

Recordings in the Admin Portal's Archive

What is stored and how can I access it?

Puzzel saves call recordings (and general information about calls) in the Administration Portal's Archive for the agreed number of days. The Archive also contains information about calls that have not been recorded, and information about requests from other media types, e.g. chat. There are lots of different basic and advanced search options in Archive:

The screenshot shows the 'Search' interface in the Admin Portal's Archive. At the top, there are navigation links: 'Home', 'Archive', and 'Search'. Below this is a 'Search' header with a help icon and a 'Storage time' link. The main section is titled 'Search criteria' and contains a grid of search filters. At the top of the grid, there are buttons for 'Yesterday' and 'Last week', and tabs for 'Basic' and 'Advanced'. The filters include: Type (dropdown), Time period (with 'Based on request's: Start' and 'Finish' radio buttons), Caller's Number (text input), Access Points (dropdown), Queues (dropdown), Agents (dropdown), Speak Time (seconds) (range input), Recording time (seconds) (range input), Time before answer (seconds) (range input), Service Numbers (dropdown), Country (dropdown), Supervisor Tags (text input), Categories (dropdown), Topics (dropdown), Answer Status (dropdown), Enquiry registration comment (text input), Survey Score (text input), Survey Comment(s) (text input), Hung up First (dropdown), Variable Name (dropdown), Variable Value (text input), Silent Monitored by (text input), Session id (text input), and Call id (text input). At the bottom, there are two buttons: 'Search and show result' and 'Search and download'.

The **Archive user guide** section with sub-articles that explains all details, can be found [here](#).

The most important **features** in the Archive are:

- **Search** for calls/recordings based on time, agent, queue, callers number etc
- **Play** recording files in the browser
- **Download** recording files (mp3)
- See **general information** about the call (graphical illustration of menus the caller went through, the queue time, the conversation with agent and consult call/call transfer)
- **Delete** call recording files (if user is given access to delete)

On the page **Archive - Audit Log**, there will be one entry for each time a user has played, downloaded or deleted a call recording (or seen, downloaded or deleted a chat log).

On the page **Archive - Anonymise** the administrator can enter the phone number for an end-customer who wants to be "forgotten". Puzzel will replace the caller's real number with "#anonymized#" in calls in the Archive from phone numbers listed here.

The General information tab for a call shows the call's different menu-, queue- and conversation events:

Home » Archive » Search

Search ? Storage time

▼ Search criteria

Type: All Calls

Time period: Yesterday **This week**

Time period*: 12-02-2024 00:00 to 16-02-2024 24:00

Caller's Number: 07

Access Points: Queues: Agents:

Search and show result Search and download Search completed, 2 records found

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	Select
15.02.2024 08:03	01704...	10:46	10:46	074...	2:19	Da...	<input type="checkbox"/>

General Information Recording Enquiry Registration Variables Event list

Timeline view showing call events: Menu (0:54), Menu (0:17), Main IVR Main Menu: 3, Menu (0:12), General Enquiries Menu: 1, Queue (0:05), Conversation (0:29), Menu (0:09), Menu (0:21), Menu (0:22), Conversation (10:17).

Start: 15.02.2024 08:03:40 Finish: 15.02.2024 08:16:52 Total speak time: 10:46

Hung up First: Caller

Call ID: 798861810322852130 Session id: 20763103-EE1A-4C76-A25E-ABC15B81D118

In addition, there are tabs showing Recordings, Survey, Enquiry registration, Variables and Event details.

The call recording(s) for a selected call can be played, deleted or downloaded, if the user has such access. Ref [Call recordings in Archive](#).

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	Select
04.01.2017 14:14	81511569 (Main...	1:10	1:10	21490672	0:20	Paal Agent, Paal admin	<input type="checkbox"/>

General Information **Recording**

Start	Finish	Queue	Agent
04.01.2017 14:14:52	04.01.2017 14:15:39	Sales	Paal Agent

04.01.2017 14:15:39 04.01.2017 14:16:02 0:06 / 0:23 [Play/Pause/Volume/Download/Stop icons]

05.01.2017 13:31	81511569 (Main...	2:21	2:28	21490633	0:35	Andreas EN	<input type="checkbox"/>
------------------	-------------------	------	------	----------	------	------------	--------------------------

Select Action ▼

Who can access what in Archive?

Access to the Archive in the Administration Portal is given to defined users/user groups only. If not all users with access to the Archive should have access to everything in the Archive, [Resource filters](#) can be used. You can limit what queues and/or user groups each user should be able to find (calls and) recordings for, and you can choose to give users access to see the general information about the call but not listen to or download the call recording files.

How long are the recording files stored in the Archive?

In the agreement between the Puzzel customer and Puzzel, the storage time for call recordings is defined. Each night Puzzel deletes all call recording files that are older than the agreed number of days to store call recordings.

Recording file format and file name in Archive

The <audio> tag that the Puzzel Administration Portal uses to play the sound files in the browser is supported with different formats in different browsers. In the Archive, we use **MP3**, which is supported in most browsers.

If you choose to download a recording file from the Archive or send it as an email attachment, the file name will be:

'queueName_yyyymmdd-hhmm_accessnum_anum_sessionid_number.mp3'

where 'queueName' is the name of the queue, 'accessnum' is the number the caller called to (or was forwarded to), 'anum' is the caller's number, 'sessionid' is Puzzel's internal id for the call and 'number' is recording number within the session (usually 1).

The sessionid can also be found in the Puzzel Raw data (detailed call records) for the call, and sessionid can be sent as a parameter in a web request (Xml Http Client) to populate your CRM system when the agent answers or ends the call.

The sound files you want to download from Archive will be zipped, and the zip file will be given a unique name (a GUID), e.g. 0a23fcf7-6e7e-462a-8637-554b2c73b56a.zip

The call recording files are by default in **mono**. When recording files are delivered to FTP to be analysed, it is possible to configure that call recording files are in stereo (caller and agent in different channels) for an additional price. Please see [Recording files delivered to FTP](#)