

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**.

The screenshot displays the 'Call Record Web Portal' interface. The top navigation bar includes a 'SIGN OUT' button. The left sidebar shows a 'Welcome' message for Henry Jackson and a menu with options like Dashboard, Recordings, Recording Archive, Numbers, Flags, Analytics, Personnel, Reports, Payment & Billing, and Configuration. The main content area is titled 'Recording Details' and shows the 'Assigned Flags' section with 'Assign Flags' and a 'Score' of 0. The 'Recording Profile' section displays call details: From (0785, N/A, N/A), To (0113, N/A, Ben), Connected At (15/01/2021 10:22:45), Disconnected At (15/01/2021 10:27:42), Duration (00:04:57), and File Size (2.27MBs). The 'Media Player' section is highlighted with an orange box, showing a play button, a volume slider, and a waveform. Below the media player is the 'Associated Calls' section with a timeline. The right sidebar contains the 'Recording Scorecard' (Total: 0), 'Sentiment Analysis' (Call, Agent, and Caller Sentiment sliders), 'Category Analysis' (No categories detected), and 'Notes' (No notes added).

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

