

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 'Assign Flags' and a 'Score' of 0. The 'Recording Profile' section shows call details: From (0785, N/A, N/A), To (0113, N/A, Ben), 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 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 with a timeline. The right sidebar contains a 'Recording Scorecard' (Total: 0), 'Sentiment Analysis' (Call, Agent, and Caller Sentiment all at 0), 'Category Analysis' (No categories detected), and 'Notes' (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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