

Grabbing a Recording from Smart Transcription

The user will have to have supervisory rights.

Search for the call needed.

Retention: 366 days

The first screenshot shows the 'Search' tab selected in the top navigation bar. A red circle highlights the 'Search' tab. A red arrow points to the 'Download' button in the top right corner of the search results area. A red text box says: 'This can only be done from the Search Tab.' and 'The user will click the download button and check the call card they wish to download.'

The second screenshot shows the search results with a red circle around the 'Download' button. A red text box says: 'After the user checks the call cards they need they will then click the download button.'

Search Results Table:

Call ID	Agent Name	Phone Number	Duration	Call Type	Date/Time
Student2, BTRNA01	(281) 949-5660	00:11	Emergency	May 7, 15:56	
Student2, BTRNA01	(281) 949-5660	00:06	Emergency	May 7, 16:19	
Student1, BTRNA01	(281) 949-5660	00:09	Non-Emergency	Apr 26, 10:18	

Reminders. You can search for calls by date and time, phone number, agent name, console name, keywords, and call duration etc. After you input your search criteria you have to click the search (magnifying glass) icon.