

Accessing call recordings

Article Number: 245 | Rating: Unrated | Last Updated: Mon, Jun 17, 2019 at 3:58 PM

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



Employee Dashboard

| | |
|---|---|
| Voicemail Unread: 0 2 Read: 0 0 | Missed Calls 07831937254 13 Jun 07831937254 13 Jun 8519 12 Jun 8519 12 Jun 07842253600 12 Jun |
| Dialled Calls 1571 17 Jun 14:57 8517 17 Jun 13:00 1571 17 Jun 13:00 | Received Calls 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 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 is divided into several widgets:

- Summary Cards:** 0 Calls in Progress, 0 Active Call Handlers, 4 Calls, 0 Calls in Recycle Bin, 1.1 Minutes Total Duration of Recordings, and a 'Last Week's Trend' line chart.
- Frequent Callers:** A donut chart showing 8517 for a single category.
- Calls by Location:** A message indicating 'No data available for date range.'
- Call Handler Summary:** A horizontal bar chart comparing 'Support.Team@ic.uk' and 'ic.uk'.
- Active Call Handlers:** A message indicating 'No data available for date range.'
- Recent Calls:** A table with columns: Call Handler ID, Day, Time, and Number.
- Calls by Category:** A message indicating 'No data available for date range.'
- Storage:** A message indicating 'No data available for date range.'

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 | From | To | Actions |
|--------------------|-----|-------------|--------|---------------|------|---------------------------------|
| Support.Team@ic.uk | Mon | 02:57:57 PM | 1571 | +441782308517 | 1571 | [Call] [Play] [Download] [More] |
| Support.Team@ic.uk | Mon | 01:00:40 PM | 8517 | +441782308517 | 8517 | [Call] [Play] [Download] [More] |
| Support.Team@ic.uk | Mon | 01:00:21 PM | 1571 | +441782308517 | 1571 | [Call] [Play] [Download] [More] |
| Support.Team@ic.uk | Fri | 01:28:22 PM | 8519 | +441782308517 | 8519 | [Call] [Play] [Download] [More] |

End of result set

Posted by: Keira Tait - Mon, Jun 17, 2019 at 3:58 PM. This article has been viewed 2864 times.

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