

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.

▼ Search criteria

Type

Recorded Calls

Time period*

13-10-2020 00:00

to

18-10-2020 24:00

Access Points

Queues

Caller's Number

Agents

Search and show result

Search and download

Search completed: 3 records found

Basic

Advanced

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	☐ Select
13.10.2020 14:42	21896366	9:30	9:29	00447714397407	0:24	Agent human-3	☐

General Information

Recording

Transcript

Start	Finish	Queue	Agent	Transcript
13.10.2020 14:43:00	13.10.2020 14:53:30	Phone queue	Agent human-3	94eac904-e5c5-4279-b61d-39abc68f114

Filter

Copy of invoice

sentiment

pretty spoken

fact

Welcome

Demo

private business

production company

flax

positive mood

questions

got

Show all

F2

Welcome to Demo.

F4

Oh, my. Help me. I would like a copy of invoice.

F2

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.