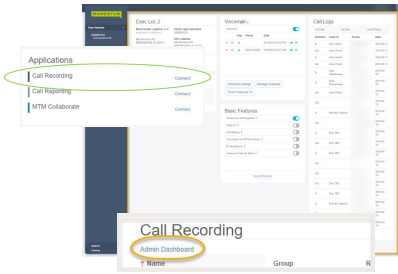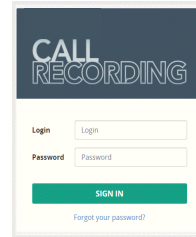# Call Recording Supervisor | User 101

MOMENTUM

To Access the Call Recording Portal

SAML 2.0 Access: (Single Sign-On)
Licensed users may access Call Recording easily from the *Connect* link in the **Applications** card on the Cloud Services Portal Dashboard - or via the *Administrator Dashboard* link in the **Call Recording** page in Admin Tools (where authorized).

Direct / Password Access:
If your organization's Call Recording Admin provided a site URL for the sign in page, enter your login credentials there and follow any authentication steps required to access Call Recording.

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 and may offer highlighted Sentiment analytics ($), as well. And, the Toolbar above the Dashboard offers simple click-to-view access to authorized work areas.
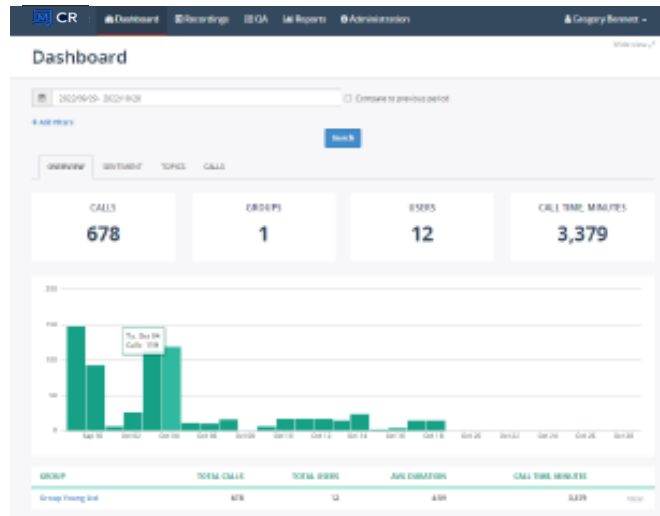
RECORDINGS

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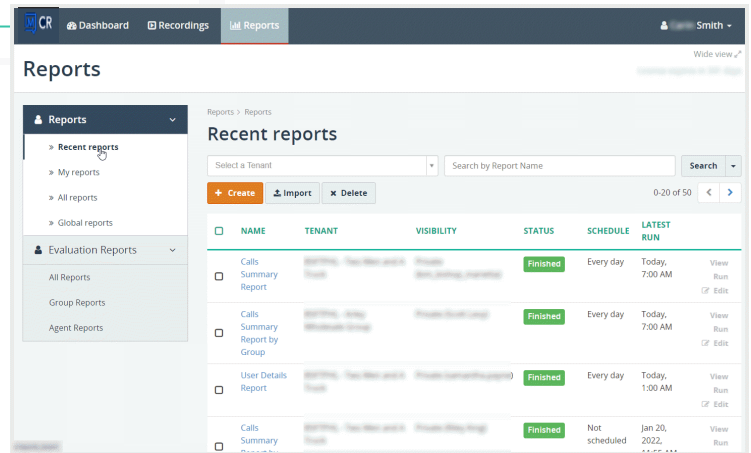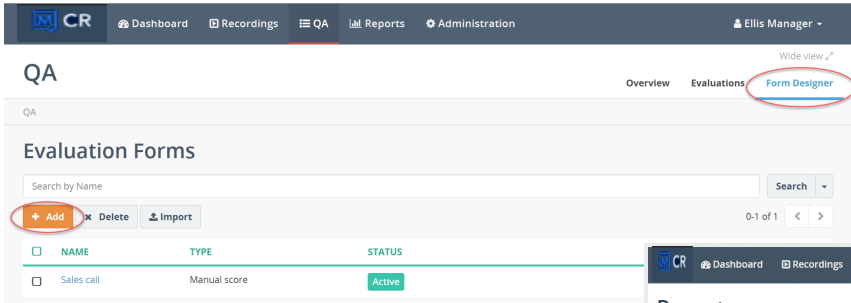
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QA & REPORTS

Administrators and authorized users or Supervisors may also have access to work with the tools in the QA and Reports sections. Tools for managing and reviewing updated call statistics reporting or (if licensed) performing or creating agent evaluation reports are available in these sections. Tool access is based on the user's role.

ADMINISTRATION

Restricted. Non-Admin roles see Read-Only views here. Some users may be granted access work with 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 role based. Tasks performed here relate to management of user or group access to call recording features or license add-ons ($), storage information, customization of table views, Audit trail information, Automated Evaluation/AI settings, etc. Note: In Teams environments, the Teams Admin is typically the Call Recording Admin.
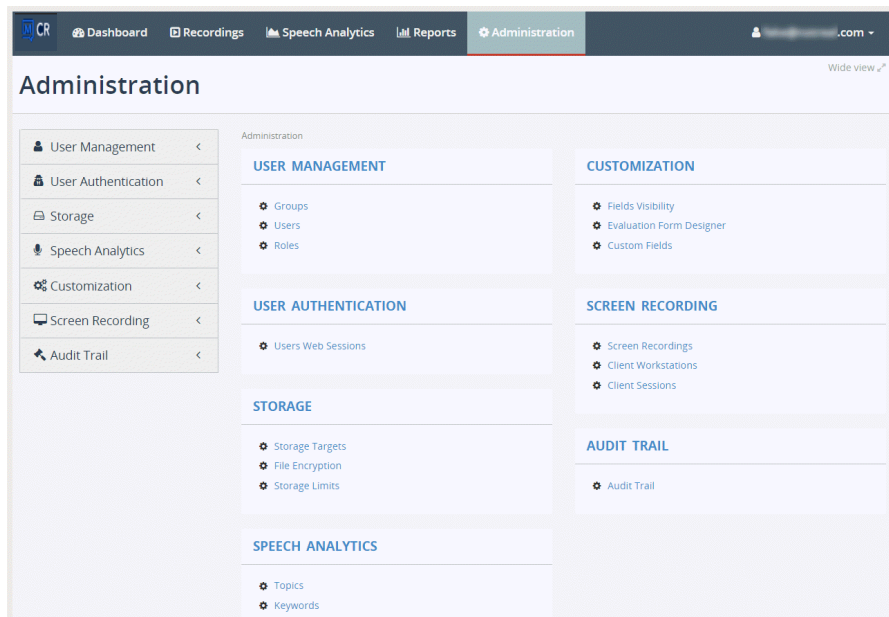
Please Note: *The feature examples shown in this guide are for illustration purposes only. Contact your organization's Call Recording Administrator for more information about the tools and services enabled for your access by your organization.*