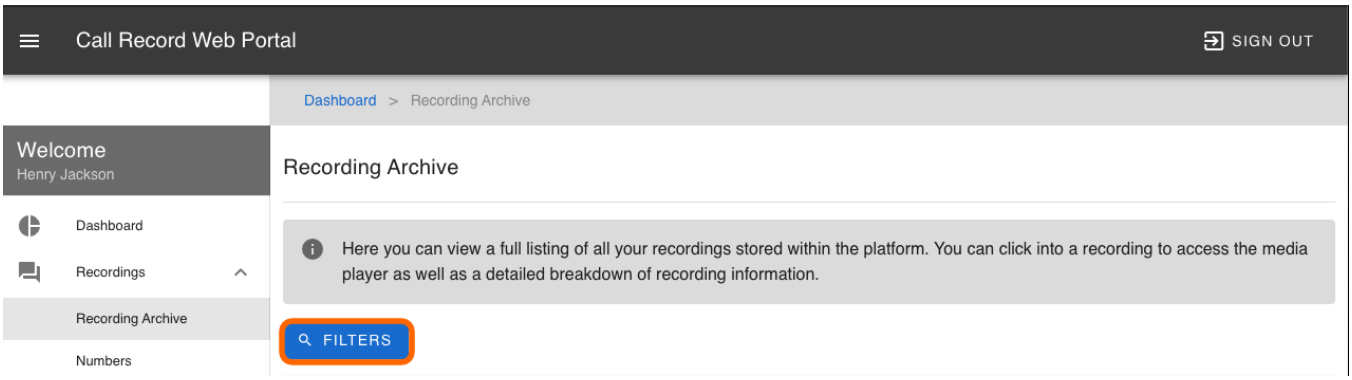
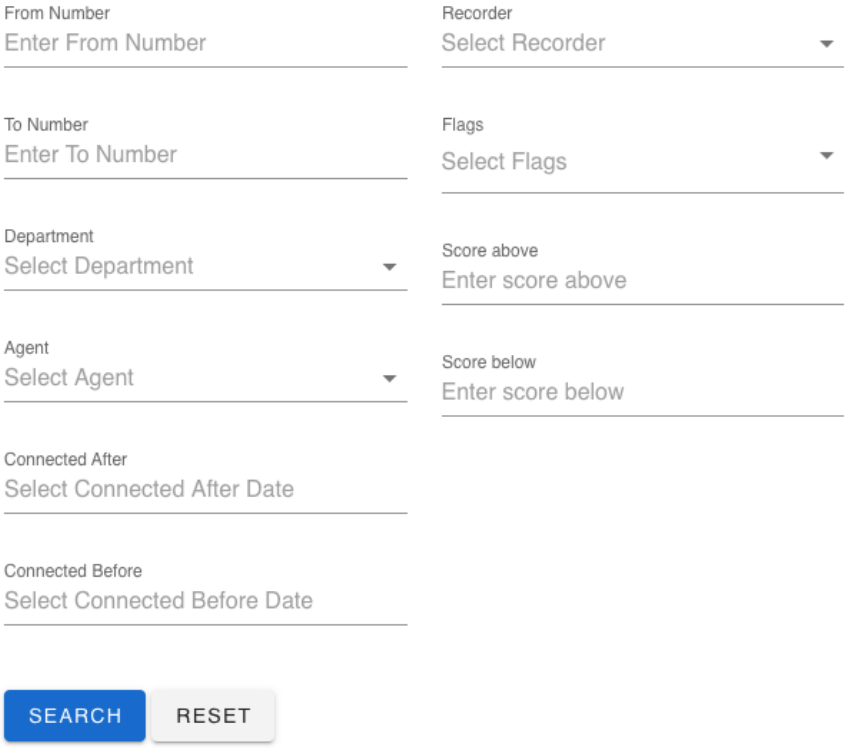
Find a Recording

On the **Recording Archive** page you also have the ability to filter the recording in order to narrow down a search. To do this click on **Filters.**

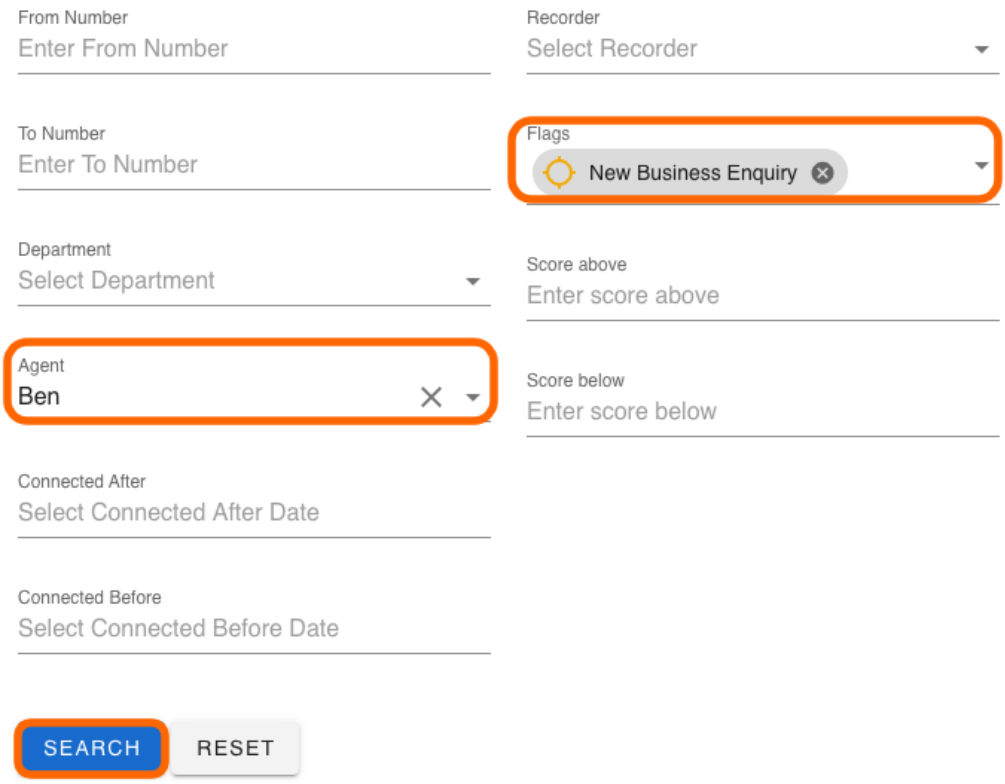


On the Filters window you can filter the Recording Archive page by searching any combination of the following:

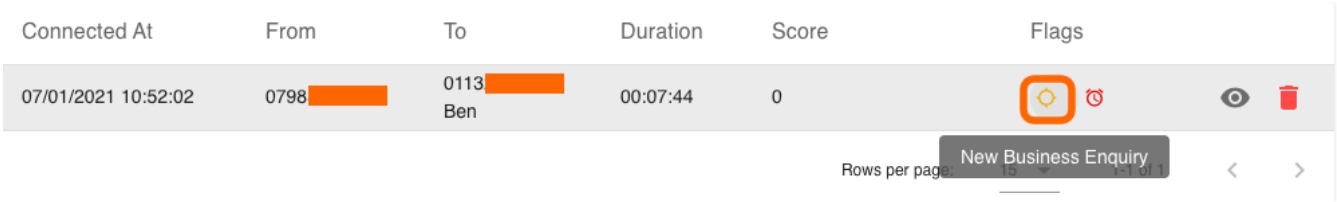


- **From Number:** A phone number that has called in
- **To Number:** A phone number that you have called
- **Department:** If configured you can filter calls by **Department**
- **Agent:** If configured you can filter calls by **Agent**
- **Connected After / Connectected Before:** Enter date range to filter on
- **Flags:** If configured you can filter calls by **Flags**
- **Score Above / Score Below:** This is part of Analytics that will be available in a future update.
- **Recorder:** Leave blank unless using the external recorder.

In the example below we are using this to filter on calls made from **Agent** Ben that have been flagged as **New Business Enquiry.** When you have set the filters click on **Search.** You can Reset the filters by clicking on **Reset.**



If this example this has returned one call relating to the **Agent** Ben and **Flag** as New Business Enquiry.



Please remember to **Reset** the filters when you have finished.

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★ Created Mon, Jan 18, 2021 11:36 AM by Admin
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