

# 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 shows the 'Assigned Flags' section with 'Assign Flags'. Below this is the 'Recording Profile' section, which 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 download icon is circled in orange. Below the media player is the 'Associated Calls' section, which shows a timeline of calls. The right sidebar contains the 'Recording Scorecard' section, which shows 'Total: 0' and a message 'There are currently no scorecard metrics assigned to this recording.' Below this is the 'Sentiment Analysis' section, which shows 'Call Sentiment', 'Agent Sentiment', and 'Caller Sentiment' all at 0. The 'Category Analysis' section shows 'No categories have been detected for this recording.' and the 'Notes' section shows '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.

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