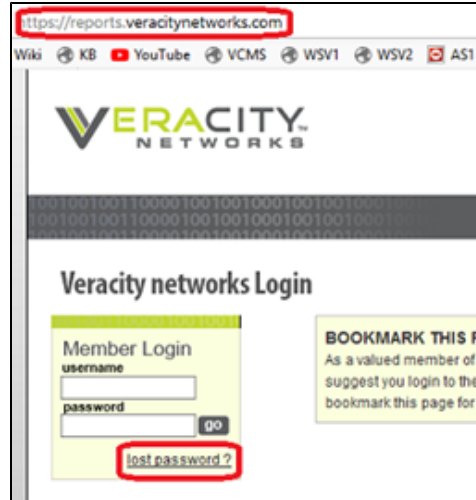


Call Recordings













You login to our call recording system at <https://reports.veracitynetworks.com>. There is a "lost password" link if you've forgotten your password. But that is dependent on your having your email address registered to our system. If not then you can email us at csgroup@veracitynetworks.com or you can call us at 801-437-6566 for assistance with your login.



There are six reports where you can review and download recordings depending on your license level. They are the reports with "Recording" in their name. Those reports are:

- Call Details (with Call Recording)
- Departmental Call Details with Call Recording
- Direct Dial Details (with Call Recording)
- Extension Call Details (with Call Recording)
- SearchCruncher Recording
- Site SearchCruncher Recording

The report results will look similar to this.

10/2/2018	6:10:47 PM	801-██████-20 Tron	Jeff	outgoing	00:00:02	385-██████-4	   --
10/2/2018	6:10:38 PM	801-██████-██	William	incoming	00:06:45	817-██████-35	   --
10/2/2018	6:10:29 PM	8013793000 CommercialCallCenter 8013793000		incoming	00:16:49	817-██████-5	   -
10/2/2018	6:08:38 PM	801-██████-4	Bryan	incoming	00:05:32	██████-██	   --

Any calls that were recorded will have these icons to the right of their details.



The icon with the headset can be clicked to listen to that recording through your computer's speakers.

The icon with the downward arrow can be used to download the recording. The available formats are MP3, WAV or Zip.

The icon that looks like a postal letter

is the email tool. It will pop-up a window where you can select emails to send the recording. There is an Add Additional Email(s) link to add emails for people outside of your organization.

You can send a recording in MP3, WAV or Zip format. Click the "email report" button when ready.

That is all there is to reviewing, downloading and distributing call recordings.

Select the external users from the following list for sending Email

<input checked="" type="checkbox"/>	support@veracitynetworks.com	<input type="checkbox"/>	amy. [redacted]@veracitynetworks.co
<input checked="" type="checkbox"/>	doug. [redacted]@veracitynetworks.com		

[Add Additional Email\(s\)](#) [Manage External Users Email\(s\)](#)

Select audio attachment type to be sent in email.

Select Format MP3 WAV ZIP

Subject:

Message: