

# PCI – Call Recording

**1.**  
Login to the Fusion portal  
<https://inovation.fusiontelecom.co/login/>:

inovation.fusiontelecom.co/login/#/

**FUSION**

**Email**  
email@solutionip.co.uk

**Password**  
.....

[Forgot password?](#)  
[To create an account, contact us.](#)

**Log In**

**FUSION**

- Dashboard
- Numbers
- Sessions
- Transform**
- Calls
- Evaluate**
- Tables
- PayGuard
- Administration

PayGuard Numbers Schedules Calls SmartScribe VoiceGuard Voicemail inSurvey Alerts

**2.**  
Click on the 'Transform' tab and select 'Evaluate'

**3.** Click on the 'Advanced' tab to allow you to search for specific calls (i.e. date range etc)

**4.** Calls will be listed as demonstrated below

Home > Calls > Evaluate Calls

Search [ ] [Advanced]

**Date Range** [12 Jun 2022 16:37 - 12 Jul 2022 16:37] **Agents** [Select Agents...] **Service No** [Type Service No...]

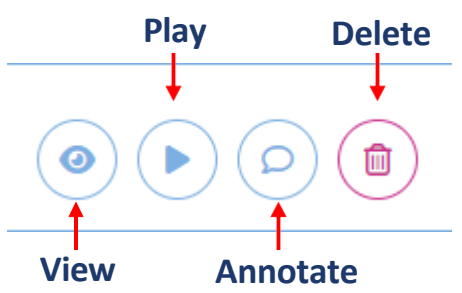
**Calling No** [Type Calling No...]  **With Voicemail**  **With Survey**

**With Recording**

Search [ ] [Reset]

53331175	12 Jul 22 16:35:09	0739 394 5452	01174 504 130	01634 560 814	5	[View] [Play] [Annotate] [Delete]
53331174	12 Jul 22 16:31:05	01274 480 031	01172 350 923	01235 467 392	232	[View] [Play] [Annotate] [Delete]
53331173	12 Jul 22 16:32:22	0774 827 6866	01162 388 100	01174 729 836	121	[View] [Play] [Annotate] [Delete]
53331172	12 Jul 22 16:31:36	0781 696 5897	01174 504 117	01604 970 752	155	[View] [Play] [Annotate] [Delete]
53331171	12 Jul 22 16:32:30	0795 264 5419	01174 504 130	01634 560 814	98	[View] [Play] [Annotate] [Delete]
53331170	12 Jul 22 16:31:38	0776 120 8582	01174 504 133	01536 211 321	147	[View] [Play] [Annotate] [Delete]
53331169	12 Jul 22 16:32:49	0744 852 2632	01172 442 304	01902 958 690	64	[View] [Play] [Annotate] [Delete]
53331168	12 Jul 22 16:28:57	0742 319 8649	01174 504 130	01634 560 814	264	[View] [Play] [Annotate] [Delete]
53331063	12 Jul 22 16:29:24	0751 994 1717	01172 442 304	01902 958 690	172	[View] [Play] [Annotate] [Delete]

**5.** Select the required action tab on the right of the call depending on the action you wish to take (i.e. deleting the call recording)



**6.**  
The following screen will appear when you select the view button  
This allows you to listen, download, annotate and score the call  
as required





**Issues or questions? Contact us!**

**03332000903**

**Option 1 – Support**

**[support@solutionip.co.uk](mailto:support@solutionip.co.uk)**