Call Recordings

Choose **Messaging - Call Recordings** in the main menu, to view the table of available call recordings. These are collected by the ACD, depending on the settings in the ACD groups.

Date / Time	The date and time the recording was made.
Service Number	The called service number
A-Number	The Caller ID of the caller.
Agent	The agent, who was called
Agent Number	The Number of the agent
Agent Telephone Number	The telephone number of the agent.
Group Name	The name of the ACD group
Group Number	The group number (if available)
Subject	An automatically generated or manually generated subject for the recording
Audio File	In the column **Audio File** choose **Play** to listen to or download the recording.

In the column **Action** you can choose **Edit** to edit the recording. The following fields can be changed:

Subject	An automatically generated or manually generated subject for the recording
Message	Here, you can make notes on the call recording

Use **Send** in the toolbar to deliver call recordings as a ZIP file. Provide the following information:

Selection	Choose which type of recordings you would like to have sent: *All* - all recordings in the table *Routing Application* — recordings which were made in a particular routing application *Service Number* — recordings which were made in a particular service number
Email Recipient	The recipient of the email
Email Subject	The subject of the email