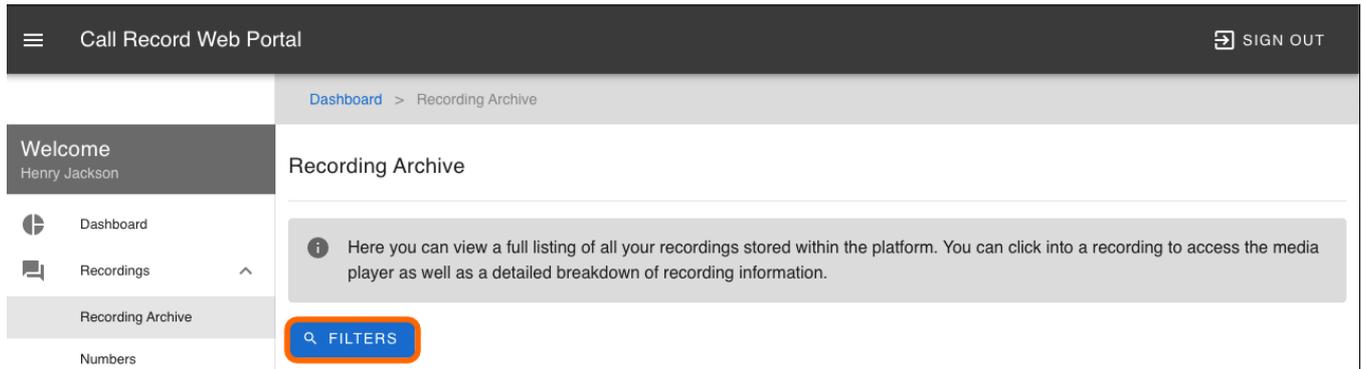


Find a Recording

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 Enter From Number _____	Recorder Select Recorder _____ ▼
To Number Enter To Number _____	Flags Select Flags _____ ▼
Department Select Department _____ ▼	Score above Enter score above _____
Agent Select Agent _____ ▼	Score below Enter score below _____
Connected After Select Connected After Date _____	
Connected Before Select Connected Before Date _____	
SEARCH RESET	

- **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 / Connected 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**.

From Number
Enter From Number

Recorder
Select Recorder

To Number
Enter To Number

Flags
New Business Enquiry

Department
Select Department

Score above
Enter score above

Agent
Ben

Score below
Enter score below

Connected After
Select Connected After Date

Connected Before
Select Connected Before Date

SEARCH RESET

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

Connected At	From	To	Duration	Score	Flags
07/01/2021 10:52:02	0798	0113 Ben	00:07:44	0	New Business Enquiry

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

- Revision #3
- ★ Created Mon, Jan 18, 2021 11:36 AM by Admin
- ✎ Updated Tue, Jan 19, 2021 10:50 AM by Admin