

Accessing call recordings

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Introduction

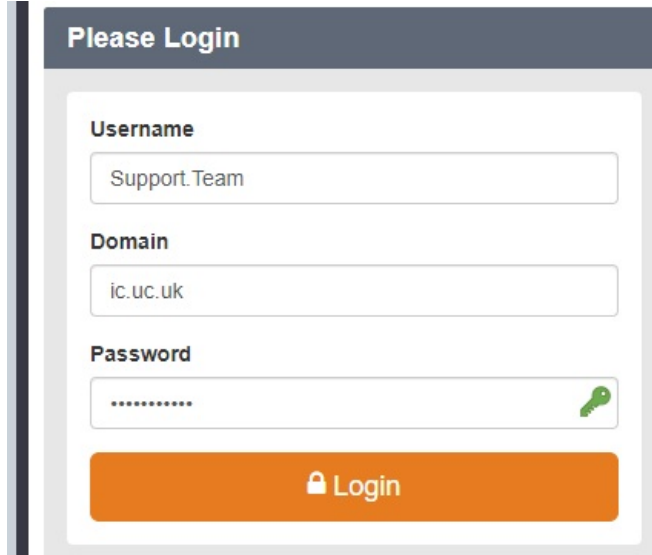
This guide will navigate you through how you can access your call recordings via the business portal.

Note this is an add-on product and is not a default feature with the system, if this is something you wish to purchase please contact our sales team at sales@ic.co.uk (mailto:sales@ic.co.uk)

Accessing the portal

Your company administrator should have access to the business portal phone system, which from there they can reset your password which can be found in the Business portal company admin guide found here - <https://kb.ic.uk/article/68/business-portal-company-administrator-guide-236.html> (<https://kb.ic.uk/article/68/business-portal-company-administrator-guide-236.html>)

Once you have access to the portal you can access it via the URL - <https://portal.yourwhc.co.uk/businessportal> (<https://portal.yourwhc.co.uk/businessportal>) sign in with your details that your company administrator has provided you. If you are unsure please contact support@ic.co.uk (mailto:support@ic.co.uk)



When you are signed in, click on the features tab as shown below

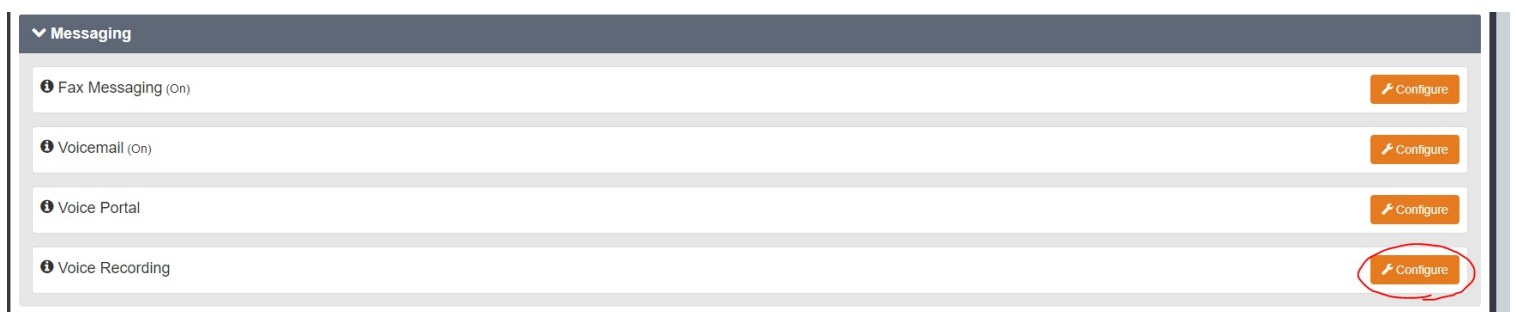


Employee Dashboard

Voicemail				Missed Calls	
Unread	0	2		07831937254	13 Jun
				07831937254	13 Jun
Read	0	0		8519	12 Jun
				8519	12 Jun
				07842253600	12 Jun

Dialled Calls				Received Calls	
1571	17 Jun	14:57		07961540095	24 May
8517	17 Jun	13:00			
1571	17 Jun	13:00			

Scroll to the bottom, and select Voice Recording as shown below



Within this page you will have a brief synopsis of the calls recorded, for further detail select the details option in blue.

Details

This will open a new tab/page on your browser, which will look like the below

The dashboard features a top navigation bar with 'Search Interactions', a help icon, and a user profile icon labeled 'Supp'. A left sidebar contains icons for 'INTERACTIONS', 'ALERTS', and 'REPORTS'. The main content area includes several widgets: a top row with four status cards (Calls in Progress: 0, Active Call Handlers: 0, Calls: 4, Calls in Recycle Bin: 0), a 'Last Week's Trend' line chart, and a 'Total Duration of Recordings' card showing '1.1 Minutes'. Below these are a 'Frequent Callers' donut chart (8517), a 'Calls by Location' chart (no data), a 'Call Handler Summary' bar chart, and an 'Active Call Handlers' chart (no data). A central table lists recent calls with columns for Call Handler ID, Day, Time, and Number. Other charts include 'Calls by Category' (no data) and 'Storage' (Audio Storage Usage: 0%).

This is essentially the dashboard, it will allow you to play call recordings or give you information regarding a particular employee.

If you go into the section called "calls" you can download from here the call recordings as marked below.

4
Calls

Interactions

Completed In Progress

Filters Categories

Sort By: Date/Time

Current Filter: Default 4 records found

Call Handler ID	Day	Time	Number	
Support.Team@ic.uc.uk	Mon	14:57:57	1571	
Support.Team@ic.uc.uk	Mon	13:00:40	8517	
Support.Team@ic.uc.uk	Mon	13:00:21	1571	
Support.Team@ic.uc.uk	Fri	13:28:22	8519	

End of result set

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Online URL: <https://kb.ic.uk/article/accessing-call-recordings-245.html> (<https://kb.ic.uk/article/accessing-call-recordings-245.html>)