Call Recording History Accessible in Customer Manager & User Portal

Feature first available:

iPECS Cloud version 6.0.

License Required:

iPECS Call Recording licensing is required to use this feature.

Description:

- This feature shows a history of which user played / downloaded which call record file from when and where.
- The Customer Manager and the User can see the call recording access history in below menus.
- Customer Manager Portal > Call Manager > Call Record Report
  User Portal > Inbox > Call Record Message
  User Portal > Recording Group Report

- In the User Portal, the user can only see the access history of the currently logged-in ID.

- Also, this feature provides access history for all call recordings displayed in the record list as an Excel file.

Item	Description
User ID	The user ID who accessed this call record
User Type	The location where this call recording was accessed (Analytics, EMS)
Access Type	Whether this call recording was played or downloaded
Access Time	The date and time when this call recording was accessed

Programming:

Customer Manager Portal > Call Manager > Call Record Report User Portal > Inbox > Call Record Message
User Portal > Recording Group Report

Call Record Report

Extension Name		Extension Number		Tel Number	

☑ Date/Time 2023-03-07 🗓 00 ∨ Hour 00 ∨ Min. ~ 2023-04-07 🗓 23 ∨ Hour 59 ∨ Min.

☐ Duration 00 ∨ Hour 00 ∨ Min. 00 ∨ Sec ~ 00 ∨ Hour 00 ∨ Min. 00 ∨ Sec

[Search] [All History Download] [Download] [Download All]

Record List

		Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	Duration	Play	Down
1	☑	Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	00:00:04	🔒 ▶	⬇
2	☐	Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	00:00:03	🔒 ▶	⬇
3	☐	Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:26:37	2023-03-28 05:26:40	00:00:03	🔒 ▶	⬇
4	☐	Minsoo11 Park11	100	Outgoing	Extension	107	2023-03-28 05:25:52	2023-03-28 05:25:56	00:00:04	🔒 ▶	⬇

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[Delete]

Call Record Access History ⌃

	User ID ⬍	User Type	Access Type	Access Time
1	100@c1.com	Analytics	Play	2023-03-28 13:57:17
2	100@c1.com	Analytics	Download	2023-03-28 13:57:21
3	100@c1.com	Analytics	Download	2023-03-28 13:57:31
4	100@c1.com	Analytics	Play	2023-03-28 13:57:33
5	100@c1.com	EMS	Download	2023-03-31 09:43:12
6	100@c1.com	EMS	Play	2023-03-31 09:43:16
7	c1@c1.com	EMS	Play	2023-03-28 14:36:12
8	c1@c1.com	EMS	Download	2023-03-31 09:20:24
9	c1@c1.com	EMS	Download	2023-03-31 09:34:10
10	c1@c1.com	EMS	Download	2023-04-03 11:07:04

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[Cancel]

Call Record Report - Access History

Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time	End Time	User ID	User Type	Access Type	Access Time
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	c1@c1.com	EMS	Download	2023-04-03 11:07:04
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	EMS	Play	2023-03-31 09:43:16
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	EMS	Download	2023-03-31 09:43:12
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	c1@c1.com	EMS	Download	2023-03-31 09:34:10
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	c1@c1.com	EMS	Download	2023-03-31 09:20:24
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	c1@c1.com	EMS	Play	2023-03-28 14:36:12
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Play	2023-03-28 13:57:33
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Download	2023-03-28 13:57:31
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Download	2023-03-28 13:57:21
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:28:28	2023-03-28 05:28:32	100@c1.com	Analytics	Play	2023-03-28 13:57:17
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	c1@c1.com	EMS	Download	2023-04-03 11:07:05
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	c1@c1.com	EMS	Download	2023-03-31 09:34:11
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	100@c1.com	Analytics	Download	2023-03-28 13:57:29
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:27:23	2023-03-28 05:27:26	100@c1.com	Analytics	Play	2023-03-28 13:57:25
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:26:37	2023-03-28 05:26:40	c1@c1.com	EMS	Download	2023-04-03 11:07:05
Minsoo11 Park11	100	Incoming	Extension	107	2023-03-28 05:26:37	2023-03-28 05:26:40	c1@c1.com	EMS	Download	2023-03-31 09:34:11
Minsoo11 Park11	100	Outgoing	Extension	107	2023-03-28 05:25:52	2023-03-28 05:25:56	c1@c1.com	EMS	Download	2023-04-03 11:07:06
Minsoo11 Park11	100	Outgoing	Extension	107	2023-03-28 05:25:52	2023-03-28 05:25:56	c1@c1.com	EMS	Download	2023-03-31 09:34:12

Call Record Report

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