

Accessing call recordings

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>)

Please Login

Username

Support.Team

Domain

ic.uc.uk

Password

.....

Login

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

Features

Devices

Applications

My Account

Employee Dashboard

Voicemail

Unread

02

Read

00

Dialled Calls

1571	17 Jun	14:57	
8517	17 Jun	13:00	
1571	17 Jun	13:00	

Received Calls

07831937254	13 Jun
07831937254	13 Jun
8519	12 Jun
8519	12 Jun
07842253600	12 Jun
07961540095	24 May

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

Messaging

Fax Messaging (On)

Configure

Voicemail (On)

Configure

Voice Portal

Configure

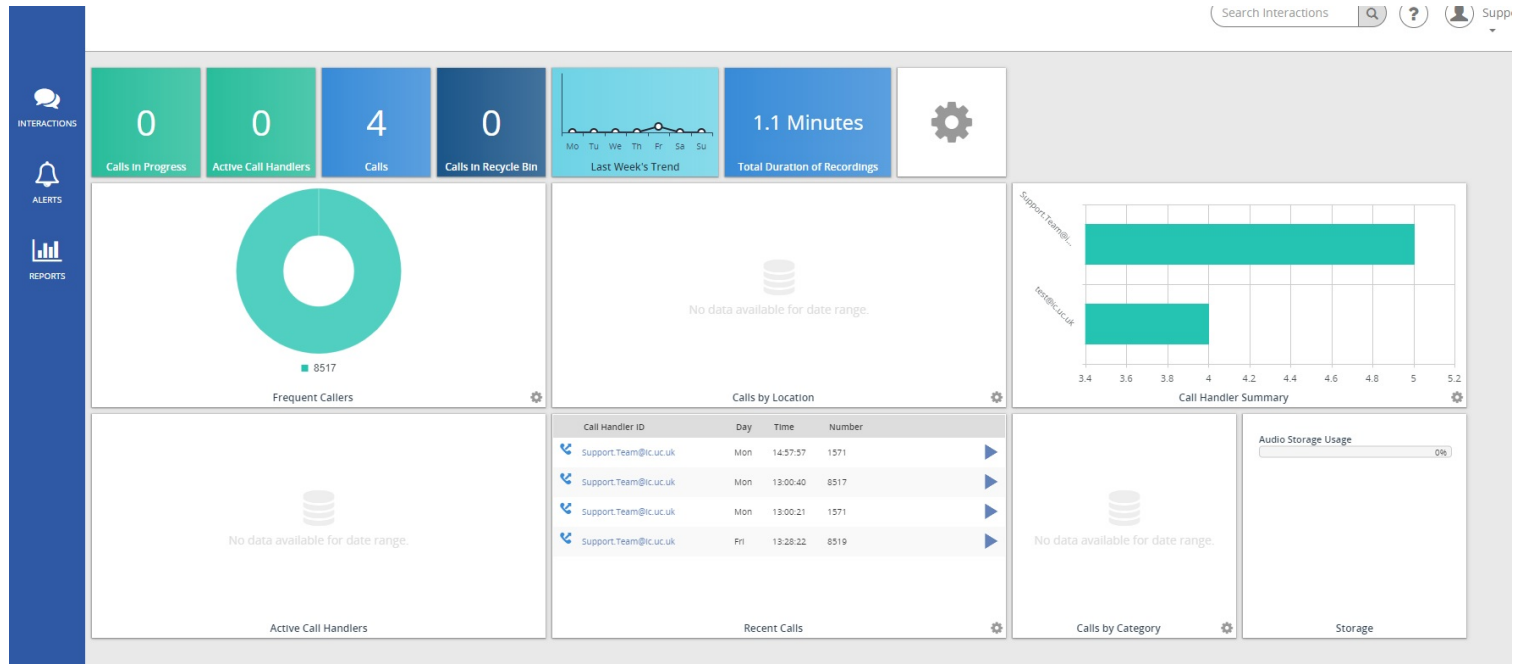
Voice Recording

Configure

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

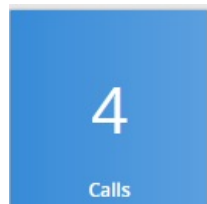
Details

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



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.



Interactions

☆

























CompletedIn Progress

↺Filters

🏷️Categories🔍

Sort By:Date/Time▼↓

Current Filter: Default▼4 records found

 Support.Team@ic.uk	00:00:38	 Mon	2019-06-17	 02:57:57 PM	From: +441782308517	To: 1571	  
 Support.Team@ic.uk	00:00:07	 Mon	2019-06-17	 01:00:40 PM	From: +441782308517	To: 8517	  
 Support.Team@ic.uk	00:00:14	 Mon	2019-06-17	 01:00:21 PM	From: +441782308517	To: 1571	  
 Support.Team@ic.uk	00:00:06	 Fri	2019-06-14	 01:28:22 PM	From: +441782308517	To: 8519	  

End of result set

Posted by: Keira Tait - Mon, Jun 17, 2019 at 3:58 PM. This article has been viewed 3479 times.

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