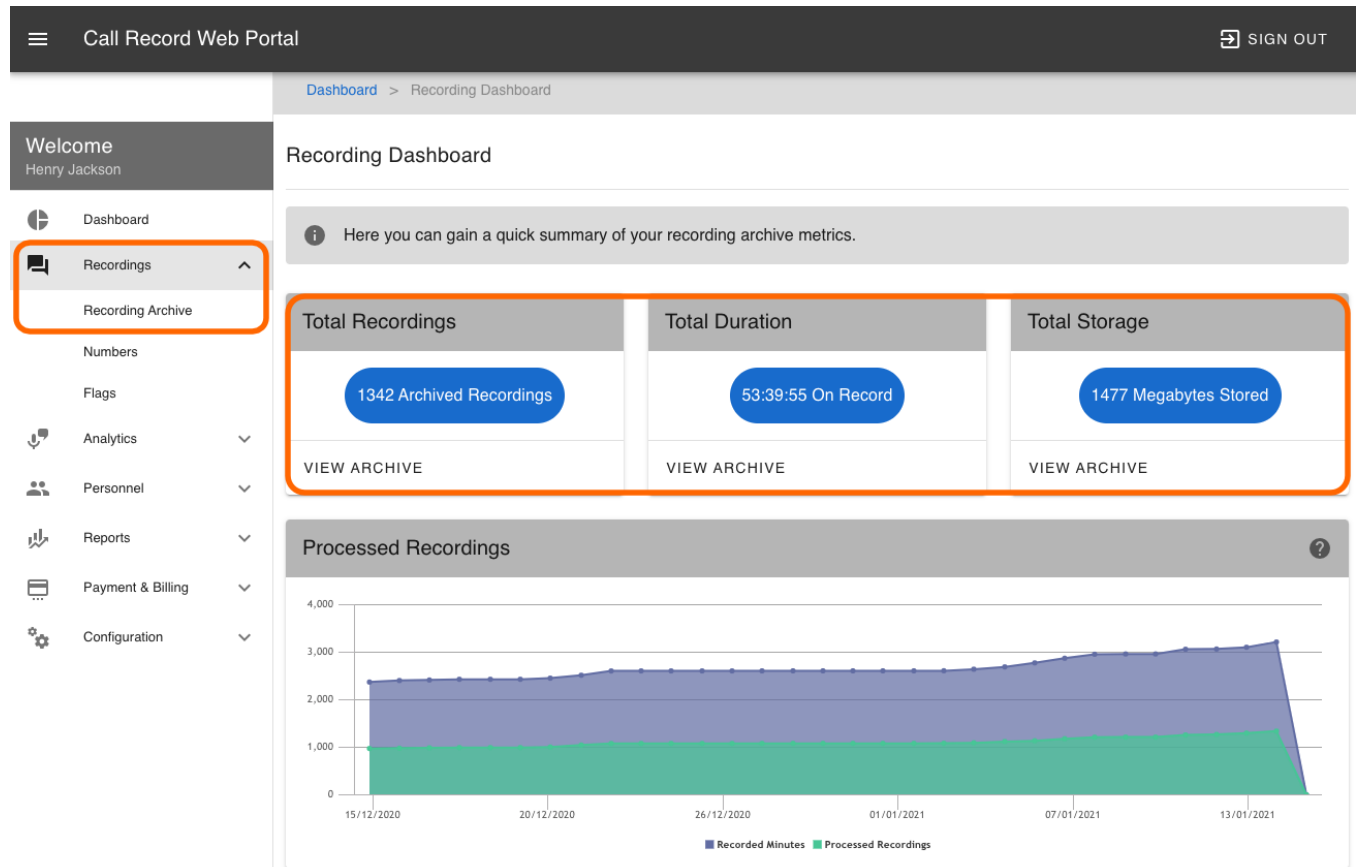


**INFO:** The Pod Call Record Storage space is currently unlimited. Please contact your Service Provider for further information.

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 screenshot shows the 'Recording Archive' page. It features a table of recordings with columns: Connected At, From, To, Duration, Score, and Flags. The first row is highlighted, and the 'View' icon (an eye) is circled in orange. A 'FILTERS' button is located above the table.

Connected At	From	To	Duration	Score	Flags
15/01/2021 10:22:45	0785 [redacted]	0113 Ben	00:04:57	0	 
14/01/2021 16:19:18	0121 [redacted]	0113 Ben	00:14:13	0	 
14/01/2021 16:06:15	0780 [redacted]	0113 Alex	00:00:06	0	 
14/01/2021 16:04:31	0113 Ben	0121 [redacted]	00:00:53	0	 
14/01/2021 15:45:19	0113 Ben	0447 [redacted]	00:04:22	0	 

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

Call Record Web Portal SIGN OUT

Dashboard > Recording Archive > Recording Details

Welcome  
Henry Jackson

Dashboard

Recordings

Recording Archive

Numbers

Flags

Analytics

Personnel

Reports

Payment & Billing

Configuration

### Recording Details

Assigned Flags  
Assign Flags

Score  
0

#### Recording Profile

From 0785 N/A N/A	To 0113 N/A Ben	Connected At 15/01/2021 10:22:45	Duration 00:04:57
		Disconnected At 15/01/2021 10:27:42	File Size 2.27MBs

#### Media Player

00:00:00 00:04:57

#### Associated Calls

Current call

10:23:30 10:24:10 10:25:00 10:25:50 10:26:40 10:27:30

#### Recording Scorecard

Total: 0

There are currently no scorecard metrics assigned to this recording.

#### Sentiment Analysis

Call Sentiment  
0

Agent Sentiment  
0

Caller Sentiment  
0

#### Category Analysis

No categories have been detected for this recording.

#### Notes

No notes have been added to this 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**.

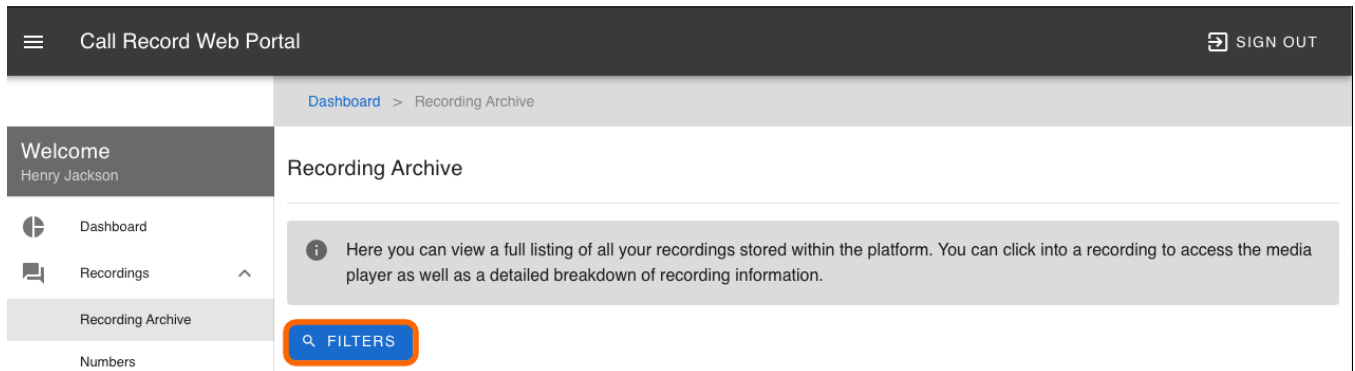
The screenshot displays the 'Call Record Web Portal' interface. The top navigation bar includes a 'SIGN OUT' button. The left sidebar shows a 'Welcome' message for Henry Jackson and a list of navigation options: Dashboard, Recordings, Recording Archive, Numbers, Flags, Analytics, Personnel, Reports, Payment & Billing, and Configuration. The main content area is titled 'Recording Details' and shows the 'Assigned Flags' section. Below this is the 'Recording Profile' section, which includes fields for 'From' (0785 N/A), 'To' (0113 N/A Ben), 'Connected At' (15/01/2021 10:22:45), 'Duration' (00:04:57), 'Disconnected At' (15/01/2021 10:27:42), and 'File Size' (2.27MBs). The 'Media Player' section is highlighted with an orange box and contains a play button, a volume slider, and a waveform. The download icon is circled in red. Below the media player is the 'Associated Calls' section, which shows a timeline of calls. To the right of the media player are sections for 'Recording Scorecard', 'Sentiment Analysis', 'Category Analysis', and 'Notes'. The 'Recording Scorecard' section shows a total score of 0. The 'Sentiment Analysis' section shows sentiment scores for Call, Agent, and Caller. The 'Category Analysis' section shows no categories detected. The 'Notes' section shows no notes added.

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 be 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 Enter From Number	Recorder Select Recorder
To Number Enter To Number	Flags Select Flags
Department Select Department	Score above Enter score above
Agent Select Agent	Score below Enter score below
Connected After Select Connected After Date	
Connected Before Select Connected Before Date	
<div>SEARCH</div> <div>RESET</div>	

- **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 / Connected 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**.

From Number Enter From Number	Recorder Select Recorder
To Number Enter To Number	Flags New Business Enquiry
Department Select Department	Score above Enter score above
Agent Ben	Score below Enter score below
Connected After Select Connected After Date	
Connected Before Select Connected Before Date	
<div> <div>SEARCH</div> <div>RESET</div> </div>	

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

Connected At	From	To	Duration	Score	Flags
07/01/2021 10:52:02	0798 [REDACTED]	0113 [REDACTED] Ben	00:07:44	0	<div> <div>New Business Enquiry</div> <div></div> <div></div> <div></div> </div>

Rows per page: 10 20 50 100

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 screenshot shows the 'Call Record Web Portal' interface. The left sidebar contains navigation links: Dashboard, Recordings, Recording Archive, Numbers, Flags, Analytics, Personnel, Reports, Payment & Billing, and Configuration. The main content area is titled 'Recording Details' and includes a 'Recording Profile' section with fields for From, To, Connected At, Disconnected At, Duration, and File Size. Below this is the 'Media Player' section, which is highlighted with an orange box. The Media Player contains a play/pause button, a volume slider, and a waveform. A 'Create Note' icon (a notepad) is circled in orange in the top right corner of the Media Player. To the right of the Media Player is the 'Recording Scorecard' section, which shows 'Total: 0' and 'There are currently no scorecard metrics assigned to this recording.' Below the scorecard is the 'Sentiment Analysis' section, which shows 'Call Sentiment', 'Agent Sentiment', and 'Caller Sentiment' all at 0. Below that is the 'Category Analysis' section, which shows 'No categories have been detected for this recording.' At the bottom of the page is the 'Notes' section, which shows 'No notes have been added to this recording.'

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

## Create Note

Content (required)  
This is a standard note that covers the entire recording. | ?

**CREATE NOTE** CANCEL

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 Timestamp Note** icon.



Call Record Web Portal

SIGN OUT

Dashboard > Recording Archive > Recording Details

Welcome  
Henry Jackson

Dashboard

Recordings

Recording Archive

Numbers

Flags

Analytics

Personnel

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Payment & Billing

Configuration

Recording Details

Assigned Flags

Assign Flags

Score  
0

Recording Profile

From  
0785  
N/A

To  
01132  
N/A  
Ben

Connected At  
15/01/2021 10:22:45

Duration  
00:04:57

Disconnected At  
15/01/2021 10:27:42

File Size  
2.27MBs

Media Player

00:00:49

00:04:57

Associated Calls

Current call

10:23:30

10:24:10

10:25:00

10:25:50

10:26:40

10:27:30

Recording Scorecard

Total: 0

There are currently no scorecard metrics assigned to this recording.

Sentiment Analysis

Call Sentiment  
0

Agent Sentiment  
0

Caller Sentiment  
0

Category Analysis

No categories have been detected for this recording.

Notes

This is a note for this recording.

Henry Jackson @ 15/01/2021 13:20:50

This is a standard note that covers the entire recording.

Henry Jackson @ 15/01/2021 15:29:25

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**.

Create Timestamped Note

Timestamp  
00:00:49

Content (required)

Client became abusive while on the phone.

CREATE NOTE

CANCEL

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.

## Notes

This is a note for this recording.

Henry Jackson @ 15/01/2021 13:20:50



This is a standard note that covers the entire recording.

Henry Jackson @ 15/01/2021 15:29:25



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

Client became abusive while on the phone.

Henry Jackson @ 18/01/2021 11:23:43



# 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**.

The screenshot displays the 'Call Record Web Portal' interface. The left sidebar contains navigation links: Dashboard, Recordings (selected), Recording Archive, Numbers, Flags, Analytics, Personnel, Reports, Payment & Billing, and Configuration. The main content area is titled 'Recording Details' and includes a breadcrumb trail: Dashboard > Recording Archive > Recording Details. Below the breadcrumb, there's a section for 'Assigned Flags' with an 'Assign Flags' button and a 'Score' of 0. The 'Recording Profile' section shows call details: From (0785 N/A), To (0113 N/A Ben), Connected At (15/01/2021 10:22:45), Disconnected At (15/01/2021 10:27:42), Duration (00:04:57), and File Size (2.27MBs). The 'Media Player' section is highlighted with an orange box and contains a play button, a volume slider, a waveform, and a timeline from 00:00:00 to 00:04:57. A clock icon in the top right of the media player is circled in orange. Below the media player is the 'Associated Calls' section with a timeline from 10:23:20 to 10:27:30. The right sidebar contains sections for 'Recording Scorecard' (Total: 0), 'Sentiment Analysis' (Call, Agent, and Caller sentiment sliders), 'Category Analysis' (No categories detected), and 'Notes' (No notes added).

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

## Recording Events

 FILTERS

Timestamp	User	Event
15/01/2021 13:25:03	Alex Grant	Play
15/01/2021 13:20:50	Henry Jackson	Add Note
15/01/2021 13:19:43	Henry Jackson	Play
15/01/2021 13:18:14	Henry Jackson	Play
15/01/2021 13:18:01	Henry Jackson	Play
15/01/2021 13:16:49	Alex Grant	Play
15/01/2021 13:15:58	Henry Jackson	Play
15/01/2021 13:14:26	Henry Jackson	Play
15/01/2021 13:14:09	Henry Jackson	Play
15/01/2021 12:57:01	Henry Jackson	Download
		1-10 of 12 < >

CLOSE

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

## Recording Events

 FILTERS

User  
Select User

Event  
Select an event

Events After  
Select Events After

Events Before  
Select Events Before

SEARCH RESET

15/01/2021 13:14:26	Henry Jackson	Play
15/01/2021 13:14:09	Henry Jackson	Play
15/01/2021 12:57:01	Henry Jackson	Download
		1-10 of 12 < >

CLOSE

# 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.

Call Record Web Portal

SIGN OUT

Dashboard > Recording Archive

Welcome  
Henry Jackson

Dashboard

Recordings

Recording Archive

Numbers

Flags

Analytics

Personnel

Reports

Payment & Billing

Configuration

Recording Archive

Here you can view a full listing of all your recordings stored within the platform. You can click into a recording to access the media player as well as a detailed breakdown of recording information.

FILTERS

Connected At	From	To	Duration	Score	Flags
15/01/2021 10:22:45	0785	0113 Ben	00:04:57	0	
14/01/2021 16:19:18	0121	0113 Ben	00:14:13	0	
14/01/2021 16:06:15	0780	0113 Alex	00:00:06	0	
14/01/2021 16:04:31	0113 Ben	0121	00:00:53	0	
14/01/2021 15:45:19	0113 Ben	0447	00:04:22	0	

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

Call Record Web Portal

SIGN OUT

Dashboard > Recording Archive > Delete Recording

Welcome  
Henry Jackson

Dashboard

Recordings

Recording Archive

Numbers

Flags

Analytics

Personnel

Reports

Payment & Billing

Configuration

Delete Recording

Are you sure you want to delete the following recording?

When a recording is removed it will be deleted permanently. Please ensure you really wish to delete this recording!

15/01/2021 10:22:45 - 15/01/2021 10:27:42

0113 <Ben>

0785

CONFIRM DELETE

CANCEL

The recording has now been deleted.