Call Records

This page provides detailed instructions on querying and managing call records in the Call Center platform, including search filters, field descriptions, and recording-related operations.

Overview

The **Call Records** feature allows you to query and review detailed information for all inbound and outbound calls in real time or from historical records. It is suitable for call quality monitoring, business verification, and dispute resolution. Users can search call records using multiple criteria, such as call time, extension number, phone number, and call status. The feature also supports online playback of call recordings, downloading audio files, and viewing call transcriptions. All records are stored in the system logs for future reference.

Accessing the Feature

After logging in to the Call Center platform, navigate to **Calls** > **Call Records** (or **Reports** > **Call Details**) to open the **Call Records** page.

Feature Description

Search Call Records

On the **Call Records** page, the filter bar provides the following search options:

- **Call Time:** Required. Select a date and time range (for example, **Last 24 Hours** or **Custom Range**). Only records within the selected period are displayed.
- **Extension Number:** Optional. Enter an extension number to view all calls handled by the corresponding agent.
- **Caller/Callee Number:** Optional. Enter a full or partial phone number to perform a fuzzy search for matching records.
- **Call Type:** Select from **Manual Call**, **API Call**, **Double Call**, **Predictive Outbound Call**, or **IVR Call**.
- **Call Direction:** Select **Inbound** or **Outbound**.
- **Call Status:** Select **Answered** or **Unanswered** to quickly locate specific call records.

After configuring the search criteria, click **Search**. The results list is refreshed immediately to display the matching records.

Each call record includes the following key information:

- **Basic Information:** Caller Number, Callee Number, Extension Number, and Call Direction (Inbound or Outbound).
- **Call Information:** Call Type (for example, **Predictive Outbound Call**), Hang-up Party (Caller or Callee), and the IP addresses of both parties.
- **Time Information:**
  - **Call Time:** The time when the call was initiated.
  - **Answer Time:** The time when the call was answered.
  - **End Time:** The time when the call ended.
  - **Wait Time:** The time elapsed between ringing and answering.
  - **Talk Time:** The actual duration of the conversation, displayed in seconds or minutes.

Play Call Recordings

1. On the **Call Records** page, locate the target record and click **Play** in the **Actions** column.
2. The system opens the audio player in a new browser page.
3. You can listen to the complete recording of the selected call.

Download Call Recordings

1. On the **Call Records** page, locate the target record and click **Download** in the **Actions** column. The browser immediately starts the file download.
2. The audio file for the selected call (typically in **WAV** or **MP3** format) is saved to your default download folder.
3. You can play the downloaded file using any media player or archive it for future reference.

Speech-to-Text

1. On the **Call Records** page, locate the target record and click **Speech-to-Text** (or **View Transcript**) in the **Actions** column.
2. In the dialog box, select the language for transcription.
3. Click **Confirm**. The system automatically uses the **ASR (Automatic Speech Recognition)** engine to transcribe the selected call recording.
4. After the transcription is complete, you can view the results by navigating to **Calls** > **Recording Transcriptions**.

Note:

- If the recording file has not yet been uploaded or transcoded (typically within 1–5 minutes after the call ends), the **Play** and **Download** buttons may be temporarily disabled or display the message **"Resource is being prepared."**
- The accuracy of the **Speech-to-Text** feature may be affected by call quality, accents, and background noise. The transcription results are provided for reference only. Please refer to the original recording when necessary.
- Viewing or downloading recordings requires the appropriate data access permissions. Users without the required permissions cannot view the corresponding action buttons.

Export Data (Optional)

On the **Call Records** page, click **Export** above the results list. The system provides two export modes for different data volumes.

Synchronous Export (Recommended for Small Data Sets)

If the number of records matching the current search criteria is relatively small (for example, fewer than **1,000** records), the system performs a synchronous export.

1. Click **Export** above the call records list.
2. The browser immediately opens the file download dialog box.
3. Download the generated **CSV** file, which contains all available record information, including call time, phone numbers, and call duration, for offline analysis or archiving.

Note: If the data volume is large, the synchronous export may fail because of network timeouts. In this case, it is recommended to use **Asynchronous Export** instead.

Asynchronous Export (Recommended for Large Data Sets)

Create an Export Task

1. Click **Background Export** above the call records list.
2. The system creates an export task in the background and displays the message: **"The export task has been created. Go to the Task Center to view its progress."** The page remains responsive without timing out.

View Export Progress

1. Navigate to **Calls** > **Task Center** (or **Export Task Management**) from the left navigation pane.
2. Locate the export task you created.
3. Check the **Status** column to monitor the task progress in real time, such as **Queued**, **Generating (50%)**, **Completed**, or **Failed**.

Download the Exported File

1. When the task status changes to **Completed**, the **Download** button in the **Actions** column becomes available.
2. Click **Download** to save the exported data file to your local device.
3. The file can be downloaded multiple times. By default, exported files are retained for **2 hours** after the task is completed (depending on the system configuration) and are automatically deleted after expiration.

Note:

- **Maximum Records:** Each asynchronous export task typically supports exporting **100,000 to 500,000** records, depending on the system configuration.
- **File Retention:** Exported files are stored temporarily. Download them before they expire.
- **Concurrent Tasks:** The number of asynchronous export tasks that a user can run simultaneously may be limited (for example, a maximum of **3** tasks). Additional tasks

must wait until an existing task is completed.

Additional Notes:

- **Permission Control:** Standard agents can typically view only the call records associated with their own extensions, while administrators and quality assurance personnel can access all call records.
- **Recording Availability:** Recording files may require **1–5 minutes** after a call ends to be uploaded and transcoded. During this period, playback and download may be temporarily unavailable.
- **Data Retention:** Call recordings and detailed call records are typically retained for **3–6 months**, depending on your organization's retention policy. After expiration, they may be automatically deleted or archived to cold storage.

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