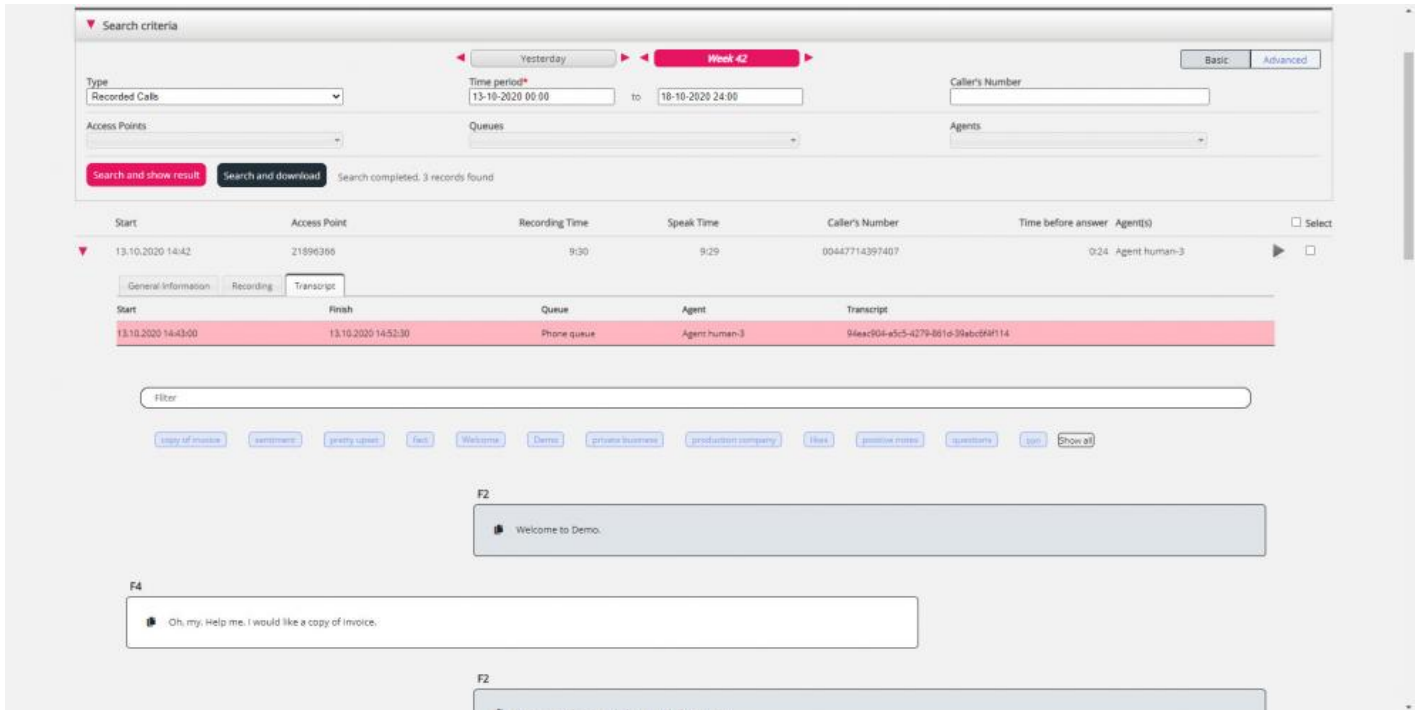


Call recording transcriptions

For customers with call recording transcription shown in the agent application's Agent Assist, we can also show these transcriptions in the Admin Portal's Archive. If a call is recorded and a transcription is made, this transcription will appear in a separate tab in the Archive next to the Recording tab, if configured by Puzzel.



You can use the filter input box to search for and show parts that contain specific words in the transcription, and you can click on one or more of the key words to see where these appear.

If an incoming call has 2 call recordings since the caller spoke with 2 agents, there will be 2 rows in the Transcript tab as well.