Recording Management

The optional Webex Contact Center Recording Management module enables authorized users to search for and play audio files that are recorded through the Webex Contact Center Call Recording feature. In addition, authorized users can create tags that can be assigned to audio files for use as search criteria, specify which CAD variables to store with recordings, create custom attributes, and view recent Recording Management activity.

> **Note** For configuration objects that have been deleted, an option to filter data using the deleted object names will not be available. It is recommended to query and fetch the data by a date range. The result set will contain details of calls handled for those configuration objects which are permanently deleted.

Search for and Play Recordings

To search for and play a recording:

Procedure

Step 1 From the Management Portal navigation bar, choose **Recording Management**.

By default, the search page lists all of the recordings. To search based on specific criteria, use the following search fields on the left pane to filter the recordings:

- Queues: Choose one or more queues to filter the recordings returned by queue.

- Sites: Choose one or more sites. The teams and agents associated with the selected sites display in the Teams and Agents lists.

- Teams: Choose one or more teams. Only the agents associated with the selected teams appear on the Agents list. If the Teams field is empty, then all agents associated with the selected sites appear.

- Agents: Choose one or more agents to filter the recordings based on active agent ID.

- Wrap Up Codes: Choose one or more codes from the list to filter the search based on the wrap-up codes.

- Tags: Define a text string and assign it to the recording. You can filter the search based on tags by selecting them in the Tags list. For more information, see the section Assign and Remove Tags, on page 3 and Create and Export Tags, on page 3.

- Exclude Deleted Agents: Check the check box to exclude recordings for deleted agents from the search.

- Search Deleted Files: Check the check box to search audio files that were deleted within 30 days. The system permanently removes deleted files older than 30 days. To play a deleted audio file, restore the file as described in Search for and Play Recordings.

Note
- The Queues, Sites, and other lists appear based on your access privileges.

- To reset all lists and fields, and start over again, click **Reset**.

Step 2   To filter the list based on more criteria, click the **Advanced Search** button.

In the dialog box that appears, you can filter the search results based on Recording Duration and Call Attributes:

- Filter by Recording Duration: You can enter values in the **Recording Duration** fields to specify the minimum and maximum length of the recording to search for. You can also check the **Unlimited** check box to search for a recording of any length.

- Filter by Call Attributes: You can enter values that appear under the **Call Attributes** field to filter the search results based on the following attributes:

  - Session ID

  - DNIS

  - ANI number

Step 3   Click the **Search** button to search.

If the search criteria match, then the **Search Results** page lists the recordings.

Step 4   Click the ellipsis button beside an entry. The following options appear:

Action	Description
Play	Play a recording by selecting the **Stereo** icon. It plays the full audio conversation of the agent and caller. If the Leg Recording option is enabled for your enterprise, three play buttons are available when you click the button. Select **Agent** to play just the agent audio; select **Caller** to play just the caller audio.
Delete	Delete a recording.
Tags	Assign a tag to a recording or remove a tag from a recording. For more information, see Assign and Remove Tags, on page 3.
Restore	Restore a recording.

Note	• Recordings only display for active Queues. Before searching for any recordings, it may be helpful to check, first, whether the Queue is active or inactive.

Assign and Remove Tags

You can assign the same tag to multiple recordings and you can assign multiple tags to an individual recording.

To assign a tag to a recording or remove a tag from a recording:

Procedure

Step 1 From the Management Portal navigation bar, choose **Recording Management**.

Step 2 On the **Search** page, perform a search for the recordings you want to either assign tags to or remove tags from, as described.

Step 3 Click the ellipsis button beside a listed recording on the Search Results page and click **Tags**.

On the upper part of the dialog box that opens, the list of tags assigned to the recording is displayed on the right and a list of tags that are available is displayed on the left.

Step 4 To assign a tag to the recording, select a tag in list on the left and click **Assign Tag** to move it to the list on the right.

Step 5 To remove a tag from the recording, select a tag in the list on the right and click **Remove Tag** to move it to the list on the right.

Step 6 When you are finished, click **Save**.

Search Attributes

The **Recording Management** > **Search Attributes** page provides access to controls where you can perform the tasks described in the following topics:

- Create and Export Tags, on page 3
- Create and Modify Custom Attributes, on page 4

Create and Export Tags

The Tags section of the **Recording Management** > **Search Attributes** page enables authorized users to create and export a list of tags that can be assigned to recordings (see Assign and Remove Tags, on page 3).

To create a tag or export a list of tags:

Procedure

Step 1   From the Management Portal navigation bar, choose **Recording Management** > **Search Attributes**.

Step 2   In the Tags section of the page that appears, do one of the following:

- To create a tag, click **Add**. Enter a name for the tag and click **Save**.

- To export the list of tags, click the **Excel** or **CSV** link beneath the tags list. In the dialog box that opens, click **Open** to open the file, or click **Save**, navigate to the directory where you want to save the file, and then click **Save**.

Create and Modify Custom Attributes

The Custom Attributes section of the **Recording Management** > **Search Attributes** page enables authorized users to create attributes that can be saved with recordings and later searched for.

To create a custom attribute:

Procedure

Step 1   From the Management Portal navigation bar, choose **Recording Management** > **Search Attributes**.

Step 2   In the Custom Attributes section of the page that appears, click **Add**.

Step 3   In the dialog box that opens, enter a name for the customer attribute and click **Save**.