

Managing Numbers

You can view and manage any of your 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

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Henry Jackson

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Number Management

i 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.

Number	Name	Department	Agent	+ ADD NUMBER
0113 [redacted]	Alex Grant		Alex	
0113 [redacted]	Marcus Child		Marcus	
0113 [redacted]	Tracy Walker		Tracy	
0113 [redacted]	Ben Kearns		Ben	

Rows per page: 15 1-4 of 4

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.

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Number Profile

Number: 0113

Department: Unassigned

Agent: Marcus

Recording: Enabled

Transcription: Enabled

Number Statistics

Total Recordings: 238

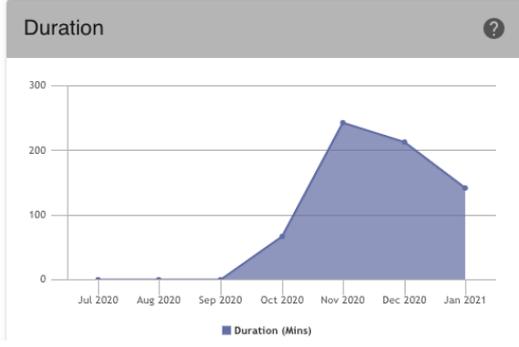
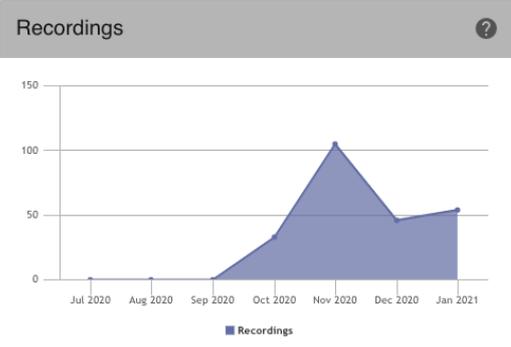
Total Duration: 11:02:55

Average Duration: 00:02:47

Longest Duration: 00:31:10

Shortest Duration: 00:00:01

[FILTERS](#)



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**

Dashboard > Number Management > Edit Number

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Edit Number

Number (required): 0113

Name: Marcus Child

Department: Support

Agent: Marcus

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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