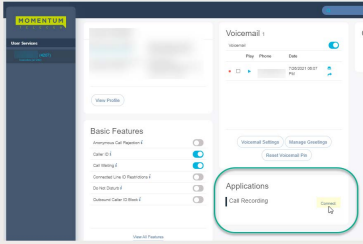
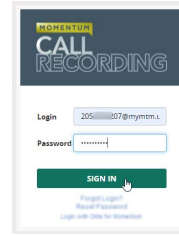


To Access Call Recording



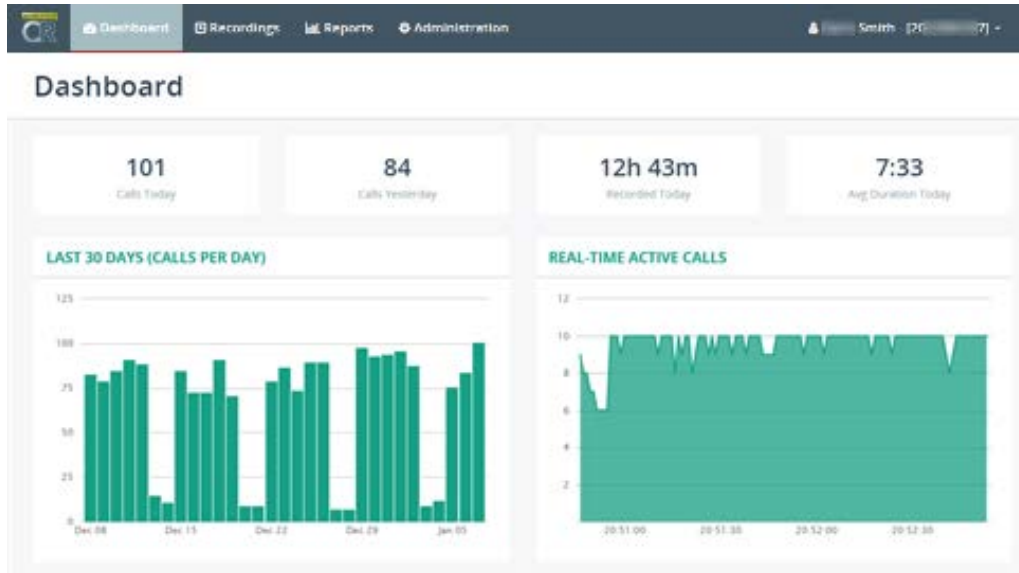
Single Sign-On Access:
Access Call Recording easily from the **Applications** card link on your My Cloud Services Portal Dashboard or via the **Login with SSO** link below the Sign In button on the Call Recording Login page.



Direct Access:
If single-sign on is not in use, contact the Call Recording Administrator for your organization to receive instructions and your secure 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 tools for working with the Call Recordings an authorized user is permitted to review. These tools can include filters, searches, adding notations, downloading, 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.

The Recordings section includes filter tabs (ALL CALLS, ACTIVE CALLS, MY CALLS, BY USER, BY CLIENT, NOT ASSIGNED TO USER, BY TAG, ADVANCED SEARCH), a search bar, and a table of recordings.

USER	DATE	TIME	DURATION	FROM	TO	TAGS
Bill	Today	12:00 PM	31:58	+184	+1205710	
Bill	Today	11:43 AM	0:09	+184	+1205710	
Bill	Today	11:42 AM	1:04	+184	+1205710	
Bill	Today	10:37 AM	7:22	+184	+1205710	
Bill	Today	8:15 AM	26:13	+184	+1205710	
Par	Sep 8, 2021	3:30 PM	0:14	+133	+1205710	
Da	Jan 7, 2021	11:52 AM	0:00	+133	+1205710	

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.

The screenshot displays the 'Reports' section of the Momentum Call Recording portal. The navigation bar at the top includes 'Dashboard', 'Recordings', and 'Reports'. The user is identified as 'Smith - [2057187208]'. The left sidebar shows a menu with 'Reports' expanded, highlighting 'Recent reports', 'My reports', and 'All reports'. The main content area is titled 'Recent reports' and features a search bar, 'Create', 'Import', and 'Delete' buttons. A table lists report details:

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

At the bottom, there is a '20 per page' dropdown and a '0-1 of 1' pagination indicator.

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, services, or add-ons the organization purchased for users in the system.

The screenshot displays the 'Administration' section of the Momentum Call Recording portal. The navigation bar at the top includes 'Dashboard', 'Recordings', 'Reports', and 'Administration'. The user is identified as 'Smith - [2057187208]'. The left sidebar shows a menu with 'User Management' expanded, highlighting 'Groups', 'Users', and 'Roles'. Below this are 'User Authentication', 'Storage', 'Customization', and 'Audit Trail'. The main content area is titled 'User Management' and features sections for 'GROUPS' and 'USERS':

- GROUPS:** Group configuration. [View details](#)
- ROLES:** Role configuration allows to create role-based access control rules. [View details](#)
- USERS:** User configuration allows to specify which users have web-access and/or recording settings per user. [View details](#)

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.*