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 <u>sales@ic.co.uk</u>

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

- <u>https://portal.yourwhc.co.uk/businessportal</u> sign in with your details that your company administrator has provided you. If you are unsure please contact <u>support@ic.co.uk</u>

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				Kissed Calls	
		07831937254	13 Jun		
			07831937254	13 Jun	
	Read 0		8519	12 Jun	
			8519	12 Jun	
			07842253600	12 Jun	
	V Dialled Calls				Keceived Calls
1571	17 Jun	14:57		07961540095	24 May
8517	17 Jun	13:00			
1571	17 Jun	13:00	S		

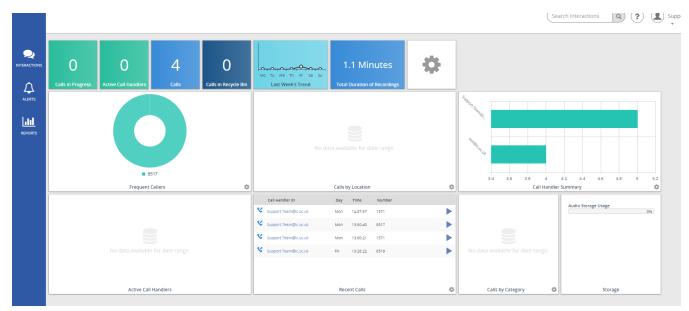
Scroll to the bottom, and select Voice Recording as shown below

✓ Messaging	
• Fax Messaging (on)	
O Voicemail (On)	
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.

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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.

	4 Calls
Interactio	ns
Completed	In Progress
2 T Filters	Solution Categories 😋
Current Filter: Defau	(×
Support.Team	@ic.uc.uk
	@ic.uc.uk

Categories			Sort By: Date/Time	•	- 1
rrent Filter: Default 🗸				4 record	is fo
Support.Team@ic.uc.uk	00:00:38 Mon 2019-06-17 0 02:57:57 PM From: +441782308517	то: 1571		<u></u>	Þ
Support.Team@ic.uc.uk	00:00:07 🛗 Mon 2019-06-17 © 01:00:40 PM From: +441782308517	то: 8517		<u> </u>	Þ
Support.Team@ic.uc.uk	00:00:14 🗎 Mon 2019-06-17 © 01:00:21 PM From: +441782308517	то: 1571		<u></u> (Þ
Support.Team@ic.uc.uk	00:00:06	то: 8519		<u>ر</u>	

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