

Managing Numbers

You can view and manage any of you numbers that have Call Recording enabled. Click on **Recordings** then click on **Numbers**, this will display your numbers:

Call Record Web Portal

SIGN OUT

Dashboard > Number Management

Welcome
Henry Jackson

Dashboard

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Recording Archive

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Number Management

The recording enabled numbers allocated within the platform can be managed through this section. You can add new numbers to your recording list, update existing number configurations or permanently remove numbers from the platform.

FILTERS


Number	Name	Department	Agent	
0113	Alex Grant		Alex	<div>+ ADD NUMBER</div> <div><div></div><div></div><div></div></div>
0113	Marcus Child		Marcus	<div><div></div><div></div><div></div></div>
0113	Tracy Walker		Tracy	<div><div></div><div></div><div></div></div>
0113	Ben Kearns		Ben	<div><div></div><div></div><div></div></div>

Rows per page:

15

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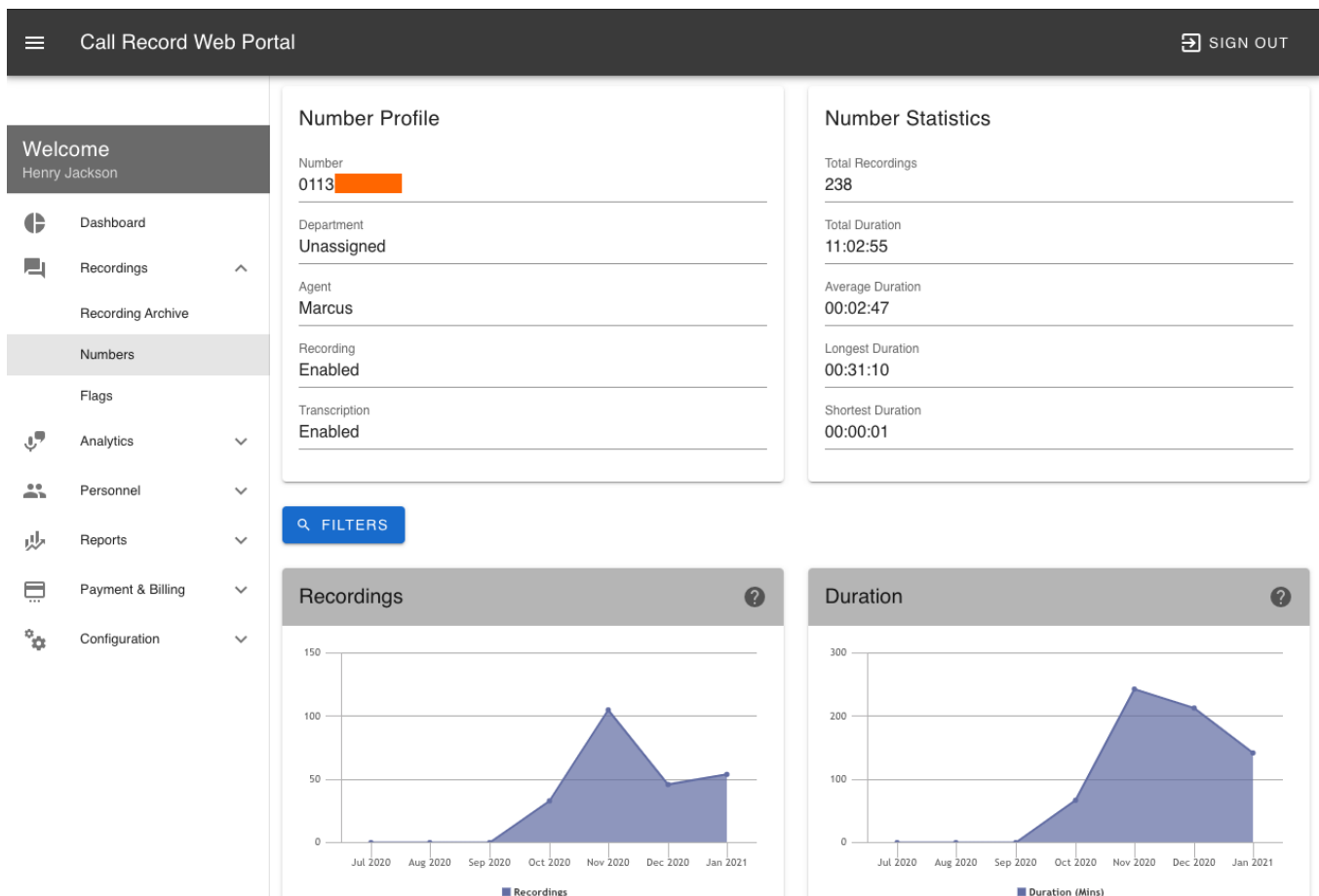
From here you view Number Statistics, Edit or Delete.



INFO:

Please note that **Deleting** a number will not cancel any billing, please contact your Service Provider if you wish to cancel Call Recording on a specific number.

Number Statistics: You view Statistics on a number by clicking on the **View Statistics** icon, this will details about the number. You can also use the Filter to refine a search over a period of time.



Editing a Number: You can make changes to a number by clicking on the **Edit Number** icon. You can assign a **Name** to a number, this will only be displayed on the **Numbers** page. If **Departments** are configured you can select which department that number is under. If you configure **Agents** you can assign an **Agent** to a number this Agent name will be displayed on the Recording Archive for any recording that the number has made.

You can temporarily disable recording on a specific number by turning off **Can Record**

Once you have finished making changes click on **Save Changes**

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SIGN OUT

Dashboard > Number Management > Edit Number

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Edit Number

Number (required)0113

NameMarcus Child

DepartmentSupport

AgentMarcus

☒ Can Record

☐ Can Transcribe

☐ PCI Redaction Enabled

SAVE CHANGES

CANCEL



INFO: Please note **Transcribe** and **PCI Redaction** will be available at a later date. Please contact your Service Provider for further information.

🕒 Revision #3

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