

Accessing call recordings

245 Keira Tait Mon, Jun 17, 2019 [App user guides](#) 2554

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

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>

Once you have access to the portal you can access it via the URL


- <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


Please Login

Username

Domain

Password








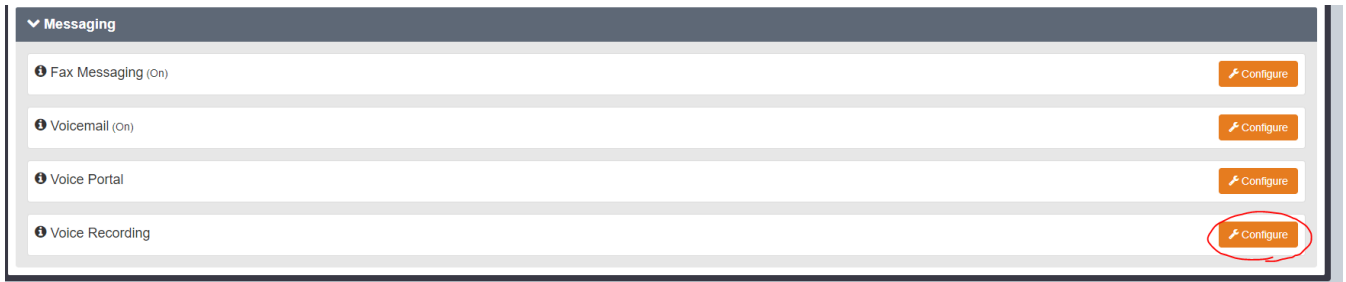
When you are signed in, click on the features tab as shown below



Employee Dashboard

Voicemail				Missed Calls	
Unread	0	2		07831937254	13 Jun
Read	0	0		07831937254	13 Jun
				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			

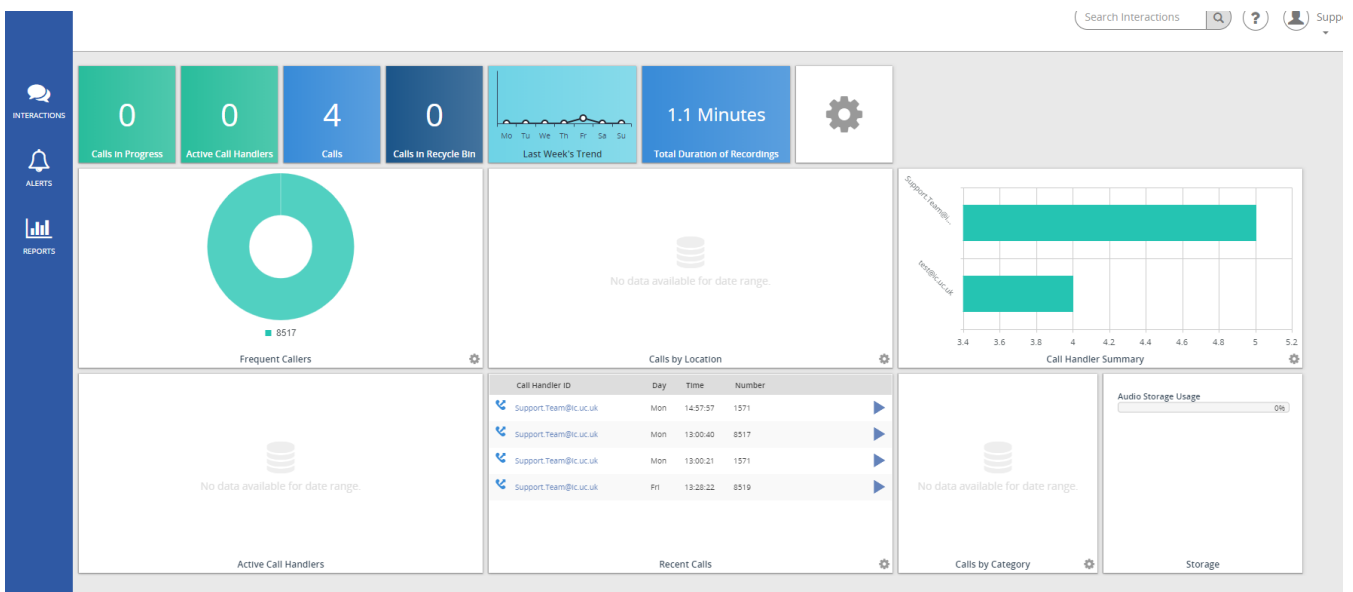
Scroll to the bottom, and select Voice Recording as shown below



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

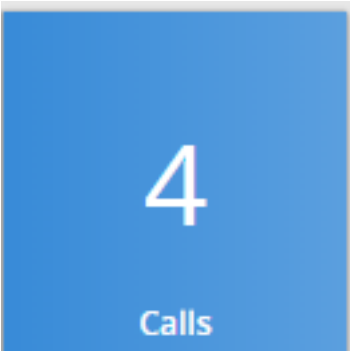


This will open a new tab/page on your browser, which will look like the below



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



Completed In Progress

Filters Categories

Sort By: Date/Time

4 records found

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

End of result set

Online URL: <https://kb2.ic.uk/article.php?id=245>