

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 shows the 'Call Record Web Portal' interface. The top navigation bar includes a 'SIGN OUT' button. The left sidebar contains a 'Welcome' message for Henry Jackson and a list of navigation items: Dashboard, Recordings, 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 are sections for 'Assigned Flags', 'Recording Profile', 'Recording Scorecard', 'Sentiment Analysis', 'Category Analysis', and 'Notes'. The 'Recording Profile' section displays call details: From (0785), To (0113), 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, and a waveform. The 'Recording Scorecard' section shows a total score of 0. The 'Sentiment Analysis' section displays 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.

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