

# Call Recordings

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Navigate to **Reporting > Call Recordings**.

Administrators and call center managers can listen to and download recorded calls. This report is useful for gauging service quality, addressing unhappy callers, and determining areas of needed improvement.

## Main Menu:

The screenshot shows the 'CALL RECORDINGS' interface. At the top, there is a header 'CALL RECORDINGS'. Below it, the title 'Call Recordings:' is displayed. The main area contains several filters and options:

- Recording Source:** A dropdown menu currently set to 'Select Recording Source: Unselected'.
- Start Date:** A date picker set to '10-January-2020'.
- End Date:** A date picker set to '10-January-2020'.
- Checkboxes:** A list of checkboxes on the right side, all of which are checked:
  - Internal
  - Incoming
  - Outgoing
  - Ring Group
  - System Codes
  - Fax
  - Only Show Recorded Calls

At the bottom of the interface, there is a row of five action buttons: 'Render Report', 'Print Report (PDF)', 'Email Report', 'Schedule Report', and 'Export to CSV'.

There are two ways to configure which calls are to be recorded:

- The Recording tab under the Users & Devices > Users menu enables the ability to record for a specific user.
- The Recording tab under Interaction Routing > Ring Groups enables any ring group call to be recorded, regardless of which agent or extension answers the call.

**Note:** Recordings are saved on Kerauno for 30–90 days. This parameter is configurable via **System Settings > Advanced Settings**. The default setting is 30 days. A Remote Storage destination can be used to retain recordings for more than 30 days.

To run a report, click **Select Recording Source**.

Recording Source:

Select Recording Source: Unselected

Choose the desired source from the available list.

Select Recording Source

Search Recording Source

<input type="checkbox"/>	1000	Sales Ring Group
<input type="checkbox"/>	1001	Support Ring Group
<input type="checkbox"/>	4300	HR/Admin
<input type="checkbox"/>	5300	Development
<input type="checkbox"/>	5301	QA

OK Cancel

Populate a **Start Date** and **End Date** for the report.

Start Date: 10-January-2020

End Date: 10-January-2020

Users, Ring Groups, Conference Bridges, and Trunks can all be selected as a recording source. Check/uncheck sources as needed.

- Internal
- Incoming
- Outgoing
- Ring Group
- System Codes
- Fax
- Only Show Recorded Calls

Click **Render Report** once search criteria is populated.

Render Report
Print Report (PDF)
Email Report
Schedule Report
Export to CSV

A table displays call record information, available recordings, and selected recording source. The Listen column contains options to listen to the call directly. Click the play button directly, as the call specifics are not displayed on this screen.

RECORDINGS (4)

Date/Time	Type	From	Destination	Duration	Trunk	CID Name	Download	Listen
(1) 2019-12-05 13:39:47	Incoming	+16140000000	A: Sales - Indianapolis	00:00:52	Services Group	000000000000000000	Download	▶ 0:00 <input type="range"/> ⬇
(2) 2019-11-18 11:17:44	Incoming	+18330000000	A: Sales - Indianapolis	00:00:10	Services Group	800 Service	Download	▶ 0:00 <input type="range"/> ⬇
(3) 2019-10-18 10:00:41	Incoming	+13170000000	A: Sales - Indianapolis	00:00:11	Services Group	000000000000000000	Download	▶ 0:00 <input type="range"/> ⬇
(4) 2019-10-07 12:04:55	Incoming	+13170000000	A: Sales - Indianapolis	00:00:12	Services Group	000000000000000000	Download	

Individual Call Recordings can be downloaded via a .wav file or played within the browser.

Download	Listen
Download	▶ 0:47 <input type="range"/> ⬇

**Note:** Media files (.wav) larger than 10MB are not displayed by the inline media player. These files must be downloaded and then played via audio/media software (ex: Windows Media Player, VLC, etc.).