

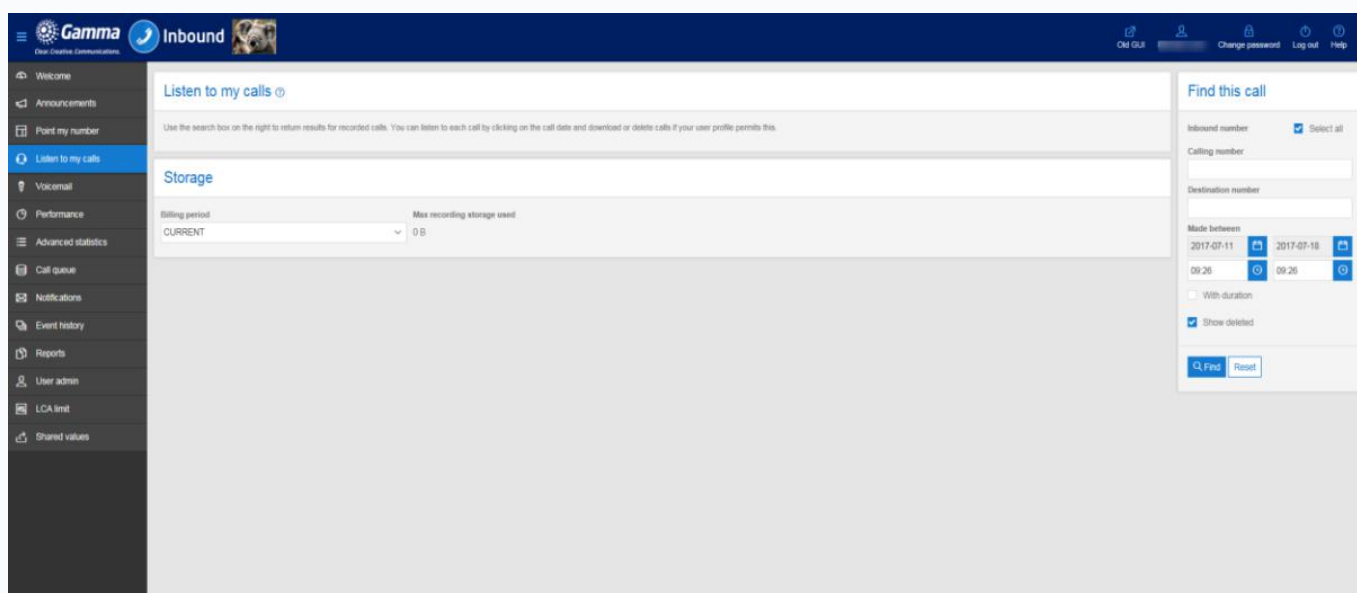
Inbound Listen to my Calls

This tab is available to users subscribing to Inbound call recording with granted permissions to access this function. This page enables the user to employ various search criteria to locate inbound call(s) which have been recorded according to the settings within Point my Number. Search results are presented to the user who can then play/delete/download the recordings according to their defined user permissions. Calls can be downloaded for local storage or stored online for a maximum of six months after which time they will automatically be deleted. Once deleted, calls cannot be retrieved and storage is charged on a monthly basis for peak monthly storage level which corresponds to a charging band as detailed in the Inbound tariff. The peak storage reading can be viewed for the current month and historical months up to a maximum of six months.

Listen to my calls Access Restrictions

Customer	Customer must have subscribed to the Call recording add on service.
User	Must have List to my calls enabled Must have Download calls enabled in order to be able to download calls Must have Delete calls enable in order to be able to delete calls

Listen to my calls description



The listen to my calls tab allows you to listen to call recordings made to your Inbound numbers.

Listen to my calls

The Select all and Unselect all buttons are used in conjunction with the Download and Delete buttons to identify the calls that you wish to download or delete.

Calls can be sorted in ascending or descending order based on any of the column headings. For example, to sort the calls in ascending order based on the call duration simply click on the call duration title at the top of the call list. Each subsequent click of the heading will toggle the order between ascending and descending.

Find this call

On the right hand side under Find this call there are a number of search options that can be used to find calls based on the telephone number of the calling party, the duration of the call the final destination number or the date the call was made.

When specifying date ranges you need to be aware that calls are automatically deleted from the system after 6 months so call recordings older than this cannot be retrieved.

The Show deleted check box allows you to view the details of call recordings that have been deleted, though obviously the call cannot be listened to if it has been deleted.

Storage

Towards the bottom left of the screen you can view the details of your storage usage. The drop down box allows you to select a previous billing period so you can see how your current usage compares.