

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 a menu icon, 'Call Record Web Portal', and a 'SIGN OUT' button. The breadcrumb trail is 'Dashboard > Recording Archive > Recording Details'. The left sidebar contains a 'Welcome' message for Henry Jackson and a list of navigation items: 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 'Score' of 0. It features a 'Recording Profile' section with call details, a 'Media Player' section (highlighted with an orange box) containing a play button, a volume slider, and a waveform, and an 'Associated Calls' timeline. To the right of the media player are sections for 'Recording Scorecard', 'Sentiment Analysis' (with sliders for Call, Agent, and Caller sentiment), 'Category Analysis', and 'Notes'. The 'Create Note' icon in the media player is circled in orange.

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

Reports

Payment & Billing

Configuration

Recording Details

Assigned Flags

Assign Flags

Score 0

Recording Profile

From

0785

N/A

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

Play

Stop

Volume

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



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