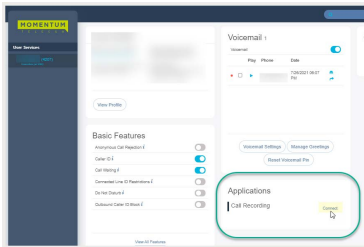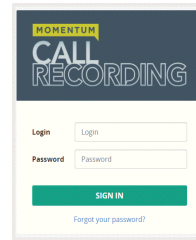## To Access the Call Recording Portal

Single Sign-On Access:
Supervisors/Admins may access Call Recording easily from the *Connect* link in the **Applications** card on the My Cloud Services Portal Dashboard - or via the *Administrator Dashboard* link in the Call Recording page in Admin Tools (where authorized).

Direct Access:
If single-sign on protocols are <u>not</u> in use, contact your organization's Call Recording Admin to receive instructions with the site URL and your secure login credentials.

DASHBOARD

Upon successful entry, the Dashboard displays useful at-a-glance statistics for the calls the user is authorized to review. Mouse-over the charts to view useful pop-up statistics for calling within the display. The Toolbar above the Dashboard offers simple click-to-view access to the user's authorized areas.
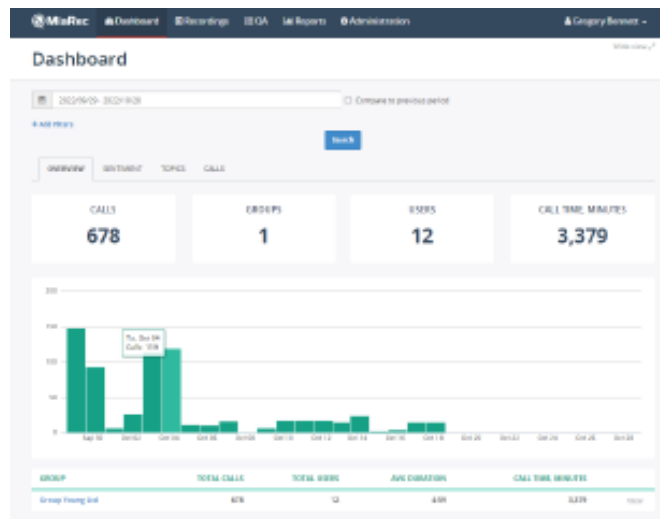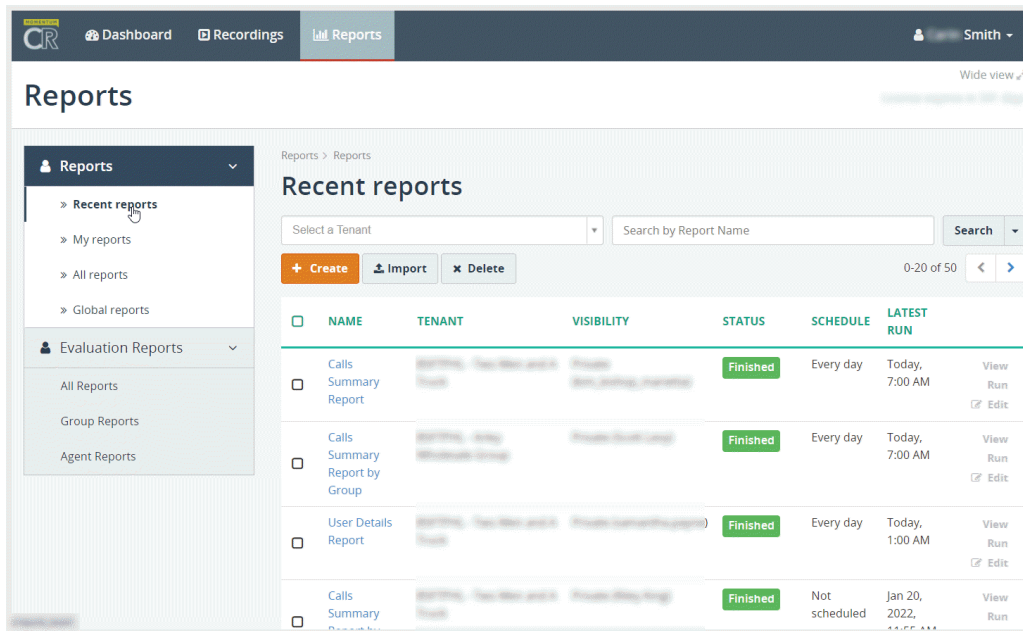
RECORDINGS

The Recordings section offers all tools available to a Supervisor or Admin for working with the recordings they are authorized to review, including tools for searching, listening, adding notes, tagging for reporting, downloading, etc. Access to tools or features is defined by the organization based on the role of the user.

REPORTS

Authorized Supervisors or Administrators may also have access to the Reports section. Tools for managing and reviewing updated call statistics or (if licensed) performing agent evaluation reports may be available. The availability of Reports and related tools is defined by the organization. Access is based on the user's role.

ADMINISTRATION

Restricted. Some users may be granted access to a set of Administration tools within the Call Recording portal. The availability of Organization (Tenant) level tools and the authorization to access features within the Administration section is pre-defined. Tasks performed here relate to management of user or group access to call recording features or add-ons ($), storage information, customization of table views, Audit trail information, etc.
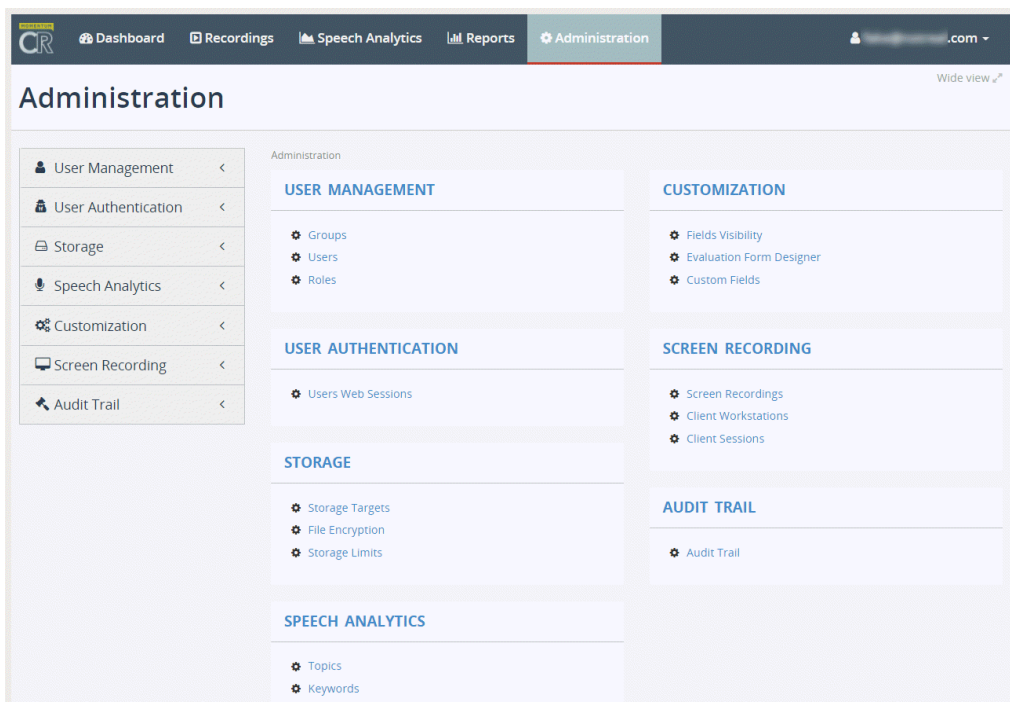
Please Note: *The examples shown in this guide are for illustration purposes only. Contact your organization's Call Recording Administrator for more information about the tools and features enabled for your role as defined by your organization.*