

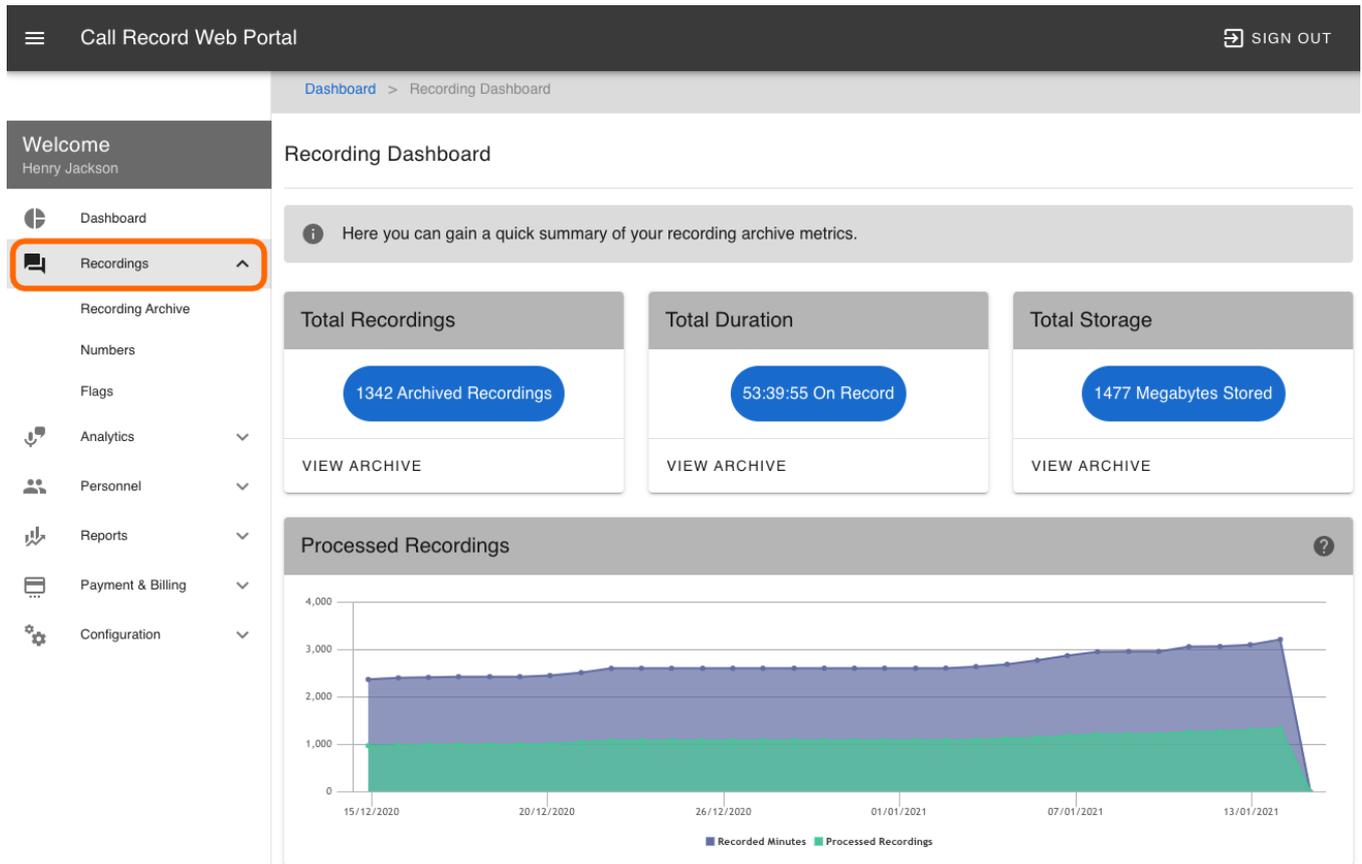
# Recordings

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.

Call Record Web Portal SIGN OUT

Dashboard > Recording Dashboard

### Recording Dashboard

Here you can gain a quick summary of your recording archive metrics.

| Total Recordings             | Total Duration               | Total Storage                |
|------------------------------|------------------------------|------------------------------|
| 1342 Archived Recordings     | 53:39:55 On Record           | 1477 Megabytes Stored        |
| <a href="#">VIEW ARCHIVE</a> | <a href="#">VIEW ARCHIVE</a> | <a href="#">VIEW ARCHIVE</a> |

### Processed Recordings

4,000  
3,000  
2,000  
1,000  
0

15/12/2020 20/12/2020 26/12/2020 01/01/2021 07/01/2021 13/01/2021

Recorded Minutes Processed Recordings

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

Call Record Web Portal SIGN OUT

Dashboard > Recording Archive

### 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     | <a href="#">View Recording</a> |
| 14/01/2021 16:19:18 | 0121     | 0113 Ben  | 00:14:13 | 0     | <a href="#">View Recording</a> |
| 14/01/2021 16:06:15 | 0780     | 0113 Alex | 00:00:06 | 0     | <a href="#">View Recording</a> |
| 14/01/2021 16:04:31 | 0113 Ben | 0121      | 00:00:53 | 0     | <a href="#">View Recording</a> |
| 14/01/2021 15:45:19 | 0113 Ben | 0447      | 00:04:22 | 0     | <a href="#">View Recording</a> |

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

Recording Details

Assigned Flags  
Assign Flags Score 0

**Recording Profile**

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

**Media Player**

00:00:00 00:04:57

**Associated Calls**

10:22:30 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 menu icon, the text 'Call Record Web Portal', and a 'SIGN OUT' button. The breadcrumb trail shows 'Dashboard > Recording Archive > Recording Details'. The left sidebar contains a 'Welcome' message for Henry Jackson and a navigation menu with items like Dashboard, Recordings, Recording Archive, Numbers, Flags, Analytics, Personnel, Reports, Payment & Billing, and Configuration. The main content area is titled 'Recording Details' and includes an 'Assigned Flags' section with an 'Assign Flags' button and a 'Score' of 0. Below this is the 'Recording Profile' section, which contains a table with the following data:

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

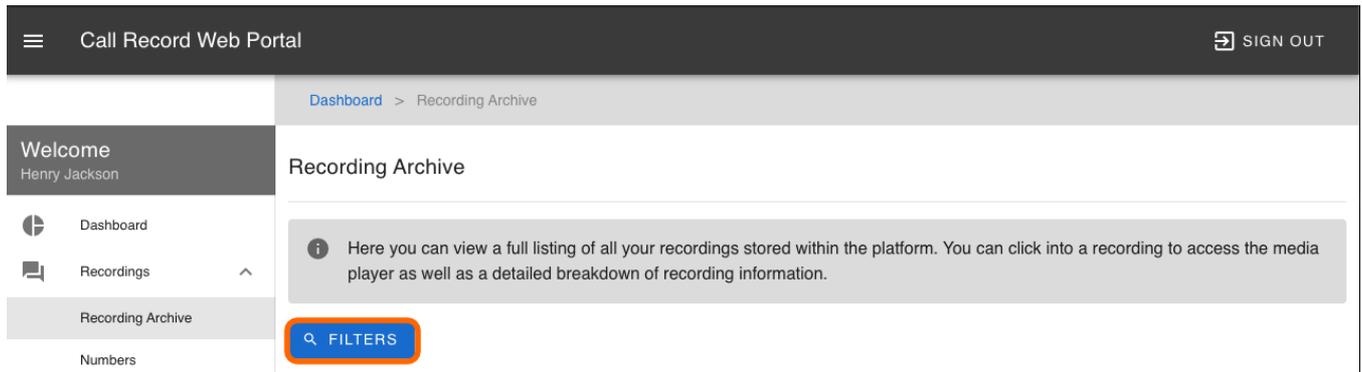
The 'Media Player' section is highlighted with an orange border and contains a play button, a volume slider, and a waveform visualization. The download icon in the top right of the media player is circled in red. Below the media player is the 'Associated Calls' section, which shows a timeline for the current call from 10:23:20 to 10:27:30. To the right of the media player are three sections: 'Recording Scorecard' (Total: 0), 'Sentiment Analysis' (Call, Agent, and Caller Sentiment all at 0), and 'Category Analysis' (No categories detected). The 'Notes' section at the bottom indicates that no notes have been added to this recording.

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<br>Enter From Number<br>_____                 | Recorder<br>Select Recorder<br>_____ ▼    |
| To Number<br>Enter To Number<br>_____                     | Flags<br>Select Flags<br>_____ ▼          |
| Department<br>Select Department<br>_____ ▼                | Score above<br>Enter score above<br>_____ |
| Agent<br>Select Agent<br>_____ ▼                          | Score below<br>Enter score below<br>_____ |
| Connected After<br>Select Connected After Date<br>_____   |   |
| Connected Before<br>Select Connected Before Date<br>_____ |   |
| <b>SEARCH</b> <b>RESET</b>                                |   |

- **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

SEARCH RESET

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]<br>Ben | 00:07:44 | 0     | New Business Enquiry |

Rows per page: [dropdown] < >

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 top navigation bar includes 'Call Record Web Portal' and a 'SIGN OUT' button. The breadcrumb trail is 'Dashboard > Recording Archive > Recording Details'. The left sidebar contains a navigation menu with items like 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 a 'Media Player' section, which is highlighted with an orange border. The Media Player contains a play/pause button, a volume slider, and a waveform visualization. A 'Create Note' icon (a document with a plus sign) is circled in orange in the top right corner of the Media Player. To the right of the Media Player are sections for 'Recording Scorecard', 'Sentiment Analysis', 'Category Analysis', and 'Notes'. The 'Notes' section at the bottom indicates '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

Dashboard > Recording Archive > Recording Details

Welcome Henry Jackson

Recording Details

Assigned Flags  
Assign Flags

Score 0

Recording Profile

|                            |                           |  |                      |
|----------------------------|---------------------------|--|----------------------|
| From<br>0785<br>N/A<br>N/A | To<br>01132<br>N/A<br>Ben | Connected At<br>15/01/2021 10:22:45    | Duration<br>00:04:57 |
|                            |                           | Disconnected At<br>15/01/2021 10:27:42 | File Size<br>2.27MBs |

Media Player

00:00:49 00:04:57

Associated Calls

Current call

Recording Scorecard

Total: 0

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 top navigation bar includes a menu icon, the text 'Call Record Web Portal', and a 'SIGN OUT' button. Below the navigation bar, the breadcrumb trail reads 'Dashboard > Recording Archive > Recording Details'. The main content area is titled 'Recording Details' and includes a 'Welcome Henry Jackson' message. A left sidebar contains navigation options: Dashboard, Recordings (selected), Recording Archive, Numbers, Flags, Analytics, Personnel, Reports, Payment & Billing, and Configuration. The 'Recording Details' section features an 'Assigned Flags' section with an 'Assign Flags' button and a 'Score' indicator showing '0'. Below this is the 'Recording Profile' section, which contains a table with the following data:

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

The 'Media Player' section is highlighted with an orange border and contains a play button, a volume slider, and a waveform visualization. The 'Recording Scorecard' section shows 'Total: 0' and a message: 'There are currently no scorecard metrics assigned to this recording.' The 'Sentiment Analysis' section displays three sentiment sliders for 'Call Sentiment', 'Agent Sentiment', and 'Caller Sentiment', all set to '0'. The 'Category Analysis' section shows 'No categories have been detected for this recording.' The 'Notes' section shows 'No notes have been added to this recording.' The 'Associated Calls' section features a timeline with a single bar labeled 'Current call' spanning from 10:23:20 to 10:27:30.

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

|                     |               |          |
|---------------------|---------------|----------|
| 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 < >

User  
Select User

Event  
Select an event

Events After  
Select Events After

Events Before  
Select Events Before

SEARCH RESET

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

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

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.