

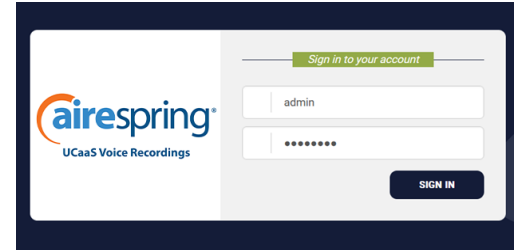
Using the Automatic Call Recording Portal

Portal Access

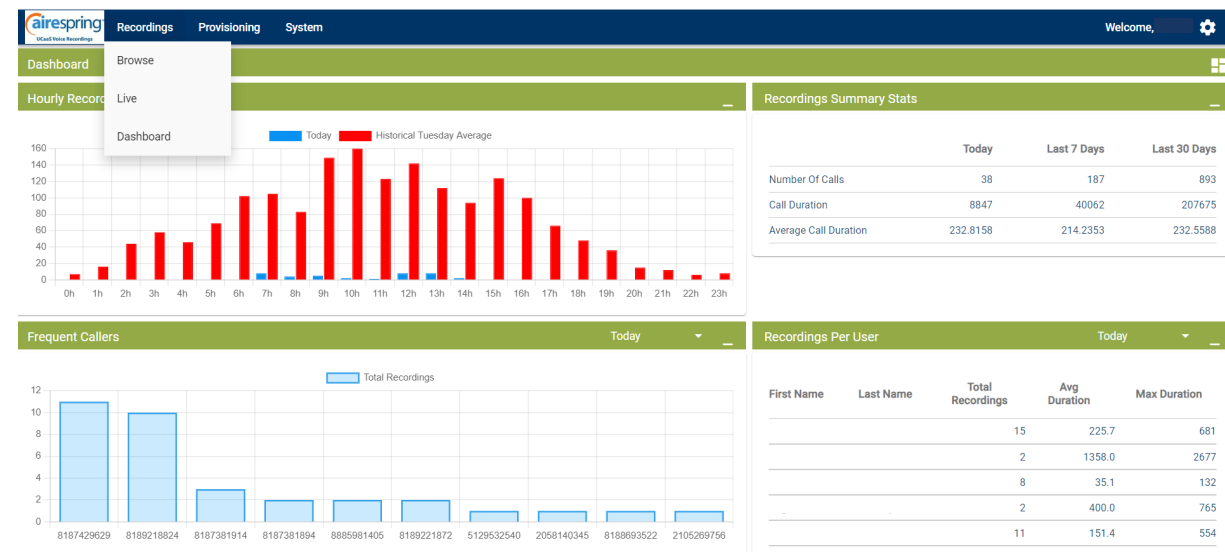
The portal can be accessed using the link below

<https://airerecord.com>

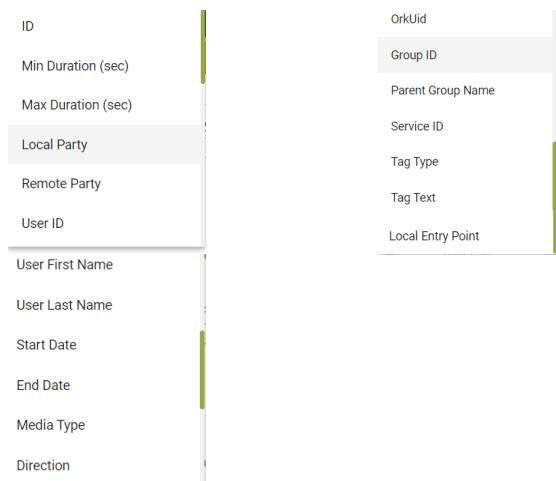
Login to the portal using your Phone Number, and the Password provided by AireSpring.



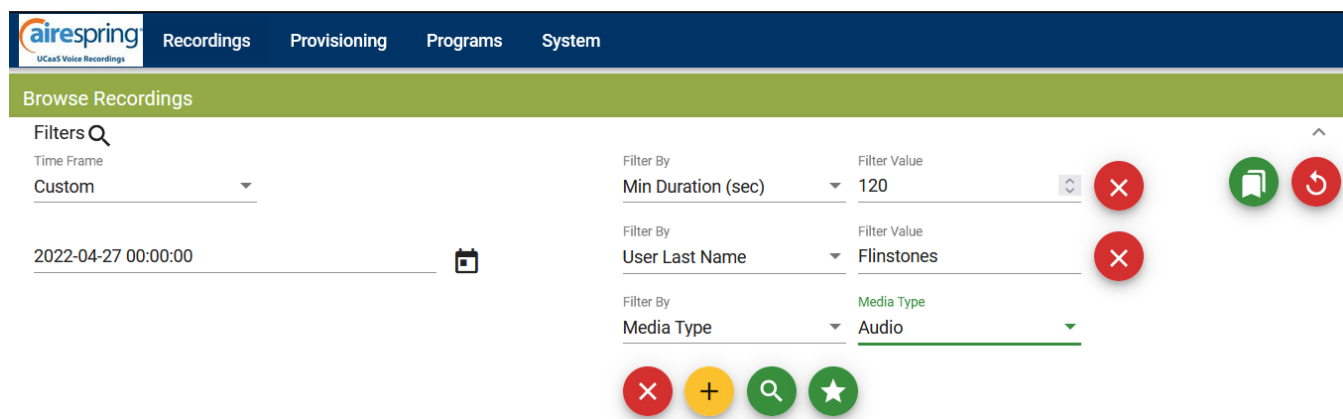
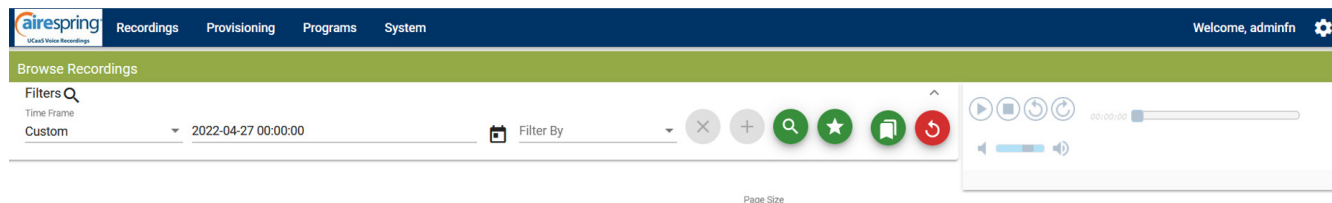
Your User Dashboard preview will show you Hourly Recording Stats and Frequent Callers as shown in the screenshots.



This search filters & drills down using multiple criteria:



Select the filter and add as many as needed to narrow your criteria by selecting the plus sign and clicking search. Once in the portal, you will find your search filters at the top.



Recorded calls will be at the bottom of the page.

- ▶ Get more information by using the arrow at the right
- ▶ The playback area is to the upper right
- ▶ You can download recordings
- ▶ Tag calls and add tag Details and email audio

Type	ID	Date	Time	Duration	Local Party	Direction	Remote Party	User		Tags	Email
	74	2021-12-03	11:09:20	76	[919	←	70331	Yang			

Type Audio

ID 574

File Name 20211203_090920_JWVT.wav

User ID 92

Date 2021-12-03

Time 11:09:20

Duration 76

Local Party 1919

Local Entry Point

Direction In

Remote Party 331

User Yang

Tags

Tag Type	Text	Offset (sec)	Duration (sec)
rec	true	0	0
localname	Yang	0	0
NativeCallId	4030B@10.10.30.162	0	0

Type	ID	Date	Time	Duration	Local Party	Direction	Remote Party	User		Tags	Email	
	11102574	2021-12-03	11:09:20	76	919	←	331	Yang				<input type="checkbox"/>
	11101983	2021-12-03	10:30:46	192	629	→	636	Roger				<input type="checkbox"/>
	11101898	2021-12-03	10:27:48	36	345	←	457	Roger				<input type="checkbox"/>
	11101531	2021-12-03	10:05:09	48	919	←	894	Yang				<input type="checkbox"/>
	11101084	2021-12-03	09:35:18	22	345	←	035	Roger				<input type="checkbox"/>
	11100520	2021-12-03	08:30:17	1395	345	→	702	Roger				<input type="checkbox"/>
	11100252	2021-12-03	08:29:31	4	345	→	372	Roger				<input type="checkbox"/>
	11100245	2021-12-03	08:29:04	5	345	→	372	Roger				<input type="checkbox"/>
	11100237	2021-12-03	08:28:41	8	345	→	372	Roger				<input type="checkbox"/>
	11100226	2021-12-03	08:27:11	48	345	←	550	Roger				<input type="checkbox"/>

Tag and email recordings

- ▶ Tagging a recording is an option that helps describe an item and allows it to be found when searching for it, this could be for legal purposes, quality control, training reasons, etc. Example:
 - Good Call
 - Escalation Call
- ▶ Emailing a recording is also an option that could be used for legal purposes, quality control, training reasons, etc.
- ▶ Note that these options will be available to Supervisors and Administrator roles.

Type	ID	Date	Time	Duration	Local Party	Direction	Remote Party	User		Tags	Email	
🔊	11102574	2021-12-03	11:09:20	76	919	←	331	Yang	⬇	📱	✉	☐
🔊	11101983	2021-12-03	10:30:46	192	629	→	636	Roger	⬇	📱	✉	☐
🔊	11101898	2021-12-03	10:27:48	36	345	←	457	Roger	⬇	📱	✉	☐
🔊	11101531	2021-12-03	10:05:09	48	919	←	1894	Yang	⬇	📱	✉	☐
🔊	11101084	2021-12-03	09:35:18	22	345	←	1035	Roger	⬇	📱	✉	☐
🔊	11100520	2021-12-03	08:30:17	1395	345	→	702	Roger	⬇	📱	✉	☐
🔊	11100252	2021-12-03	08:29:31	4	345	→	372	Roger	⬇	📱	✉	☐
🔊	11100245	2021-12-03	08:29:04	5	345	→	372	Roger	⬇	📱	✉	☐
🔊	11100237	2021-12-03	08:28:41	8	345	→	372	Roger	⬇	📱	✉	☐
🔊	11100226	2021-12-03	08:27:11	48	345	←	550	Roger	⬇	📱	✉	☐

To download a recording, click here. This will then prompt you to save the recording (in WAV format) on your personal computer.

Click on the envelope icon to email the recording

Click here to tag the recording

Questions? Contact AireSpring Customer Service at customerservice@airespring.com or 800-825-1055 option 2