

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 for 'Home', 'Archive', and 'Search'. The main heading is 'Search' with a help icon. On the right, there is a 'Storage time' link. Below the heading, there is a 'Search criteria' section with a dropdown menu. The search criteria are organized into a grid of fields:

- Time period:** Includes 'Yesterday' and 'Last week' buttons, and a 'Basic' / 'Advanced' toggle.
- Type:** A dropdown menu currently set to 'All Calls'.
- Time period*:** Two input fields for 'to' and 'from' times, with radio buttons for 'Based on request's: Start' (selected) and 'Finish'.
- Caller's Number:** An input field.
- Access Points:** A dropdown menu.
- Queues:** A dropdown menu.
- Agents:** A dropdown menu.
- Speak Time (seconds):** Two input fields for 'to' and 'from' values.
- Recording time (seconds):** Two input fields for 'to' and 'from' values.
- Time before answer (seconds):** Two input fields for 'to' and 'from' values.
- Service Numbers:** A dropdown menu.
- Country:** A dropdown menu.
- Supervisor Tags:** An input field.
- Categories:** A dropdown menu.
- Topics:** A dropdown menu.
- Answer Status:** A dropdown menu currently set to '<All>'. There is also a 'Basic' / 'Advanced' toggle.
- Enquiry registration comment:** An input field.
- Survey Score:** An input field.
- Survey Comment(s):** An input field.
- Hung up First:** A dropdown menu.
- Variable Name:** A dropdown menu.
- Variable Value:** An input field.
- Silent Monitored by:** An input field.
- Session id:** An input field.
- Call id:** An input field.

At the bottom of the search criteria section, there are two buttons: 'Search and show result' (highlighted in red) 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:

The screenshot shows the 'Search' interface in the Archive. At the top, there are navigation links for 'Home', 'Archive', and 'Search'. Below this is a 'Search criteria' section with various filters: 'Type' (All Calls), 'Time period' (12-02-2024 00:00 to 16-02-2024 24:00), 'Caller's Number' (07), 'Access Points', 'Queues', and 'Agents'. There are buttons for 'Search and show result' and 'Search and download'. Below the search criteria is a table of search results with columns: Start, Access Point, Recording Time, Speak Time, Caller's Number, Time before answer, Agent(s), and a 'Select' checkbox. The first result is for a call on 15.02.2024 at 08:03. Below the table is a detailed view of the call recording, showing a timeline with various menu and conversation segments. The timeline includes segments for '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)', and 'Conversation (10:17)'. At the bottom of the timeline, there are fields for 'Start', 'Finish', and 'Total speak time'.

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. See [Call recordings in Archive](#).

The screenshot shows a list of call recordings in the Archive. The table has columns: Start, Access Point, Recording Time, Speak Time, Caller's Number, Time before answer, Agent(s), and a 'Select' checkbox. The first recording is for a call on 04.01.2017 at 14:14. Below the table, there is a detailed view of the selected recording. It shows a 'Recording' tab, which is highlighted with a red box. Below the tab, there is a table with columns: Start, Finish, Queue, and Agent. The recording details show a start time of 04.01.2017 14:14:52 and a finish time of 04.01.2017 14:15:39. Below the table, there is a playback control interface with a play button, a progress bar (0:06 / 0:23), a volume icon, a download icon, and a delete icon. At the bottom of the interface, there is a 'Select Action' dropdown menu.

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](#)