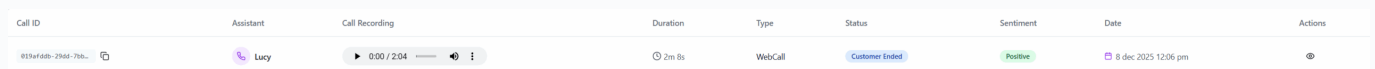


Call Records

This section of the AI Concierge portal contains a record the of calls handled by your AI assistants. These recordings are kept for 90 days and then deleted.

Finding your call

You can filter displayed calls by relative date, and by the assistant that handled the call.



Call ID	Assistant	Call Recording	Duration	Type	Status	Sentiment	Date	Actions
919af6b-296d-78b...	Lucy	▶ 0:00 / 2:04	2m 8s	WebCall	Customer Ended	Positive	8 dec 2025 12:06 pm	⊞

Running across the top of the call records:

- **Call ID**

- This is the unique identifier for the particular call. You can copy the call ID using the button on the right, this is especially useful when raising faults to Gamma.

- **Assistant**

- This specifies which AI assistant handled the call.

- **Call Recording**

- The call recording can be listened to using this widget. The call can be downloaded and its playback speed adjusted using the three-dot menu on the right.

- **Duration**

- The duration of the call is listed here in minutes and seconds.

- **Type**

- This lists whether the call was a traditional phone call or a WebCall made via a browser.

- **Status**

- The status displays what happened to the call (completed, ended by caller, missed etc)

- **Sentiment**

- This displays the analysed sentiment. This is based on tone and language used during the call.

- **Date**

- The date and time when the call was made is shown here.

- **Actions**

- Use the eye icon to see detailed information for that specific call. In addition to collated call information, you can see a summary of the call itself, as well as a complete transcript.

Call Record Details



Detailed information about the selected call record

CALL ID

019afddb-29dd-7bba-992d-3064eab4db25

ASSISTANT

Lucy

START TIME

8 dec 2025 12:06 pm

END TIME

8 dec 2025 12:08 pm

DURATION

2m 8s

STATUS

Customer Ended

PHONE NUMBER

NA

SENTIMENT ANALYSIS

Positive

CALL RECORDING

0:00 / 2:04

CALL SUMMARY

John Smith called BrightSmiles Dentist to book an appointment for December 8th at 1 PM. He provided his name, email, and corrected his phone number after an initial error. The appointment was successfully booked, and he received a booking reference number.

TRANSCRIPT