

# SUTUS



BC5800

How To:

Listen to or Save Call Recordings

# Listening to Call Recordings

- If call recording is enabled on your system, all calls received through a queue are recorded.
- Call recording helps increase order frequency and improve customer retention by assisting with training, customer service, and efficiency.
- You can listen to call recordings through Business Central Manager and save them to your computer.
- To enable call recording on your system, contact SUTUS Support.

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

**SUTUS** SUTUS Business Central Manager ? 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 that you 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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# Select the Reception workspace.



Refresh Voice: 0 Email: 2 Shared: 0 + 0 OK Lock Exit SUTUS

**Workspaces**

- manager
- Reception
- Shuswap Pizza

**Workspace Properties** manager Phones Help

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

General Availability Profiles Call Flows Call Recordings Special Callers Reports

**General Information**

Workspace name:

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

Type:

First name:  Last name:

**Logon Information**

Logon name:

**Personal Services**

Enabled Services:

- x 2005, assigned phones = 0 (New voicemails = 0)
- [manager@0000bc5800000002016.sutusbiz.com](mailto:manager@0000bc5800000002016.sutusbiz.com) (Unread email = 2)
- \\24.70.64.200\workspaces\personal\manager (Size = 0 MB)

**Additional Workspaces**

This person is a member of these shared workspaces:

Shared Workspaces	Phone Service	Phone Service	Email Service	Email Service
<a href="#">Reception (3)</a>	✓ On (2000)	0	✗ Off	0
<a href="#">Shuswap Pizza (6)</a>	✓ On (2002)	0	✗ Off	0



# Click on the **Call Recordings** tab.

The screenshot displays the SUTUS software interface. At the top, there is a status bar with icons for Refresh, Voice (0), Email (2), Shared (0 + 0), and OK. The main window is titled 'Workspace Properties' and has tabs for Reception and Phones. The 'Call Recordings' tab is selected and highlighted with an orange arrow. Below the tabs are buttons for 'Edit Properties...' and 'Delete Voicemail...'. The main content area is divided into sections: 'General Information' (Workspace name: Reception, Important: Used for internal Caller, Type: Shared), 'Logon Information' (Workspace members access shared services), 'Shared Services' (Enabled Services: x 2000, assigned phones = 5), and 'Workspace Members' (A table listing members and their services).

Members of this workspace:	Members	Phone Service	Email Service
	manager	✓ On (2005)	✓ On (manager)
	Oliver White	✓ On (2003)	✗ Off
	sadmin	✓ On (2004)	✓ On (sadmin)

# Select which recordings to display, and then click Refresh Recordings.

The screenshot shows the SUTUS interface with the following elements:

- Top bar: Refresh, Voice: 0, Email: 2, Shared: 0 + 0, OK, Lock, Exit, SUTUS logo.
- Left sidebar: Workspaces (manager, Reception, Shuswap Pizza).
- Workspace Properties: Reception, Phones, Edit Properties..., Delete Voicemail...
- Navigation tabs: General, Availability Profiles, Call Flows, Call Recordings (selected), Special Callers, Reports.
- Recordings section: "Have active license: On", "Recordings" heading, instructions, date range (01/01/2012 to 06/05/2012), and filter options.
- Filter Options:  Show only recordings from queue: the Reception - Open queue,  Show only recordings with caller number containing: [text box].
- Buttons: Refresh Recordings, Play, Save.
- Table with columns: Start Time, Line, Caller Number, Queue Hold(s), Local Hold(s), Call Duration(s).

Start Time	Line	Caller Number	Queue Hold(s)	Local Hold(s)	Call Duration(s)
2012-04-20 15:10:	1	8662910594	2	0	43
2012-04-20 15:14:	1	8662910594	4	0	105
2012-04-20 15:53:	Unknown	8662910594	5	0	125
2012-04-20 16:01:	Unknown	8662910594	3	0	90
2012-04-20 16:03:	1	8662910594	3	0	147
2012-04-20 16:08:	1	8662910594	4	0	690
2012-04-20 18:29:	1	8662910594	4	0	214
2012-04-20 18:48:	1	8662910594	5	0	480
2012-04-20 20:06:	1	8662910594	5	0	85
2012-04-20 20:08:	Unknown	8662910594	13	0	100
2012-04-23 16:08:	1	8662910594	25	0	100
2012-04-23 17:20:	1	8662910594	13	0	168



# Select a call to play, and then click **Play**.

The screenshot shows the SUTUS software interface. At the top, there are status indicators: Refresh, Voice: 0, Email: 2, Shared: 0 + 0, OK, Lock, Exit, and the SUTUS logo. Below this is a navigation bar with 'Workspaces' (listing manager, Reception, Shuswap Pizza), 'Workspace Properties', 'Reception', and 'Phones'. The main content area has tabs for 'General', 'Availability Profiles', 'Call Flows', 'Call Recordings', 'Special Callers', and 'Reports'. The 'Call Recordings' tab is active, showing a 'Recordings' section with a 'Refresh Recordings' button. Below this is a table of call recordings. The first row is highlighted in light blue. To the right of the table are 'Play' and 'Save' buttons. Two orange arrows are overlaid on the image: one pointing to the first row of the table, and another pointing to the 'Play' button.

Have active license:  On

**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 06/05/2012

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

Refresh Recordings

Start Time	Line	Caller Number	Queue Hold(s)	Local Hold(s)	Call Duration(s)
2012-04-20 15:10	1	8662910594	2	0	43
2012-04-20 15:14	1	8662910594	4	0	105
2012-04-20 15:53	Unknown	8662910594	5	0	125
2012-04-20 16:01	Unknown	8662910594	3	0	90
2012-04-20 16:03	1	8662910594	3	0	147
2012-04-20 16:08	1	8662910594	4	0	690
2012-04-20 18:29	1	8662910594	4	0	214
2012-04-20 18:48	1	8662910594	5	0	480
2012-04-20 20:06	1	8662910594	5	0	85
2012-04-20 20:08	Unknown	8662910594	13	0	100
2012-04-23 16:08	1	8662910594	25	0	100
2012-04-23 17:20	1	8662910594	13	0	168

Play Save



Or select a call to save, and then click **Save**.

The screenshot shows the SUTUS interface with the 'Recordings' tab selected. The interface includes a top navigation bar with 'Refresh', 'Voice: 0', 'Email: 2', 'Shared: 0 + 0', 'OK', 'Lock', 'Exit', and the 'SUTUS' logo. Below this is a 'Workspaces' sidebar with 'manager', 'Reception', and 'Shuswap Pizza'. The main content area is titled 'Workspace Properties' and contains tabs for 'General', 'Availability Profiles', 'Call Flows', 'Call Recordings', 'Special Callers', and 'Reports'. The 'Call Recordings' tab is active, showing a 'Have active license' status of 'On' and a 'Recordings' section with a table of call data. The table has columns for 'Start Time', 'Line', 'Caller Number', 'Queue Hold(s)', 'Local Hold(s)', and 'Call Duration(s)'. The first row is highlighted in light blue. To the right of the table are 'Play' and 'Save' buttons. An orange arrow points from the left to the first row, and another points from the right to the 'Save' button.

Refresh Voice: 0 Email: 2 Shared: 0 + 0 OK Lock Exit SUTUS

Workspaces  
manager  
Reception  
Shuswap Pizza

Workspace Properties Reception Phones Help

Edit Properties... Delete Voicemail...

General Availability Profiles Call Flows Call Recordings Special Callers Reports

Have active license:  On

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 06/05/2012

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

Refresh Recordings

Start Time	Line	Caller Number	Queue Hold(s)	Local Hold(s)	Call Duration(s)
2012-04-20 15:10	1	8662910594	2	0	43
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2012-04-23 16:08	1	8662910594	25	0	100
2012-04-23 17:20	1	8662910594	13	0	168

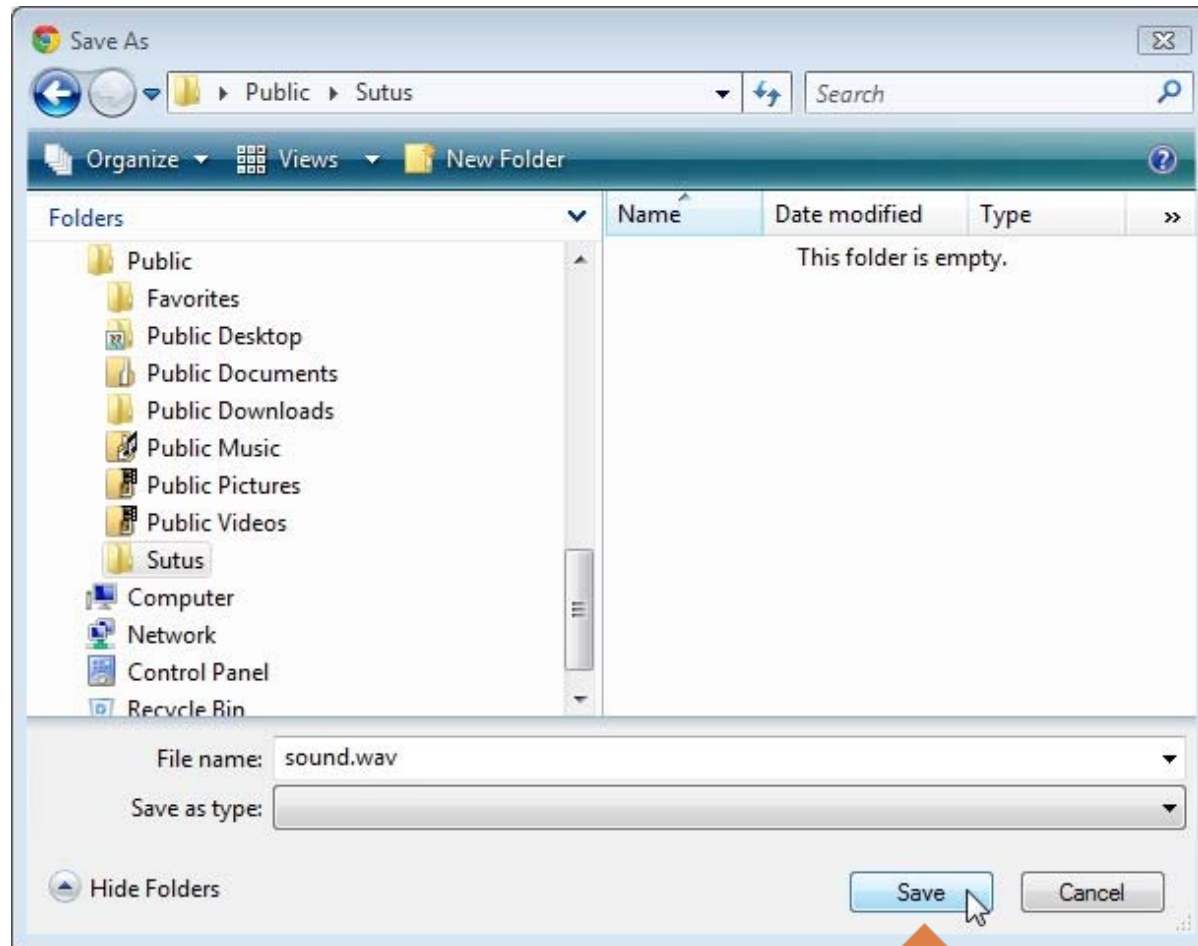
Play Save

# Click OK.

The screenshot shows the SUTUS software interface. At the top, there are status indicators for Refresh, Voice: 0, Email: 2, Shared: 0 + 0, and an OK button. The main menu includes Workspaces, Workspace Properties, Reception, and Phones. The 'Recordings' section is active, displaying a table of call recordings. A dialog box titled 'Recording download complete' is overlaid on the table, with a warning icon and the text 'Press OK to select a file destination'. An orange arrow points to the 'OK' button in the dialog box.

Start Time	Call Duration(s)
2012-04-20 15:10	43
2012-04-20 15:14	105
2012-04-20 15:53: Unknown 8662910594 5	125
2012-04-20 16:01: Unknown 8662910594 3	90
2012-04-20 16:03: 1 8662910594 3	147
2012-04-20 16:08: 1 8662910594 4	690
2012-04-20 18:29: 1 8662910594 4	0 214
2012-04-20 18:48: 1 8662910594 5	0 480
2012-04-20 20:06: 1 8662910594 5	0 85
2012-04-20 20:08: Unknown 8662910594 13	0 100
2012-04-23 16:08: 1 8662910594 25	0 100
2012-04-23 17:20: 1 8662910594 13	0 168

Select the folder where you want to save the file, and click **Save**.



# Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- [support@sutus.com](mailto:support@sutus.com)
- 1-866-291-0594

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

- [pizza@sutus.com](mailto:pizza@sutus.com)
- 1-866-987-8866 ext 5555

More how-to tutorials:

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