

Call recordings in Archive

If a call has been recorded (due to *forced*, *pending* or manual recording), you will see a **Play** button to the right for this call in the result table, unless the recording file is deleted due to shorter storage time for recording files than for General information.

If you expand a call (row) that has been recorded, you will see a **Recording tab** in addition to the *General information* tab for this call.

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	Select
08.02.2021 12:09	81511569 (Main...)	0:41	0:41	957211	0:18	Andreas Wallin	▶ □
09.02.2021 12:25	81511569 (Main...)	0:44	0:44	957211	0:20	Andreas Wallin	▶ □

Start	Finish	Queue	Agent
09.02.2021 12:26:15	09.02.2021 12:26:59	Sales	Andreas Wallin

In the *Recording* tab, you can see the start and finish time of the call recording. If the recorded call was transferred and the conversation with the next agent also was recorded, you will see the name of 2 or more agents in the Recording tab.

Details about what is being recorded related to **consult calls** can be found [here](#).

Recording of agent-to-agent calls

If it is configured 'forced recording' on an agent, and this agent (1) initiates a call to another agent (2), the call will be recorded. In this case, the recording is linked to the initiating agent (1), and it will only be shown in this agent's [My call recording tab](#). If an agent (with forced recording OFF) initiates a call to an agent (with forced recording ON), the call will not be recorded.

Playback of call recording files

A user that does not have access to Play recording files in Archive will see the Play button, but it's disabled, and the Recording tab will be disabled. The property 'Allowed to play recordings and see chat logs/SoMe content in Archive' can be found on page [Users - Products under Recording](#).

If you want to require that users that click *Play* to listen to a call recording in Archive must give a reason before playback starts, you can configure **Require reason for playback/download/delete**. The relevant property can be found on page [Users - Products under Recording](#). If a reason is given before playback starts, this reason is shown in the record shown in the **Archive Audit log**.

Please note that the start time for a recording is different from the start time for the incoming call in the general information tab. In the recording tab, start time is when a caller was connected to an agent if 'forced' recording is configured for the system queue or the agent. If the recording did not start automatically, the start time is the time the agent clicked Start recording.

In the Archive, we use **MP3** files for call recordings. If you click on the play button next to a recording, the MP3 sound file starts playing in your browser, unless access to playback recordings is turned off for your user.

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	Select
21.11.2023 10:01	95510009 (Mobile number to Demo)	1:49					▶ □
23.11.2023 08:46	81511569 (Main Demo Number)	2:37	2:37	95214830	0:07	Andreas Wallin	▶ □

Start	Finish	Queue	Agent
23.11.2023 08:46:15	23.11.2023 08:48:52	Sales	Andreas Wallin

You can click pause/play and you can **fast forward/rewind** while playing by dragging the 'slider' to the right or left. You can also click the 3 dots to adjust the playback speed. Click the stop button to stop playing and close the player.

If you have access to **download recordings** from Archive, you can download the MP3 recording file by checking the select box next to the recording, and then select Download at the bottom of the page (and possibly give a reason). If you choose to download one or more recordings, the sound files will have file name on this format: 'queuename_yyyymmdd-hhmm_accessnum_anum_sessionid_nr.mp3'.

'nr' will usually be 1, but if there are 2 recordings for the same call, there will be files with nr=1 and 2.

The sound file(s) are zipped, and the zip-file gets a unique name (a GUID).

If an agent is being recorded and the agent makes a **consult call**, the consult part is recorded only if that's configured. See details in this [Call recording](#) article.

Delete recordings

A user can be given access to **delete call recording files** and chat logs from Archive. This is done by turning ON property *'Allowed to delete recordings and chat logs from Archive'* ([Users - Products - Recording](#)) for the user.

To delete a call recording file, tick the Select box in the right column for this call and then select action 'Delete recording'. You will be asked to confirm before the recording is deleted (and possibly give a reason).

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	Select
▶ 15.11.2022 11:00	81511569 (Main...	2:02	2:02	98214836	0:08	paal-agent	<input checked="" type="checkbox"/>
▶ 15.11.2022 11:07	81511569 (Main...	1:14	0:57	98214836	0:06	paal-agent	<input type="checkbox"/>

Select Action
 Select Action
 Download
 Delete Recording(s)

If a call where the recording is deleted by an admin appears in a search result for any user later, we will show that this call's recording was deleted by user x at dd.mm.yyyy

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	Select
▶ 15.11.2022 11:00	81511569 (Main...	2:02	2:02	98214836	0:08	paal-agent	<input type="checkbox"/>
▶ 15.11.2022 11:07	81511569 (Main...	1:14	0:57	98214836	This recording is deleted by customer: 10009, user: Paal Admin(paal), on 15.12.2022 08:45		<input type="checkbox"/>

Select Action