

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 (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
Reception (3)	✓ On (2000)	0	✗ Off	0
Shuswap Pizza (6)	✓ 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, Type: Shared), 'Logon Information', '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)

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 software interface. At the top, there are status indicators: Refresh, Voice: 0, Email: 2, Shared: 0 + 0, OK, Lock, Exit, and the SUTUS logo. The main area is divided into 'Workspaces' (manager, Reception, Shuswap Pizza) and 'Workspace Properties' (Reception, Phones). The 'Recordings' tab is active, showing a 'Refresh Recordings' button and a table of recordings. 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
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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 displays the SUTUS software interface. At the top, there are status indicators for Refresh, Voice (0), Email (2), Shared (0 + 0), and OK. The main menu includes Workspaces, Workspace Properties, Reception, and Phones. The 'Recordings' tab is active, showing a 'Have active license' status of 'On'. Below this, there are filter options for 'Show recordings from' (01/01/2012 to 06/05/2012) and 'Filter Options'. The 'Filter Options' section includes a checkbox for 'Show only recordings from queue' (set to 'the Reception - Open queue') and a checked checkbox for 'Show only recordings with caller number containing' (set to '866'). A 'Refresh Recordings' button is located below the filters. Two large orange arrows point to the 'Filter Options' section and the 'Refresh Recordings' button. Below the filters is a table of call 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.

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
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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

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>