

# SUTUS



BC5800

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

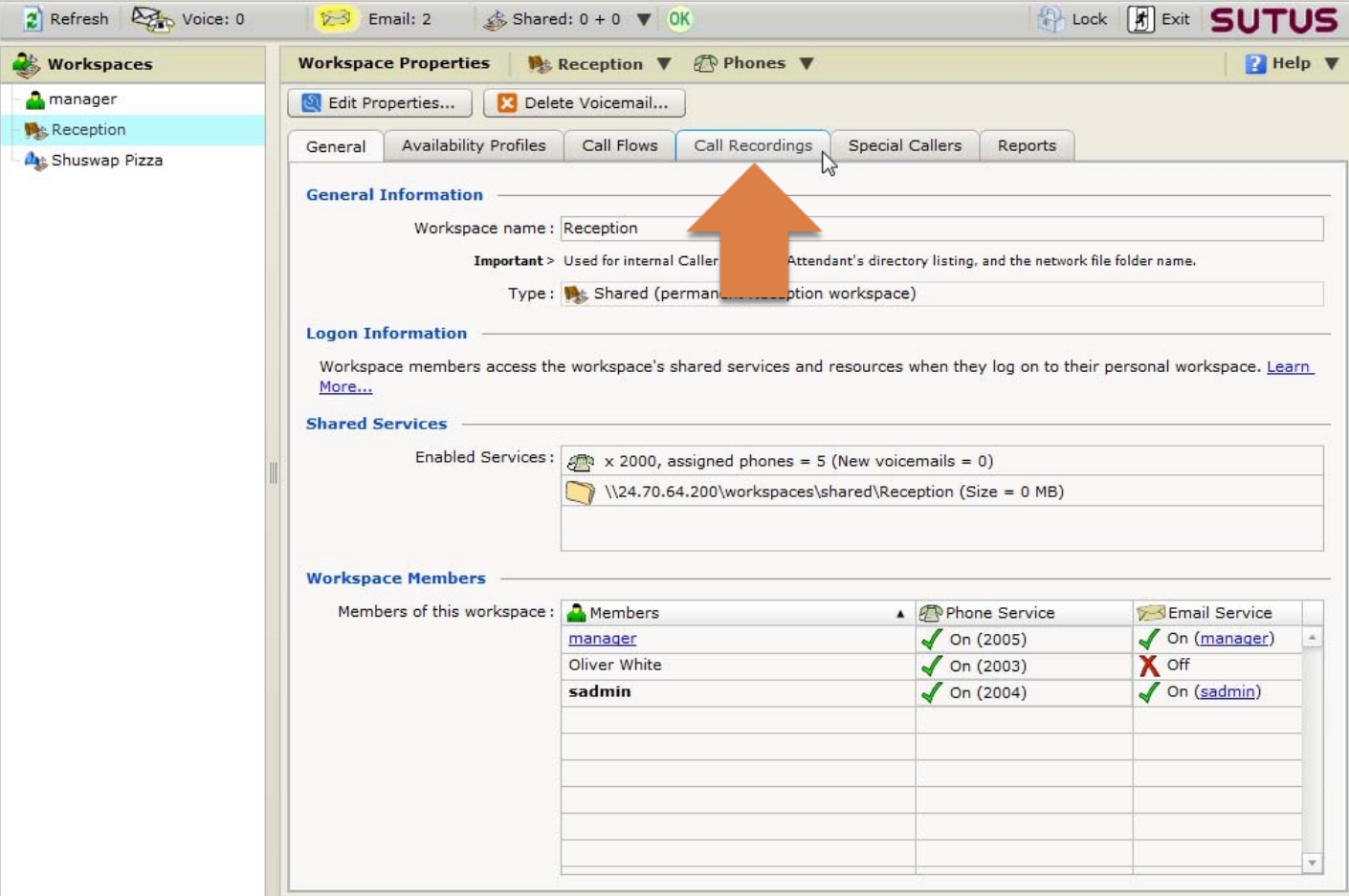
If you're logged on as an administrator, click **My Workspaces**, and then select **Reception**.

The screenshot shows the SUTUS Business Central administration interface. The top navigation bar includes 'Refresh', 'Voice: 0', 'Email: 9', 'Shared: 0 + 1335', 'Administration', 'OK :0', 'Lock', 'Exit', and the 'SUTUS' logo. The left sidebar is titled 'Administration' and contains a list of menu items: 'Status & Alerts', 'System Updates', 'Manage Workspaces', 'Manage Phones', 'Call Routing', 'Phone Lines & VoIP', 'Phone System', 'Audio Clips', 'Call Reporting', 'Interoffice Dialing', 'Email Service', 'Date & Time', 'Internet Settings', 'Internet Firewall', 'Local Network Settings', 'Wireless Settings', 'Domain & Host Names', 'Remote Office Access', 'Backup & Restore', and 'Licensing'. The 'Workspaces' menu item is highlighted with a blue bar, and a large orange arrow points to it from the bottom left. The main content area is titled 'Status & Alerts' and features a 'Status Summary' section. The 'Status Summary' includes 'Internet service: Ok' (with a green checkmark), 'Model: BC5800', and 'Software version: v2.2.1.130212.13'. There are buttons for 'Go to Details ->', 'Advanced Support...', 'Restart System...', and 'Shut Down System...'. Below this is the 'System Status Messages' section, which has buttons for 'Mark All as Read', 'View Message Details...', and 'Notification Emails...'. A table lists the messages:

Date/Time	Type	System Status Message
12 Oct 10:08 AM	INFO	Welcome to Sutus Business Central
20 Feb 4:14 AM	INFO	A Business Central file system check will occur on the next restart
17 Feb 1:03 AM	INFO	Business Central backup created successfully

At the bottom of the table, there are checkboxes for 'Show resolved notifications' and 'Show ignored notifications'.

Click on the **Call Recordings** tab.



The screenshot displays the SUTUS software interface. The top status bar shows 'Refresh', 'Voice: 0', 'Email: 2', 'Shared: 0 + 0', 'OK', 'Lock', 'Exit', and the 'SUTUS' logo. The left sidebar lists 'Workspaces' with 'manager', 'Reception', and 'Shuswap Pizza'. 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 'Call Recordings' section contains the following information:

**General Information**

Workspace name: Reception

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

Type: Shared (permanent 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 = 5 (New voicemails = 0)

\\24.70.64.200\workspaces\shared\Reception (Size = 0 MB)

**Workspace Members**

Members of this workspace:

Members	Phone Service	Email Service
<a href="#">manager</a>	✓ On (2005)	✓ On ( <a href="#">manager</a> )
Oliver White	✓ On (2003)	✗ Off
<a href="#">sadmin</a>	✓ On (2004)	✓ On ( <a href="#">sadmin</a> )

# Filter the list of calls as needed, and then click the Refresh Recordings 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
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

You can filter by date range. Click the calendar icon beside the date boxes to pick the start and end dates for your search, and then click **Refresh Recordings**.

The screenshot shows the SUTUS interface with the 'Recordings' section active. The 'Recordings' section includes a date range filter and a 'Refresh Recordings' button. Two orange arrows point to the date range filter and the 'Refresh Recordings' button.

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



# You can filter by call queue.

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

Refresh Recordings

Start Time	Line	Caller Number	Queue	Hold(s)	
2012-04-20 15:10:	1	8662910594	2		
2012-04-20 15:14:	1	8662910594	4		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

And you can filter by full or partial phone number.

The screenshot shows the SUTUS software interface. At the top, there are status indicators for Refresh, Voice: 0, Email: 2, Shared: 0 + 0, and OK. On the right, there are icons for Lock, Exit, and the SUTUS logo. The main interface is divided into a left sidebar with 'Workspaces' (manager, Reception, Shuswap Pizza) and a main content area. The main content area has tabs for 'Workspace Properties', 'Reception', and 'Phones'. Below these are buttons for 'Edit Properties...' and 'Delete Voicemail...'. There are also 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'. Below this, there is a 'Recordings' section with instructions and filter options. The filter options include a date range from '01/01/2012' to '06/05/2012', a dropdown for 'Filter Options' set to 'the Reception - Open queue', and a checked checkbox for 'Show only recordings with caller number containing: 866'. A 'Refresh Recordings' button is located below the filter options. Two large orange arrows point to the 'Refresh Recordings' button and the filter input field. Below the filter options is a table of recordings with columns for Start Time, Line, Caller Number, Queue Hold(s), Local Hold(s), and Call Duration(s). The table contains 13 rows of data. To the right of the table are 'Play' and 'Save' buttons.

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: 866

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

# 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>