

PCI – Call Recording

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1.

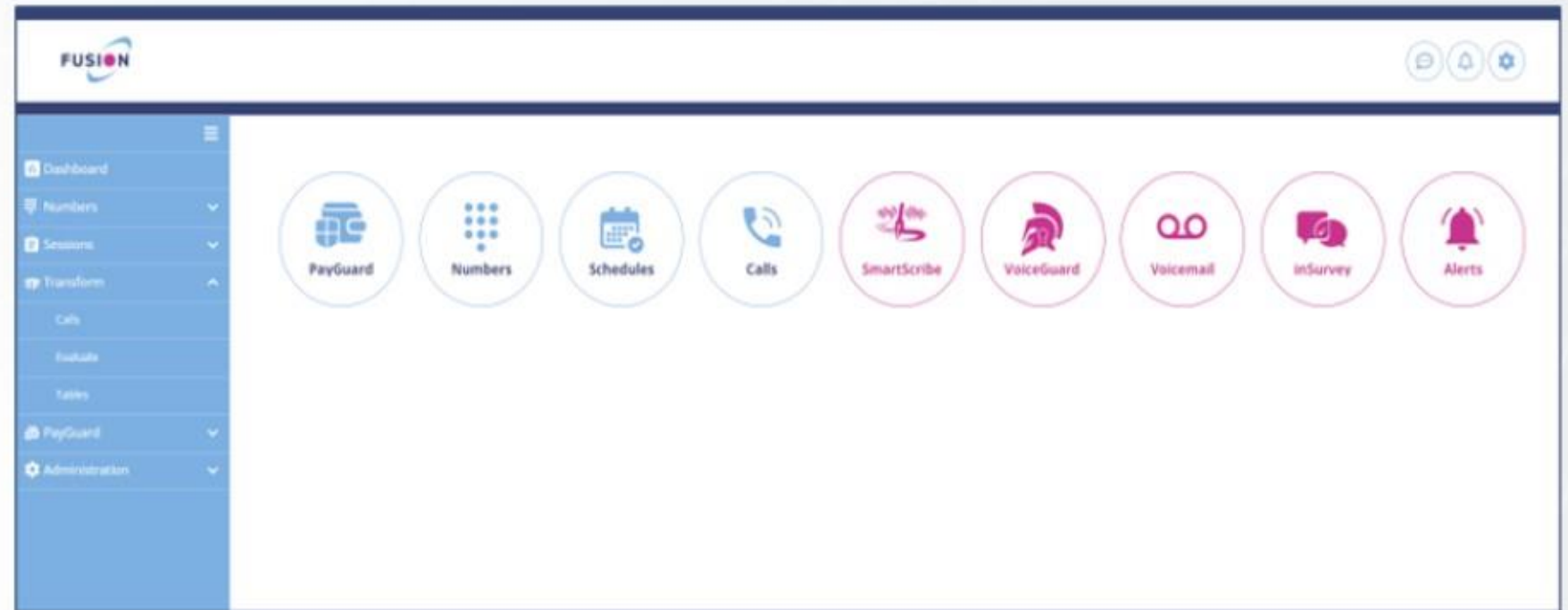
Login to the Fusion portal

<https://innovation.fusiontelecom.co/login/>

🔒 innovation.fusiontelecom.co/login/#/

2.

Click on the 'Transform' tab and select 'Evaluate'



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

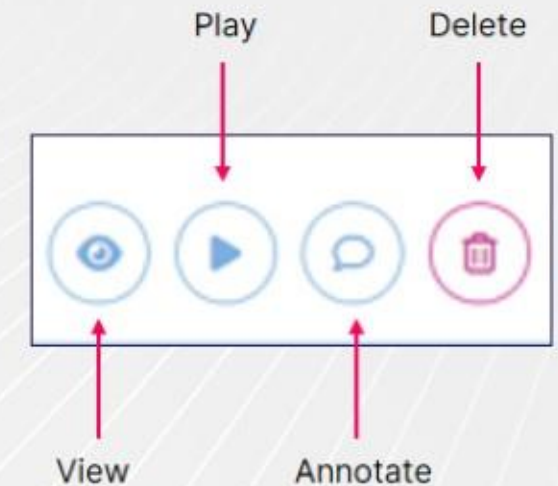
4. Calls will be listed as demonstrated below

The screenshot shows the 'Evaluate Calls' interface with the following search filters:

- 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
-

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

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)



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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

The screenshot displays the 'View Call' interface with the following components:

- Navigation:** Home > Calls > Evaluate Calls > View Call
- Recordings Panel:**
 - Recording timeline:** Shows a blue waveform with a total duration of 1:38.
 - Playback controls:** Includes play, previous, 0:00 | 1:38, progress bar, volume, and download icons.
 - Labels:** A text input field with 'Type Labels...' and a red 'x' icon.
 - Score:** A numeric input field with a minus sign, '0', and a plus sign.
 - Comment:** A text input field with 'Type Comment...' and an 'Add' button.
- Details Panel:**
 - Status:** A progress indicator showing 'Pending' (grey circle) and 'Downloaded' (green circle).
 - Calling No:** 07952645419
 - Service No:** 01174504130
 - Destination:** 01634560814
 - Date Called:** 12 Jul 2022 16:32

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Issues or questions? Contact us!

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