

Accessing call recordings

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Introduction

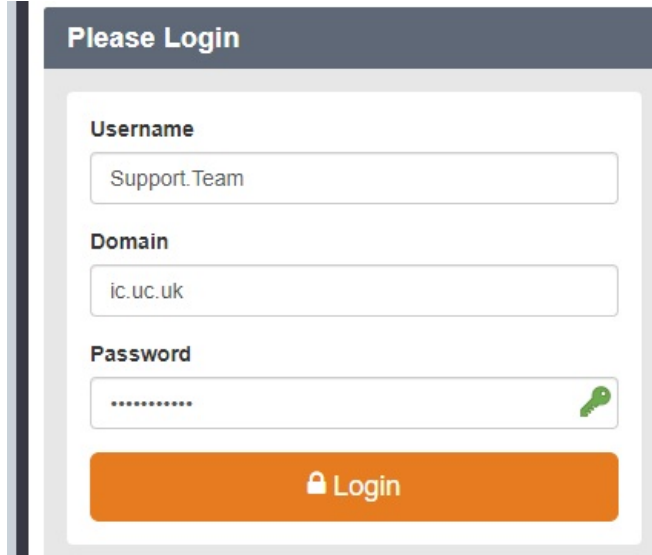
This guide will navigate you through how you can access your call recordings via the business portal.

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

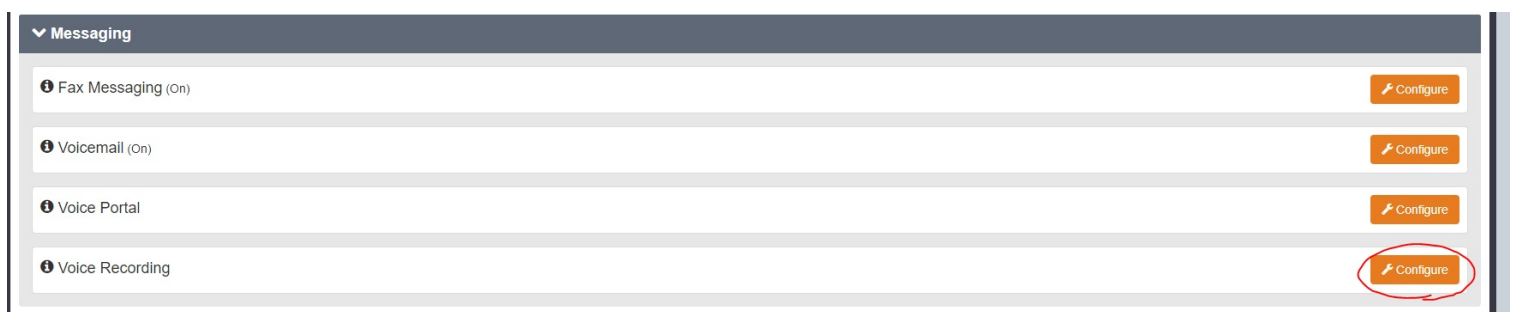


Employee Dashboard

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 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] [Download] [More]
Support.Team@ic.uk	Mon	01:00:40 PM	8517	+441782308517	8517	[Call] [Download] [More]
Support.Team@ic.uk	Mon	01:00:21 PM	1571	+441782308517	1571	[Call] [Download] [More]
Support.Team@ic.uk	Fri	01:28:22 PM	8519	+441782308517	8519	[Call] [Download] [More]

End of result set

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