

Accessing and download calls from the call recording portal

Voice recording must be enabled for this to be possible

Who can access the call recording portal?

Both end users and company administrators can access the call recording portal, however end users can only see their own call recordings.

Accessing the Call Recording Portal

□ For Administrators (Company, Site, or Group Admins):

1. **Login to the Business Portal.**
2. Scroll down on the **main dashboard** to “**Services**”.
3. Click the **Call Recording tile**.
4. This will **open the Call Recording Portal in a new tab** and automatically **log in the user with admin privileges** based on their role.

□ For End Users:

1. **Login to the Business Portal.**
2. On the left-hand menu, select “**Calls**” under Dashboard.
3. Click the **Call Recording button**.
4. This opens the **Call Recording Portal in a new tab**, logging them in automatically with their appropriate permissions.

Downloading calls:

1. From the left hand menu, select interactions and you will be shown a list of completed call recordings.
2. Find the desired call and click the view details button (the right arrow)
3. Click the download icon and select ".mp3" to download the call in mp3 format.

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