

SUTUS



BC313

How To:

Search Call Recordings

Searching Call Recordings

- If you need to listen to a specific call recording, you can search for it in Business Central Manager.
- You can search by date, call queue, and phone number.
- NOTE: Call recordings will be available only if that feature is enabled on your system. To enable call recording, contact SUTUS Support.

Log on to Business Central Manager using the store manager's account.

SUTUS Sutus Business Central 313 Help

Shuswap Pizza

[Log on to Business Central Manager](#)

Log on here to access your personal workspace and other shared workspaces.

Logon name:

Password:

Important > By logging on, you indicate that you agree to the [License Agreement](#) for Sutus Business Central and have read and understood the [Terms of Service](#).

[Configure Client Machine](#)

Start the [Client Setup Wizard](#) to configure your client machine to work with Sutus Business Central.

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Click on the **Reception** workspace.



Refresh Shared: 0 + 0 OK Lock Exit SUTUS

My Workspaces

- Manager
- Reception

Workspace Properties Manager Help

Edit Properties... Change Logon Password... Delete Voicemail...

General Availability Call Flows Call Recordings Reports Special Callers

General Information

Workspace name: Manager

Important > Used for internal Caller ID, Auto-Attendant's directory listing, and the network file folder name.

Type: Personal

First name: Last name: Manager

Logon Information

Logon name: manager

Personal Services

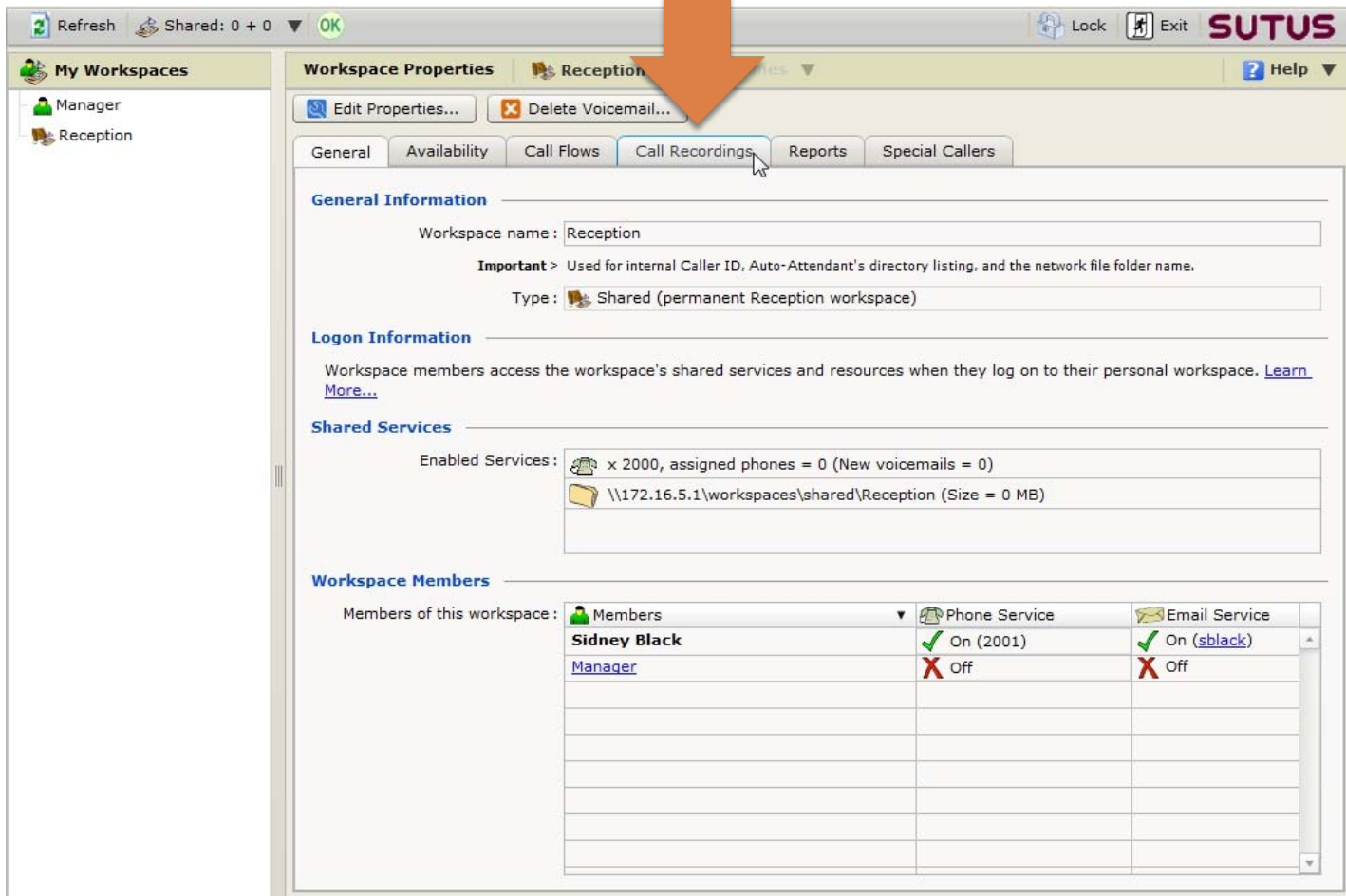
Enabled Services: \\172.16.5.1\workspaces\personal\Manager (Size = 0 MB)

Additional Workspaces

This person is a member of these shared workspaces:

Shared Workspaces	Phone Service	Email Service
Reception (2)	✓ On (2000)	✗ Off

Click the **Call Recordings** tab.



The screenshot shows the SUTUS workspace management interface. The main window is titled "Workspace Properties" and is currently displaying the "Call Recordings" tab. An orange arrow points to this tab. The interface includes a sidebar with "My Workspaces" containing "Manager" and "Reception". The main content area is divided into sections: "General Information", "Logon Information", "Shared Services", and "Workspace Members".

General Information

Workspace name: Reception

Important > Used for internal Caller ID, Auto-Attendant's directory listing, and the network file folder name.

Type: Shared (permanent Reception workspace)

Logon Information

Workspace members access the workspace's shared services and resources when they log on to their personal workspace. [Learn More...](#)

Shared Services

Enabled Services: x 2000, assigned phones = 0 (New voicemails = 0)

\\172.16.5.1\workspaces\shared\Reception (Size = 0 MB)

Workspace Members

Members of this workspace:

Members	Phone Service	Email Service
Sidney Black	✓ On (2001)	✓ On (sblack)
Manager	✗ Off	✗ Off

Filter the list of calls as needed.

Refresh Shared: 0 + 0 OK Lock Exit SUTUS

My Workspaces
Manager
Reception

Workspace Properties Reception Phones Help

Edit Properties... Delete Voicemail...

General Availability Call Flows Call Recordings Reports Special Callers

Recordings

Call recordings are shown below. You can use the filter options to view recordings for a specific call queue or caller number. Select an item in the grid to play, save, or remove a recording.

Show recordings from: 01/01/2012 to 05/31/2012

Filter Options: Show only recordings from queue: the Reception - Lunch queue
 Show only recordings with caller number containing:

Refresh Recordings

Start Time	Line	Caller Number	Call Disposition	Queue Hold(s)	Local Hold(s)	Call Duration(s)	Play
2012-02-06 14:00	1	2505556896	Queue Answered	3	0	23	▶ Play
2012-02-07 14:00	1	2505556896	Queue Answered	1	0	78	

You can filter by date range.

Refresh Shared: 0 + 0 OK Lock Exit SUTUS

My Workspaces
Manager
Reception

Workspace Properties Reception Phones Help

Edit Properties... Delete Voicemail...

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 Show only recordings with caller number containing:

Refresh Recordings

Start Time	Line	Caller Number	Call Disposition	Queue Hold(s)	Local Hold(s)	Call Duration(s)	Play
2012-02-06 14:00	1	2505556896	Queue Answered	3	0	23	<input type="button" value="Play"/>
2012-02-07 14:00	1	2505556896	Queue Answered	1	0	78	

You can filter by call queue.

Refresh Shared: 0 + 0 OK Lock Exit SUTUS

My Workspaces
Manager
Reception

Workspace Properties Reception Phones Help

Edit Properties... Delete Voicemail...

General Availability Call Flows Call Recordings Reports Special Callers

Recordings

Call recordings are shown below. You can use the filter options to view recordings for a specific call queue or caller number. Select an item in the grid to play, save, or remove a recording.

Show recordings from: 02/06/2012 to 02/07/2012

Filter Options: Show only recordings from queue: the Reception - Lunch queue Show only recordings with caller number

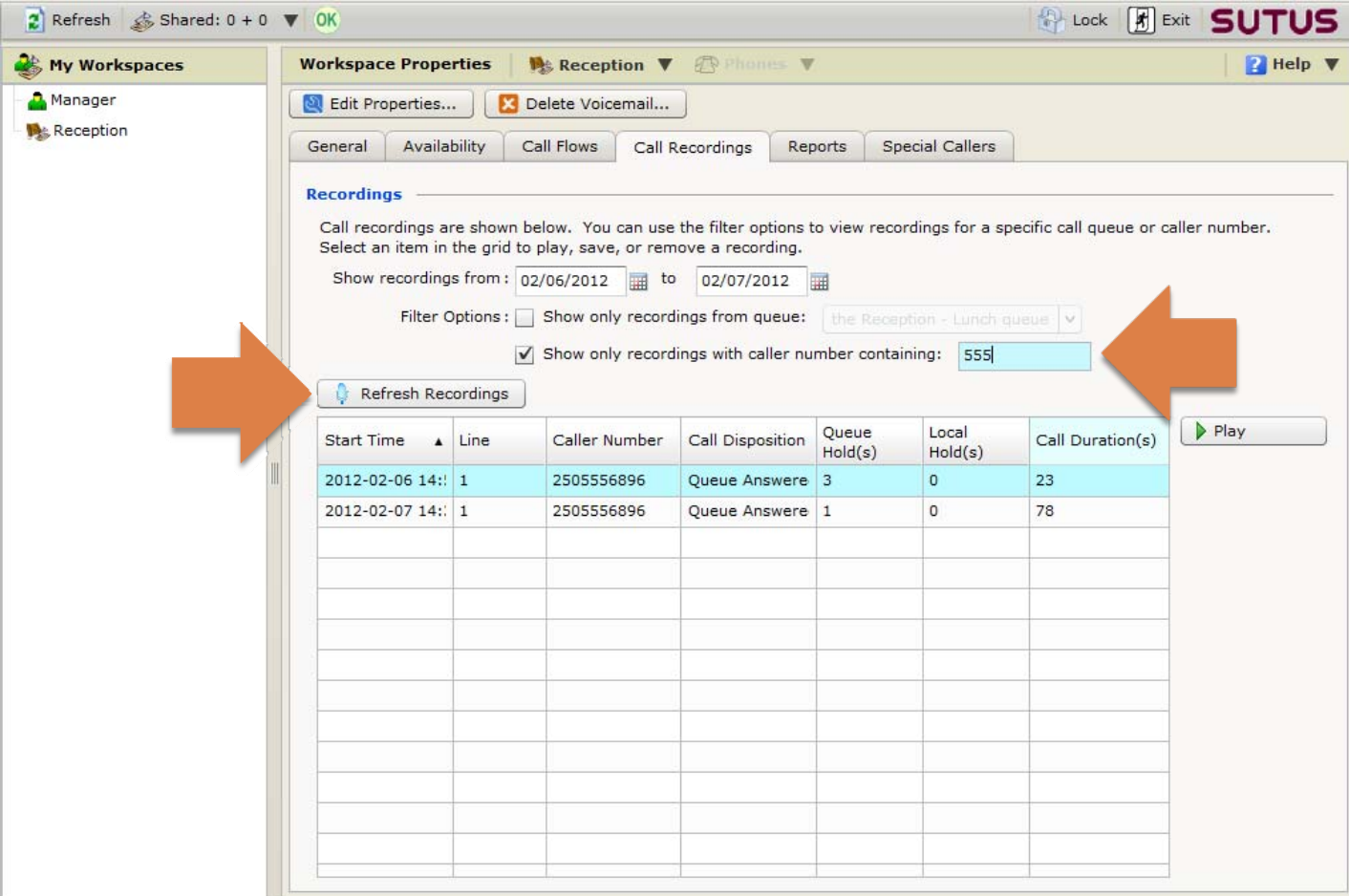
Refresh Recordings

Start Time	Line	Caller Number	Call Disposition
2012-02-06 14:00	1	2505556896	Queue Answered
2012-02-07 14:00	1	2505556896	Queue Answered

the Reception - Lunch queue
the Reception - Late Night queue
the Reception - Available queue
the Reception - Dinner queue
the Reception - Unavailable queue

Play

And you can filter by full or partial phone number.



The screenshot shows the SUTUS interface for managing call recordings. The 'Recordings' tab is active, displaying a table of recordings with columns for Start Time, Line, Caller Number, Call Disposition, Queue Hold(s), Local Hold(s), and Call Duration(s). Two orange arrows point to the filter options: one to the 'Refresh Recordings' button and another to the 'Show only recordings with caller number containing' input field.

Workspace Properties | Reception | Phones

Refresh | Shared: 0 + 0 | OK | Lock | Exit | SUTUS

My Workspaces: Manager, Reception

Workspace Properties: Edit Properties... | Delete Voicemail...

General | Availability | Call Flows | Call Recordings | Reports | Special Callers

Recordings

Call recordings are shown below. You can use the filter options to view recordings for a specific call queue or caller number. Select an item in the grid to play, save, or remove a recording.

Show recordings from: 02/06/2012 to 02/07/2012

Filter Options: Show only recordings from queue: the Reception - Lunch queue | Show only recordings with caller number containing: 555

Refresh Recordings

Start Time	Line	Caller Number	Call Disposition	Queue Hold(s)	Local Hold(s)	Call Duration(s)	Play
2012-02-06 14:00	1	2505556896	Queue Answered	3	0	23	<input type="button" value="Play"/>
2012-02-07 14:00	1	2505556896	Queue Answered	1	0	78	

Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- support@sutus.com
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- pizza@sutus.com
- 1-866-987-8866 ext 5555

More how-to tutorials:

- <http://help.sutus.com>