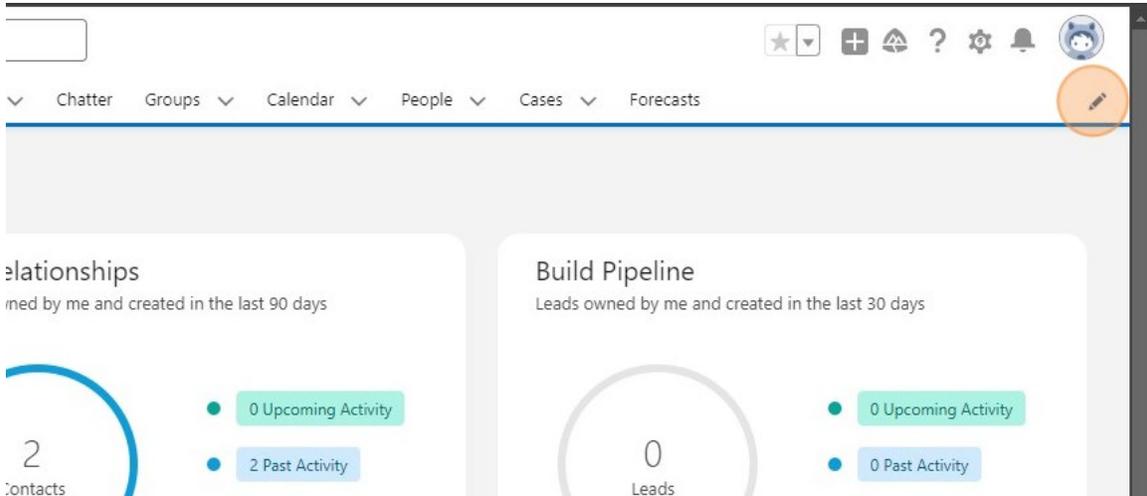
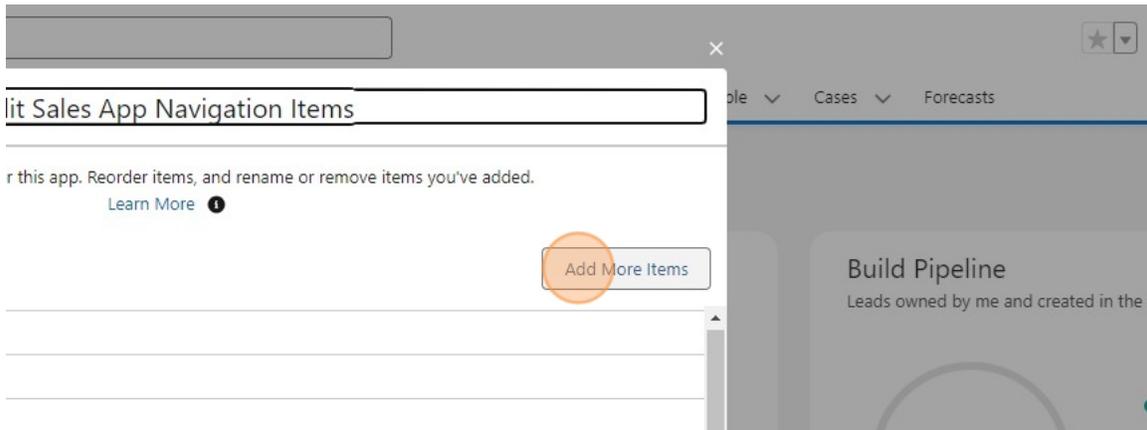


SmartChoice Salesforce Call Recording Details

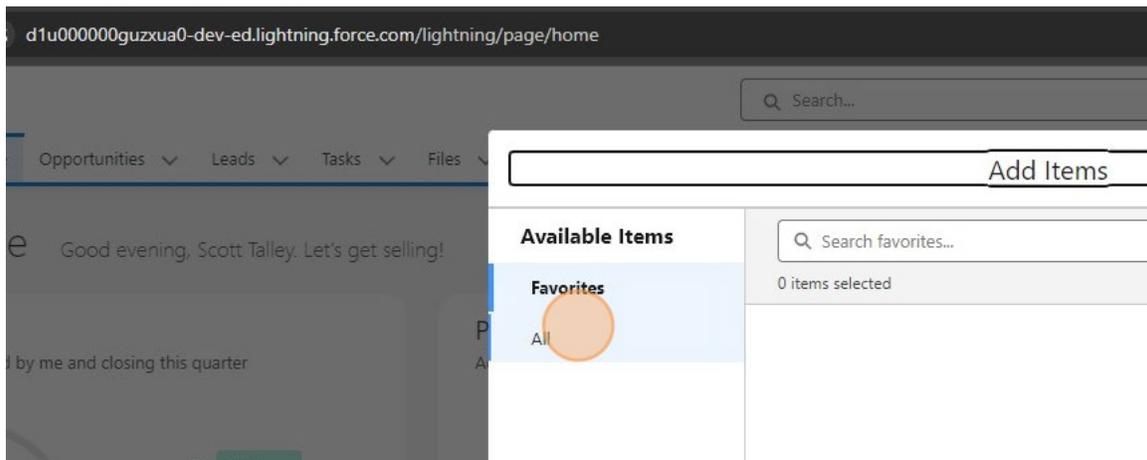
1. If the 'Calls' or 'Call Details' are not visible in the Navigation bar, click the 'Edit' icon on the right side. (If these options are already present, skip to step 8.)



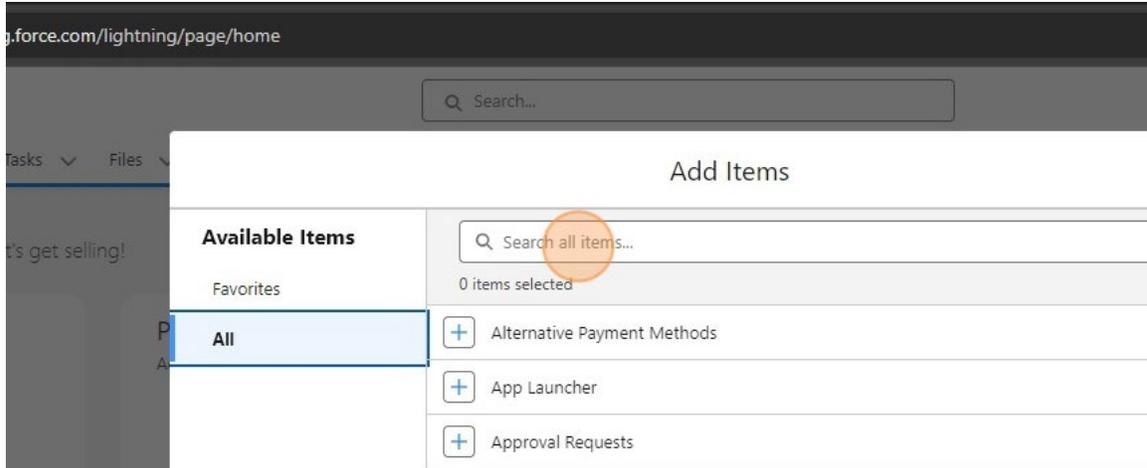
2. Click Add More Items



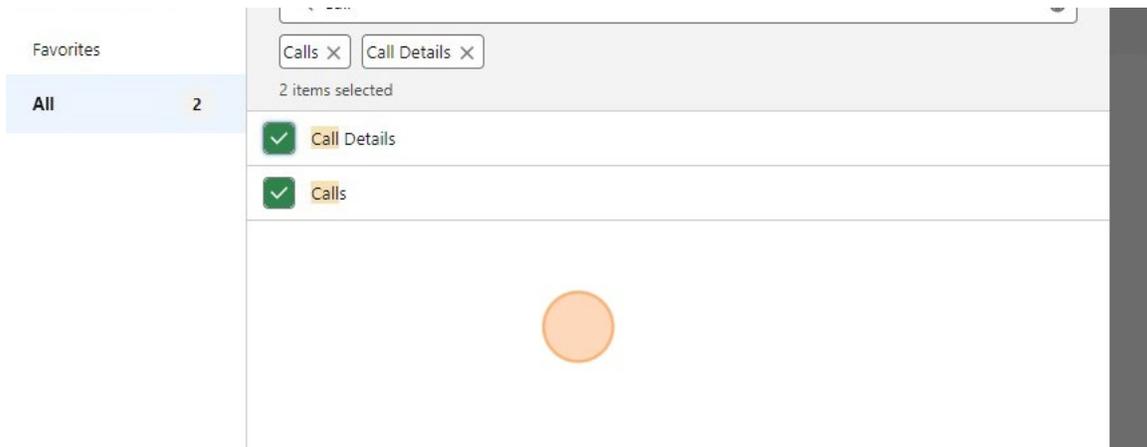
3. Click All



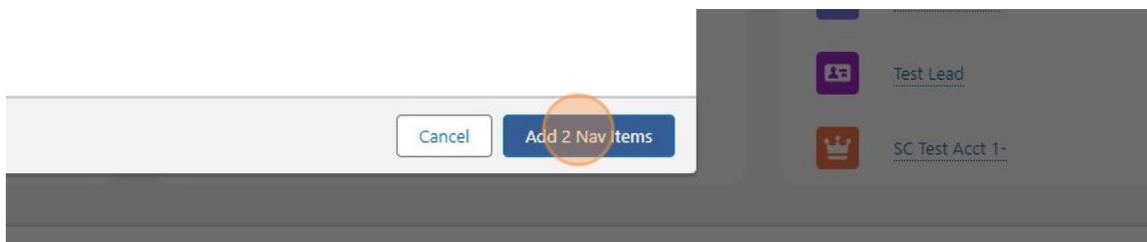
4. Click the search bar



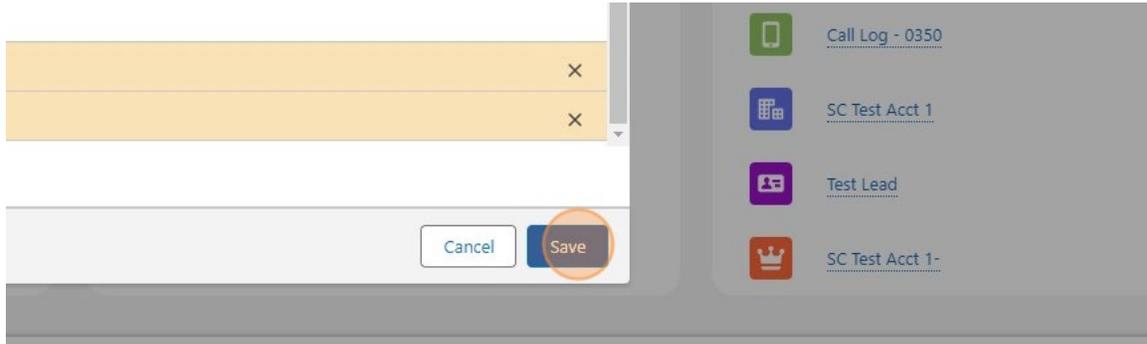
5. Search for Calls and Call Details and click the '+' sign next to each item.



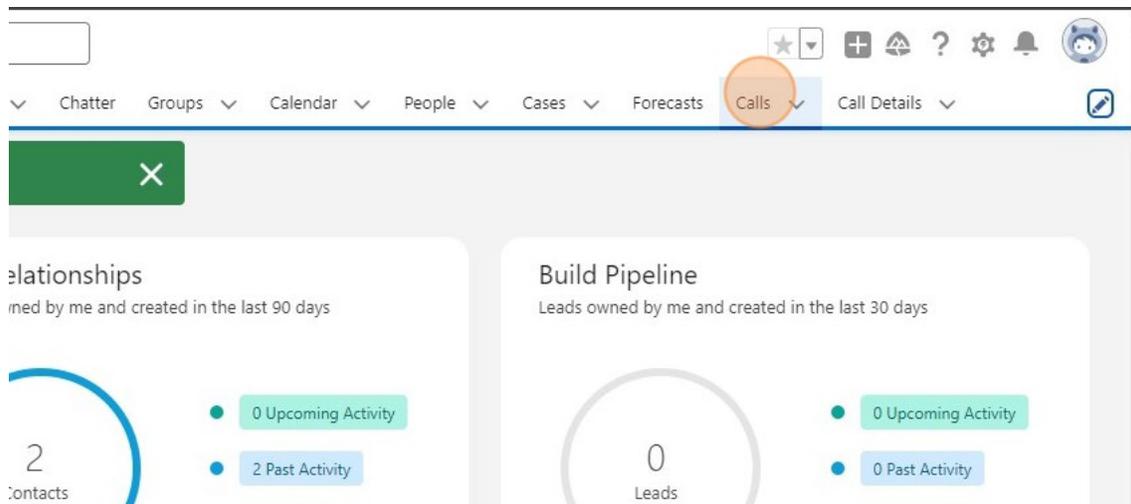
6. Add the new items to the navigation bar.



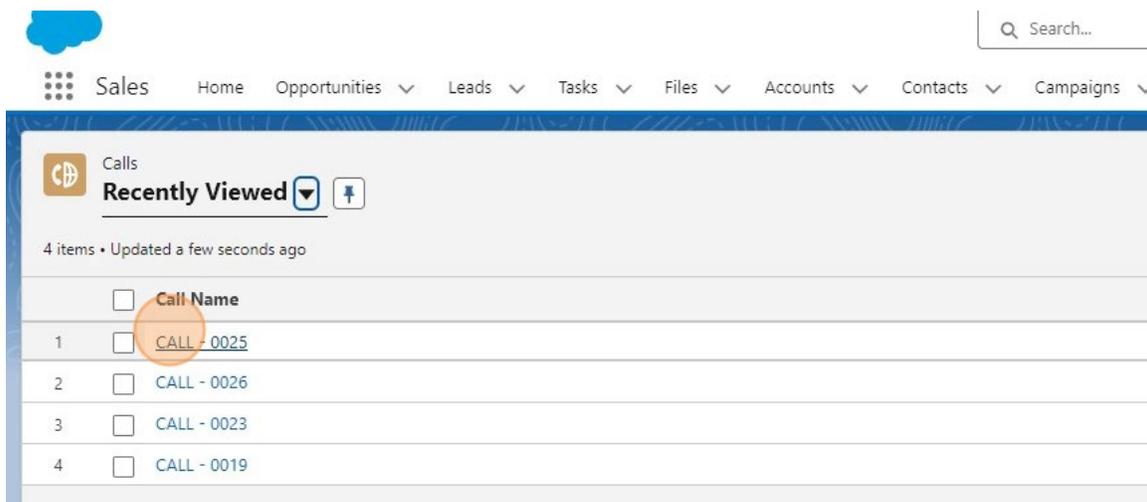
7. Click Save



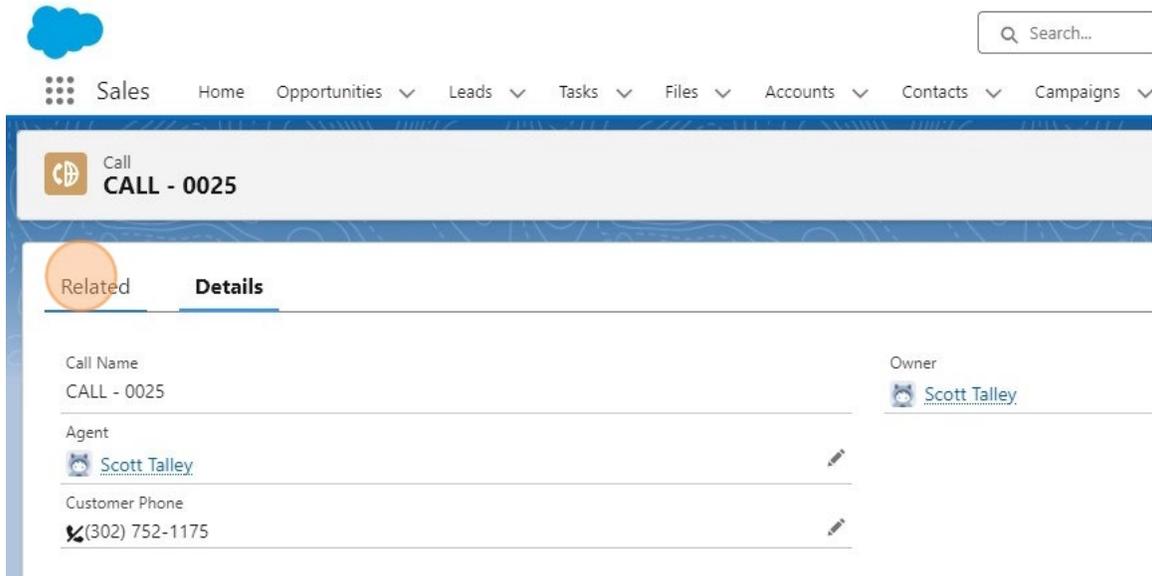
8. Click the Calls button



9. Select a call record to review



10. Click here for related information to the call (Accounts, Leads, Contacts, etc.)

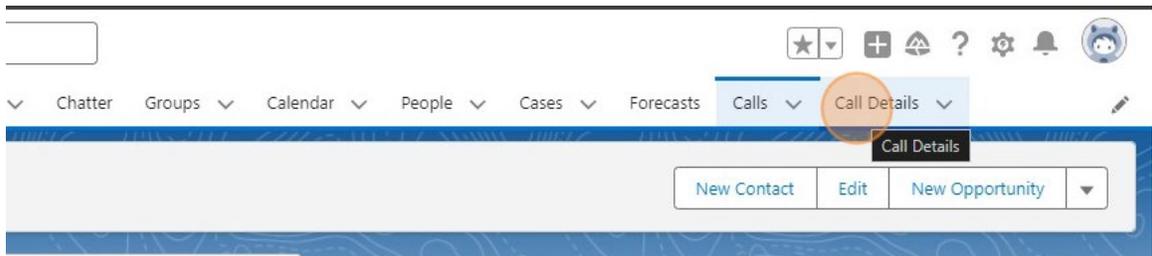


Call
CALL - 0025

Related **Details**

Call Name: CALL - 0025
 Agent: Scott Talley
 Customer Phone: (302) 752-1175
 Owner: Scott Talley

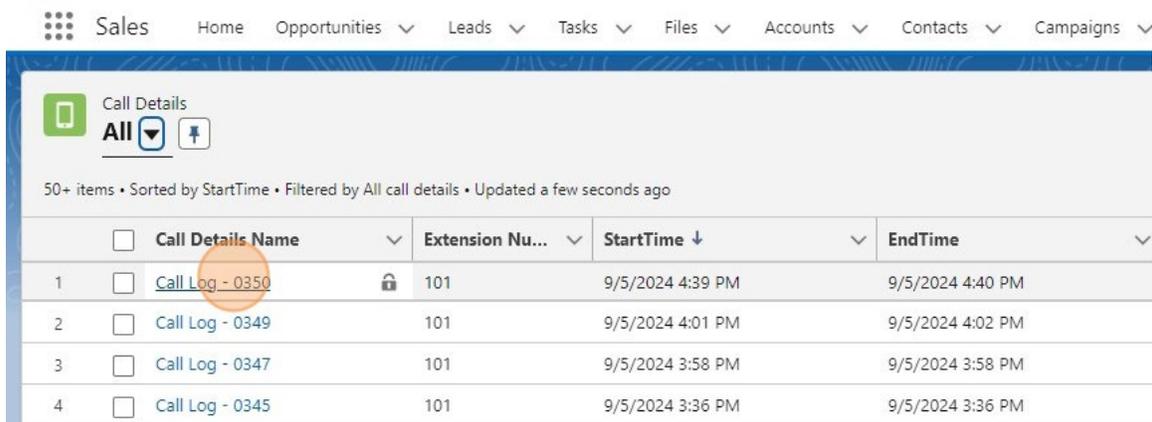
11. Click the Call Details button



Chatter Groups Calendar People Cases Forecasts **Calls** **Call Details**

New Contact Edit New Opportunity

12. Select a call record



Call Details
All

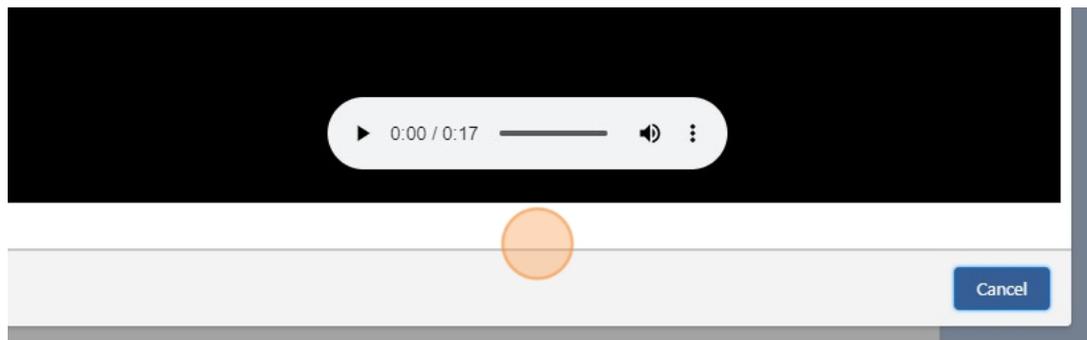
50+ items • Sorted by StartTime • Filtered by All call details • Updated a few seconds ago

	<input type="checkbox"/> Call Details Name	Extension Nu...	StartTime ↓	EndTime
1	<input type="checkbox"/> Call Log - 0350	101	9/5/2024 4:39 PM	9/5/2024 4:40 PM
2	<input type="checkbox"/> Call Log - 0349	101	9/5/2024 4:01 PM	9/5/2024 4:02 PM
3	<input type="checkbox"/> Call Log - 0347	101	9/5/2024 3:58 PM	9/5/2024 3:58 PM
4	<input type="checkbox"/> Call Log - 0345	101	9/5/2024 3:36 PM	9/5/2024 3:36 PM

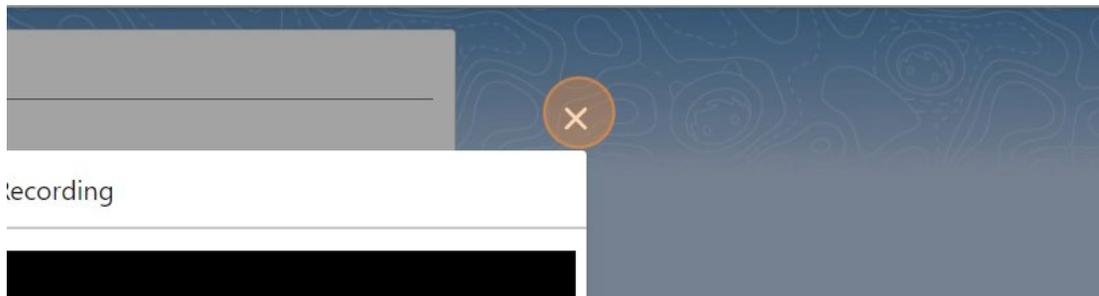
13. Once inside a call record, click here to play the recording in a modal pop-up window.

Agent  Scott Talley		Customer Phone  (719) 266-2837
Extension Number 101		StartTime 9/5/2024 4:39 PM
SID omni19cloud-1725568795.18410		EndTime 9/5/2024 4:40 PM
Stage Of Calls HangUp		Type Of Call Outgoing
Play Recording 		Recording URL https://omnicloud.smartchoiceu.com/1725568795.18410&enterprise_
Call CALL - 0021		Duration 23
Created By  CTI App Site Guest User , 9/5/2024 4:39 PM		Last Modified By  CTI App Site Guest User , 9/5/2024 4:39 PM

14. Pop-up Recording player



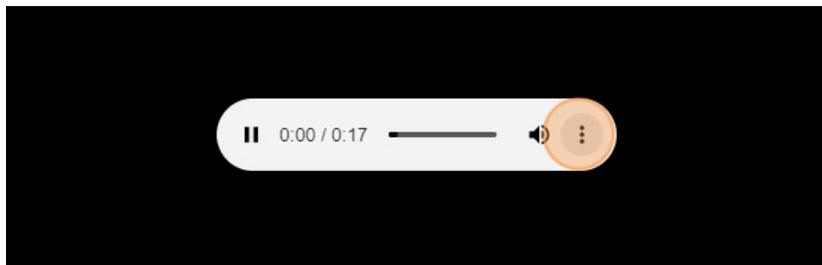
15. Click here to close the player



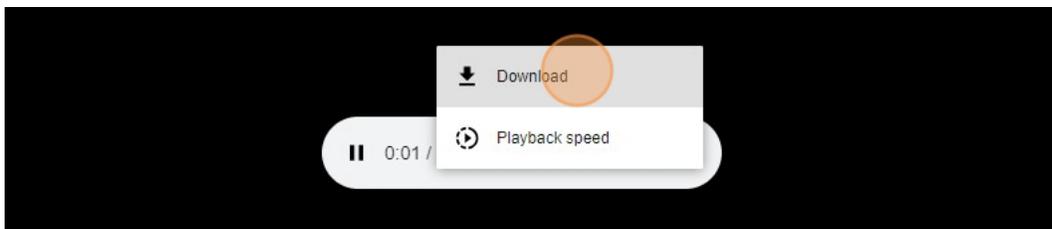
16. To download a recording, from the Call details record page, click here

	StartTime 9/5/2024 4:39 PM
	EndTime 9/5/2024 4:40 PM
	Type Of Call Outgoing
	Recording URL https://omnicloud.smartchoiceus.com/ent/playrec.html?rec=omni19cloud-1725568795.18410&enterprise_ID=dinnfh&x=40718c4090704704d498
	Duration 23
	Last Modified By  CTI App Site Guest User , 9/5/2024 4:40 PM

17. Click the options menu



18. Click Download



19. Choose a file name and then click Save

