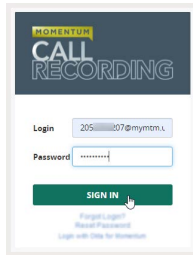


## To Access Call Recording



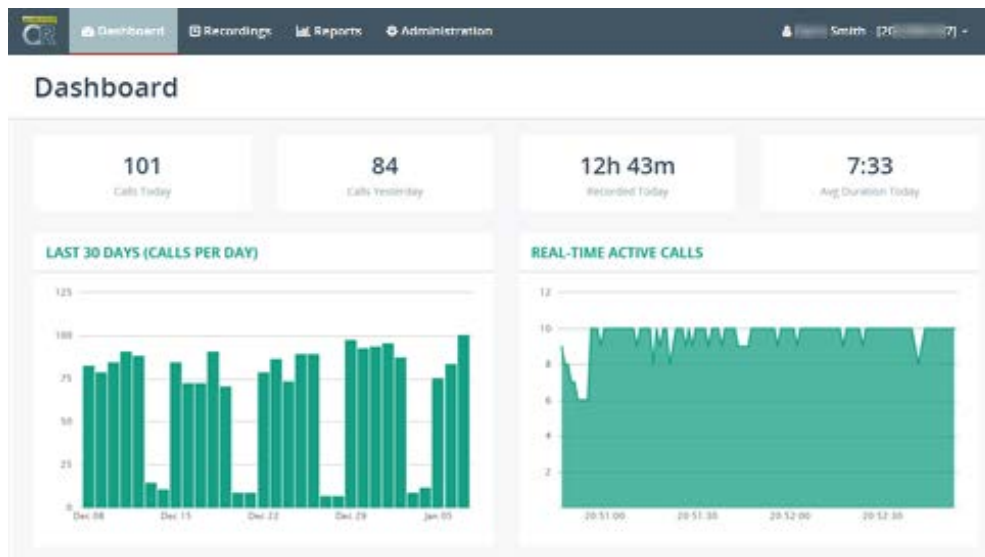
### Direct Web Access:

Call Recording is easily and securely available to licensed and authorized users 24/7 via the internet.

Contact the Call Recording Administrator for your organization to receive the website URL and your login credentials.

## DASHBOARD

Upon successful entry, the Dashboard displays useful at-a-glance statistics for the calls the user is authorized to review. The Toolbar above the Dashboard offers simple click-menu access to the areas a user is permitted to view or utilize. Only the areas the organization's Call Recording Administrator has authorized the user to view are available.



## RECORDINGS

The Recordings section offers all tools available to the user for working with the Call Recordings they are authorized to review, including tools for searching, adding notations, tagging for reporting, and more. The availability of tools is defined by the organization's Call Recording Administrator based on the Role of the user.

USER	DATE	TIME	DURATION	FROM	TO	TAGS
Bill [redacted]	Today	12:00 PM	31:58	+184[redacted]	+120571[redacted]	[redacted]
Bill [redacted]	Today	11:43 AM	0:09	+184[redacted]	+120571[redacted]	[redacted]
Bill [redacted]	Today	11:42 AM	1:04	+184[redacted]	+120571[redacted]	[redacted]
Bill [redacted]	Today	10:37 AM	7:22	+184[redacted]	+120571[redacted]	[redacted]
Bill [redacted]	Today	8:15 AM	26:13	+184[redacted]	+120571[redacted]	[redacted]
Par [redacted]	Sep 8, 2021	3:30 PM	0:14	+133[redacted]	+120571[redacted]	[redacted]
Par [redacted]	Sep 7, 2021	11:55 AM	0:09	+133[redacted]	+120571[redacted]	[redacted]

## REPORTS

Authorized Supervisors or Administrators may also have access to the Reports section. Tools for managing and reviewing updated call statistics or (if licensed) performing agent evaluation reports may be available. The availability of Reports and related tools is defined by the organization. Access is based on the user's role.

Reports

Recent reports

Search by Report Name

REPORT NAME	VISIBILITY	STATUS	SCHEDULE	LATEST RUN	
Call summary 1	Private (Bill Tremont - [2057187208])	Finished	Not scheduled	Yesterday, 7:40 AM	View Run Edit

20 per page 0-1 of 1

## ADMINISTRATION

Some users may be granted access to a set of Administration tools within the Call Recording portal. The availability of tools and the permissions for access to features in this section is pre-defined. In general, Call Recording Administrators manage user and group access, and may also be granted access to review or manage optional features, customization tools, or add-ons the organization purchased for system users.

Administration

User Management

GROUPS

Group configuration

ROLES

Role configuration allows to create role-based access control rules

USERS

User configuration allows to specify which users have web-access and/or recording settings per user

**Please Note:** *The examples shown in this guide are for illustration purposes only. Your system may offer a different display, options, or access permissions. Contact your organization's Call Recording Administrator for more information.*