

# **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 Recoding Stats and Frequent Callers as shown in the screenshots.





| Frequent Callers             |                                      | Today 👻 🚬                                   |
|------------------------------|--------------------------------------|---|
|                              | Total Recordings                     |   |
|                              |                                      |   |
| 8187429629 8189218824 818738 | 914 8187381894 8885981405 8189221872 | 5129532540 2058140345 8188693522 2105269756 |

| First Name | Last Name | Total<br>Recordings | Avg<br>Duration | Max Duration |
|------------|-----------|---------------------|-----------------|--------------|
|            |           | 15                  | 225.7           | 681          |
|            |           | 2                   | 1358.0          | 2677         |
|            |           | 8                   | 35.1            | 132          |
|            |           | 2                   | 400.0           | 765          |
|            |           | 11                  | 151.4           | 554          |



This search filters & drills down using multiple criteria:

| ID OrkUid Group ID Group ID Max Duration (sec) Local Party Remote Party User ID Ser First Name             |     |
|--|-----|
| Min Duration (sec) Max Duration (sec) Local Party Remote Party User ID Local Entry Point Local Entry Point |     |
| lax Duration (sec)<br>scal Party<br>emote Party<br>ser ID<br>Local Entry Point<br>Local Entry Point        |     |
| Service ID       Tag Type       Remote Party       Tag Text       Jser ID       Local Entry Point          | ime |
| Remote Party Tag Type Tag Text Jser ID Local Entry Point   |     |
| Tag Text Ser ID Local Entry Point  |     |
| Local Entry Point  |     |
| Iser First Name  | t   |
|  |     |
| ser Last Name  |     |
| art Date   |     |
| d Date   |     |
| 1edia Type   |     |
|  |     |
| lirection  |     |

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.

| Cairespring:                        | Recordings | Provisionir  | ng Programs | System      |           |                         |   |                     |    |          | Welcome, adminfn 🛛 🏟 |
|-------------------------------------|------------|--------------|-------------|-------------|-----------|-------------------------|---|---------------------|----|----------|----------------------|
| Browse Recordin                     | gs         |              |             |             |           |                         |   |                     |    |          |                      |
| Filters Q<br>Time Frame<br>Custom   | Ŧ          | 2022-04-27 0 | 0:00:00     | ē           | Filter By | <u> </u>                |   |                     |    | 00:00:00 |                      |
|                                     |            |              |             |             |           | Page Size               |   |                     |    |          |                      |
| Cairesprin<br>UCaas Voice Recording |            | cordings     | Provisioni  | ng Programs | System    |                         |   |                     |    |          |                      |
| Browse Rec                          | cording    | s            |             |             |           |                         |   |                     |    |          |                      |
| Filters Q<br>Time Frame             |            | •            |             |             |           | Filter By               | - | Filter Value        | ^  |          |                      |
| Custom                              |            |              |             |             |           | Min Duration (sec)      | • | Filter Value        | \$ |          |                      |
| 2022-04-27                          | 00:00:0    | 0            |             | 🖻           |           | User Last Name          | • | Flinstones          |    |          |                      |
|                                     |            |              |             |             |           | Filter By<br>Media Type | - | Media Type<br>Audio | •  |          |                      |
|                                     |            |              |             |             |           | × + <                   | t |                     |    |          |                      |



### 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

| Yop       Addo       Tags         Type       Addo       Tags         Ib       574       Tags       Ib       Offer       Offer <t< th=""><th>Type ID</th><th>Date</th><th>Time</th><th>Duration</th><th>Local Party</th><th>Direction</th><th>Remote Party</th><th>User</th><th><u>+</u> -</th><th>Tags</th><th>Email</th></t<> | Type ID   | Date               | Time     | Duration | Local Party | Direction | Remote Party | User | <u>+</u> - | Tags | Email    |
|--|-----------|--------------------|----------|----------|-------------|-----------|--------------|------|------------|------|----------|
| jo     54       File Name     201103_00002_JWVTwav       User Do     94       Date     201-203       Date     10.902       Data     10.902       Data     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0     0.0       0.0  | 74        | 2021-12-03         | 11:09:20 | 76       | 1919        | ÷         | 70331        | Yang | <u>+</u>   | -    |          |
| File Name     201103_00902_UWT.txav       User Date     20110_20       Date     20110_20       Time     11.09_2C       Date     1.09_2C       Date   |           |                    |          |          | Tags        |           |              |      |            |      |          |
| Josef Data     Josef Data     Josef Data     Josef Data     Impediate     I  | File Name | 20211203_090920_JW | VVT.wav  |          | Tag Type    |           | Tavt         |      |            |      | Duration |
| Time     11:09:20       Time     11:09:20       Duration     6       Local Party     199       Local Furty Point       Direction       Remote Party     31   |           |                    |          | -        |             |           |              |      |            |      |          |
| Local Party     199     40308@10.10.30.162     0     0       Local Entry Point       Direction     In       Remote Party     331   |           |                    |          | -        |             |           |              |      |            |      |          |
| Local Entry Point Direction In Remote Party 331  |           |                    |          | -        |             |           |              |      |            |      |          |
| Remote Party 331   | -         | la.                |          |          |             |           |              |      |            |      |          |
| User Yang'   |           |                    |          |          |             |           |              |      |            |      |          |
|  | User      | Yang '             |          |          |             |           |              |      |            |      |          |

| L    |          |            |          |          |             |               |              |       |                |     |
|------|----------|------------|----------|----------|-------------|---------------|--------------|-------|----------------|-----|
| Туре | ID       | Date       | Time     | Duration | Local Party | Direction     | Remote Party | User  | 🕂 👻 Tags Email |     |
|      | 11102574 | 2021-12-03 | 11:09:20 | 76       | 919         | <del>\</del>  | 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         | ←             | 894          | Yang  | ± 🖬 🖼          | □ × |
|      | 11101084 | 2021-12-03 | 09:35:18 | 22       | 345         | ÷             | 035          | Roger | ± 🖬 🖼          | □ ~ |
|      | 11100520 | 2021-12-03 | 08:30:17 | 1395     | 345         | $\rightarrow$ | 702          | Roger | ± 🎴 🐸          | □ ~ |
|      | 11100252 | 2021-12-03 | 08:29:31 | 4        | 345         | $\rightarrow$ | 372          | Roger | ± 🎴 🐸          | □ ~ |
|      | 11100245 | 2021-12-03 | 08:29:04 | 5        | 345         | ÷             | 372          | Roger | ± 🖬 🖼          | □ × |
|      | 11100237 | 2021-12-03 | 08:28:41 | 8        | 345         | $\rightarrow$ | 372          | Roger | ± 🎴 🐸          | □ ~ |
| -    | 11100226 | 2021-12-03 | 08:27:11 | 48       | 345         | ←             | 550          | Roger | ± 🎴 🐸          | □ ~ |



## 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.



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