



Recorded calls can be found in the portal: analytics.soluno.se

Quick guide Call Recording

Record and pause calls on Mobile app or Softphone

Call Recording Automatic

If you have Call Recording Automatic, all calls are recorded. No manual handling is required.

Call Recording Pro

If you have Call Recording Pro you can choose between Always on or On demand. At Always on, all calls are recorded and no manual handling is required. If you have On demand, you manually choose when you want to record a call.

Call Recording Pro On demand

Under the tap Calls you can find choices for Call Recording.



Save recording*



Discard recording

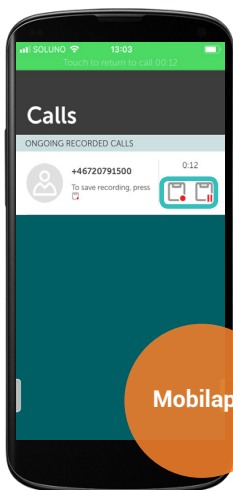


Pause recording

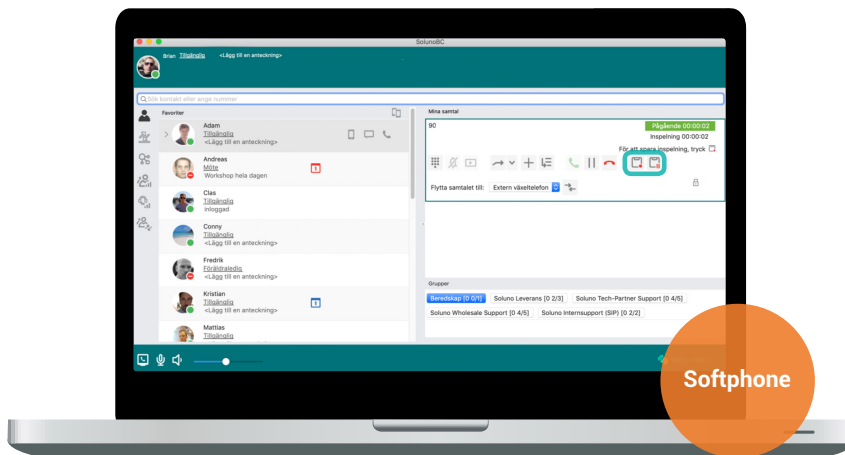


Resume recording

*Note that you can choose to save the entire call at any time during the call.



Mobilapp



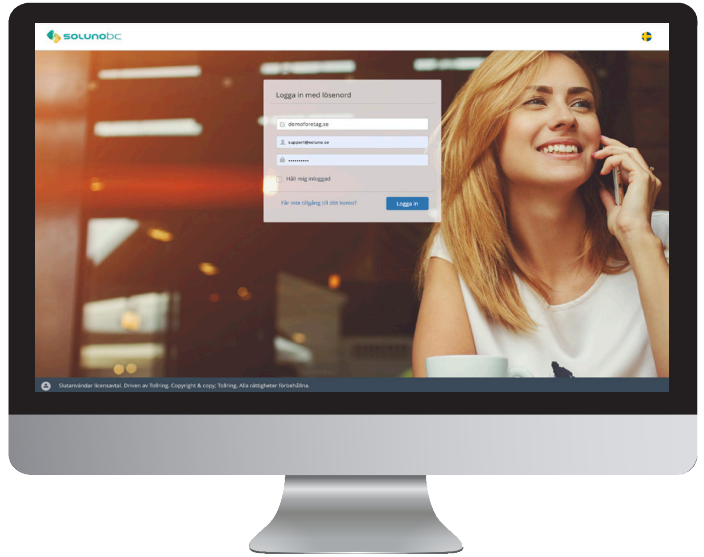
Softphone

Manage recordings in the web interface

1 Sign in

Browse to analytics.soluno.se to log in.

You will need Customer Reference, Email and a password to log in.



Select the date range

2

My console

When you log in as a user, **My Console** is the first thing you see. Here you get detailed statistics of your own calls.

Choose which date (s) you want to see statistics for.



3 Wallboard

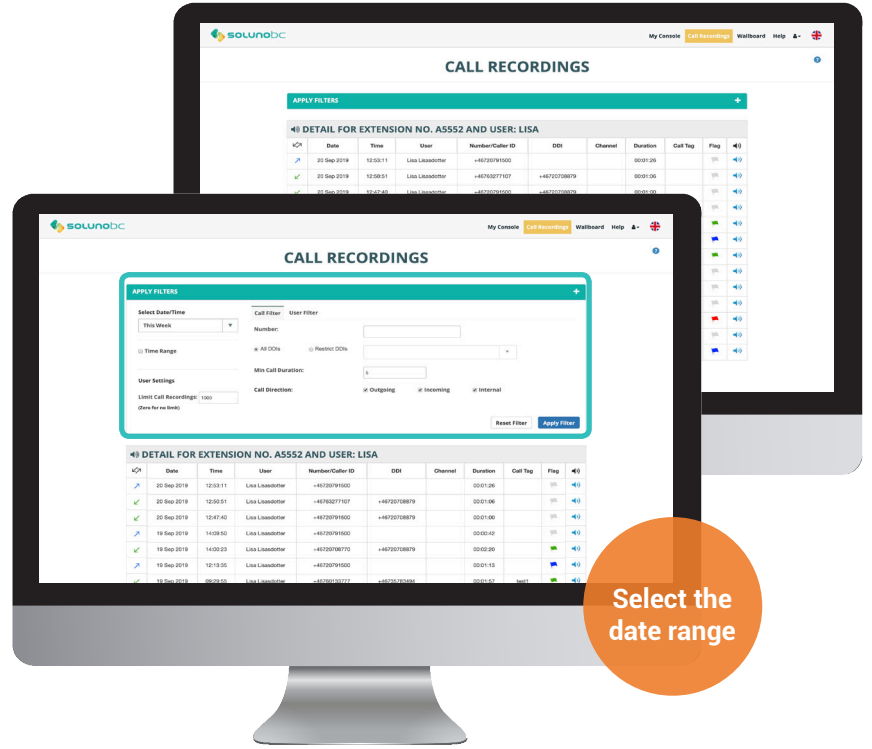
Under the **Wallboard** tab you will get an overall view of the conversations. Here you can choose if you only want to view your own calls, the entire company's calls or outgoing calls.



4

Call recordings collection view

The **Call recordings** tab gives you an overview of the recorded calls. Click **Apply Filter** to select the date range you want to see.

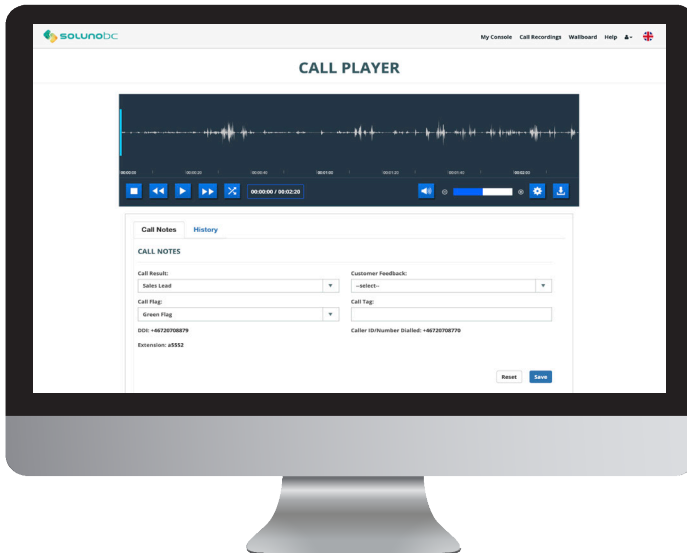
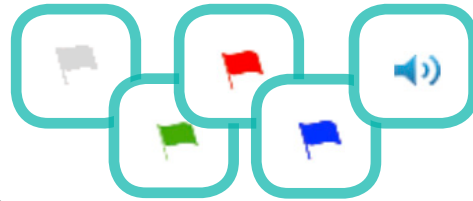


Select the date range

5

Open a recording

To open and listen to a specific call, you can click the **flag** or **speaker** icon.



6

Listen to/manage call recording

A view of the call opens up. Here you can play the call, flag and mark according to different parameters. Click **Save** to save your changes.

7

Help

Under the **Help** tab you can find more detailed guides on how to use Call Recording and its various functions.

