

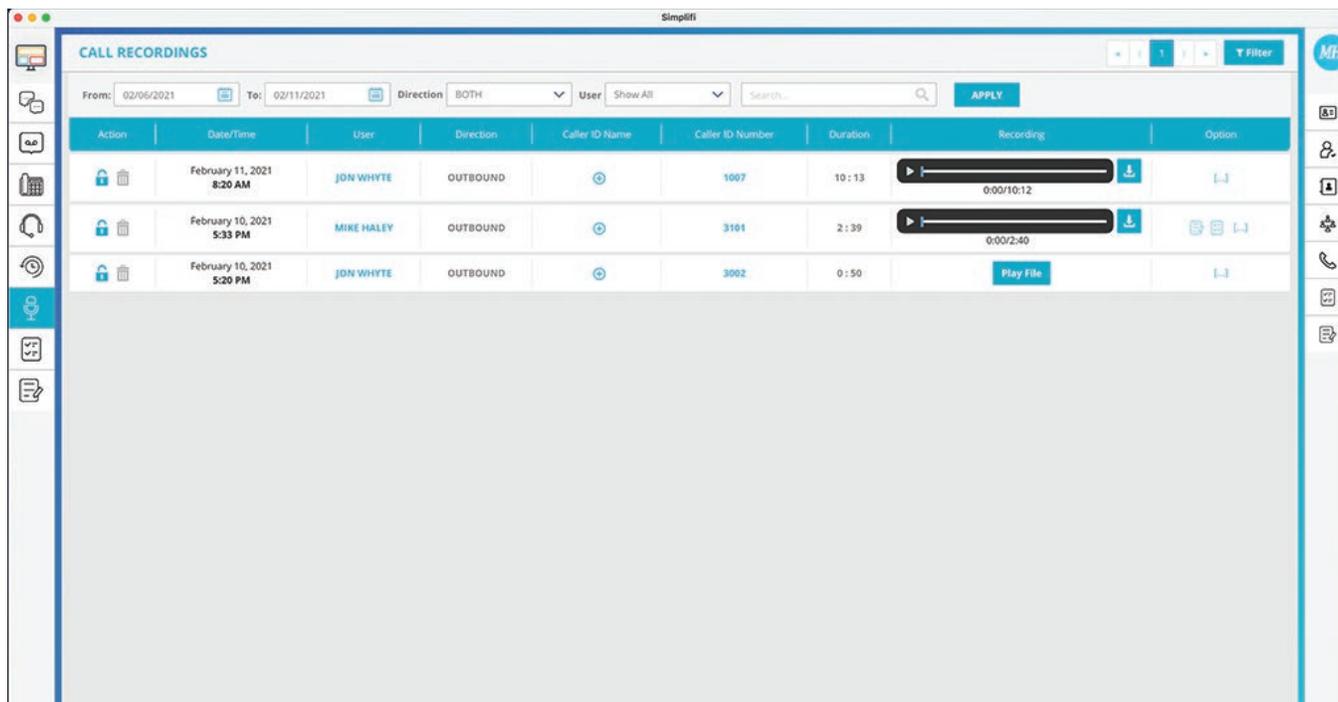
simplifi[®]



Simplifi Contact

Station: Call Recording

The Call History App in Simplifi Contact allows you to review and listen to your call recordings. This feature must be enabled by your verified VoIP integrator or you will not see the call recording icon on the left-hand side of Simplifi Contact. Additionally, Simplifi Contact users with the call recording feature enabled.



The header allows you to search your call recordings by date, direction, user, or using the search bar.

The search bar matches records based on caller ID name, caller ID number and callee number.

On initial load, the date range is automatically set to 5 days.

The User drop-down is a list of all the users you have permission to view their call recordings.

Each call recording record is displayed and ordered by date/time. When new calls are placed or received and they are recorded, the call recording page updates automatically and displays the new record(s).

Action

There are three potential action icons. Whether you can see all of these is dependent on your call recording permissions. If you believe your permissions are incorrect, please contact your verified VoIP integrator.

- Lock icon - When clicked, the call recording will be locked which prevents the file from being automatically deleted after 90 days.
- Redial icon - When clicked, Simplifi Contact will send a quick call to your selected device automatically dialing this number.
- Delete icon - When clicked, the call recording will be deleted.

Date/Time

- The date and time the call took place

User

- The user that was recorded

Caller Direction

- The direction of the call. Inbound or Outbound

Caller ID Name

- Name of the caller (where available) on an inbound call

Caller ID Number

- Number of the caller (inbound calls)
- Number you dialed (outbound calls)

Duration

- The total length of the call

Message

- Clicking the "Play File" button will reveal a media player. Here you can stream the recording or you can click on the download icon and download the recording file to your local machine.

Pagination arrows allow you to scroll through your records while viewing 100 at a time.