

View Event History

The **View Event History** will show all the event relating to a recording. Go into view a recording and click on the **View Event History** within the **Media Player**.

Call Record Web Portal SIGN OUT

Dashboard > Recording Archive > Recording Details

Welcome
Henry Jackson

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Recording Details

Assigned Flags
Assign Flags

Score: 0

Recording Profile

From 0785 N/A N/A	To 0113 N/A Ben	Connected At 15/01/2021 10:22:45	Duration 00:04:57
		Disconnected At 15/01/2021 10:27:42	File Size 2.27MBs

Media Player

00:00:00 00:04:57

Associated Calls

Current call

10:23:20 10:24:10 10:25:00 10:25:50 10:26:40 10:27:30

Recording Scorecard

Total: 0

There are currently no scorecard metrics assigned to this recording.

Sentiment Analysis

Call Sentiment	0	😊	👤
Agent Sentiment	0	😊	👤
Caller Sentiment	0	😊	👤

Category Analysis

No categories have been detected for this recording.

Notes

No notes have been added to this recording

A new popup window will appear listing the Timestamp, User and the Event.

Recording Events

🔍 FILTERS

Timestamp	User	Event
15/01/2021 13:25:03	Alex Grant	Play
15/01/2021 13:20:50	Henry Jackson	Add Note
15/01/2021 13:19:43	Henry Jackson	Play
15/01/2021 13:18:14	Henry Jackson	Play
15/01/2021 13:18:01	Henry Jackson	Play
15/01/2021 13:16:49	Alex Grant	Play
15/01/2021 13:15:58	Henry Jackson	Play
15/01/2021 13:14:26	Henry Jackson	Play
15/01/2021 13:14:09	Henry Jackson	Play
15/01/2021 12:57:01	Henry Jackson	Download
		1-10 of 12 < >

CLOSE

You can use the **Filters** to search on events by User, Event and/or before/after a certain date.

Recording Events

🔍 FILTERS

User
Select User

Event
Select an event

Events After
Select Events After

Events Before
Select Events Before

SEARCH RESET

15/01/2021 13:14:26	Henry Jackson	Play
15/01/2021 13:14:09	Henry Jackson	Play
15/01/2021 12:57:01	Henry Jackson	Download
		1-10 of 12 < >

CLOSE

