

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 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. The 'Recording Profile' section displays 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, highlighted with an orange box, shows a play button, a volume slider, and a waveform. The download icon is circled in orange. The 'Associated Calls' section shows a timeline with a 'Current call' bar. The 'Recording Scorecard' section shows 'Total: 0' and a message: 'There are currently no scorecard metrics assigned to this recording.' The 'Sentiment Analysis' section shows 'Call Sentiment', 'Agent Sentiment', and 'Caller Sentiment' all at 0. The 'Category Analysis' section shows 'No categories have been detected for this recording.' 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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