

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 menu icon, the text 'Call Record Web Portal', and a 'SIGN OUT' button. Below the navigation bar, the breadcrumb trail reads 'Dashboard > Recording Archive > Recording Details'. The main content area is titled 'Recording Details' and features a sidebar on the left with navigation options: Welcome (Henry Jackson), Dashboard, Recordings (expanded), Recording Archive, Numbers, Flags, Analytics, Personnel, Reports, Payment & Billing, and Configuration. The main content area is divided into several sections: 'Assigned Flags' (Assign Flags), 'Recording Profile' (From: 0785, To: 0113, 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' (highlighted with an orange border, showing a play button, volume control, and a waveform), 'Recording Scorecard' (Total: 0), 'Sentiment Analysis' (Call Sentiment, Agent Sentiment, Caller Sentiment, all at 0), 'Category Analysis' (No categories detected), and 'Notes' (No notes added). The 'Associated Calls' section shows a timeline with a single bar for the 'Current call' from 10:23:20 to 10:27:30.

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

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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

