

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 with a play button and a waveform, and an 'Associated Calls' timeline. To the right of the media player is a 'Recording Scorecard' and 'Sentiment Analysis' section. At the bottom right is a 'Notes' section.

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

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



🕒 Revision #3

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✎ Updated Thu, Feb 4, 2021 3:24 PM by [Admin](#)