

Call Recording Quick Reference

Call Recording lets you record your own calls, and calls that you are authorized to record, for quality assurance. You can manage call recordings from your account on the Thinking Phone Networks Portal.

Recording Calls

1. To record your own call, press *3 to start recording the active call.
2. To stop recording, press *3 again.

To record calls for a user you are authorized to record, you must have permission and set up recording through the portal.



When recording other calls, you must set a percentage of time to record, such a 10% or 50%.

Contact your administrator or Thinking Phone Networks support to set up call recording for other users.







Managing Recorded Calls

1. Log in to the Thinking Phone Networks Portal.
2. On the Home Tab, click **Call Recordings** to display the Browse Call Recordings panel.

BROWSE CALL RECORDINGS


context <input type="text" value="thinkingphones (Thinking Phone Networks, I"/>	id <input type="text"/>	greater than (in minutes) <input type="text"/>
location <input type="text" value="any"/>	call id <input type="text"/>	less than (in minutes) <input type="text"/>
department <input type="text" value="any"/>	source <input type="text"/>	start date <input type="text"/> 
queue <input type="text" value="any"/>	destination <input type="text"/>	end date <input type="text"/> 
user id <input type="text" value="any"/>	direction <input type="text" value="both"/>	notes <input type="text"/>
<input type="button" value="Refresh"/> <input type="button" value="Reset"/>		

3. Select options from the drop-down menus and enter search criteria in the text boxes.
4. Click **Reset** to clear your changes.
5. Click **Refresh** to display the call recordings that match your search criteria.

checkbox	id	user id	wrap code	source destination	dir	extension	start date	start time (duration)	notes	file
<input type="checkbox"/>	7769121	ned		617-453-0914/ 339-686-0128		NED NOLEN	01/14/2014	3:17 PM (0:00:42)		 
<input type="checkbox"/>	7768487	nhamilton		617-588-3587/ 813-600-5368		Nate Hamilton	01/14/2014	3:01 PM (0:00:52)		 

Downloading & Listening to Recorded Calls

Recorded calls are saved in .wav format in the portal for thirty days. Download any recordings you want to save for more than thirty days.

1. Click the call **id** link to get details and make notes on the call.
2. Press the Play button to listen or the file icon  to download the file in .wav format.