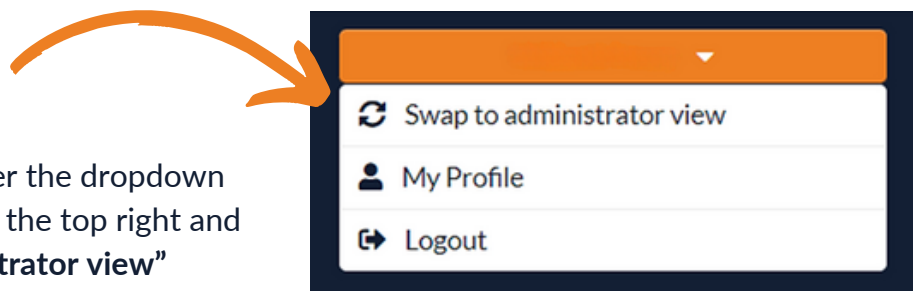


Pausing & Resuming Call Recordings

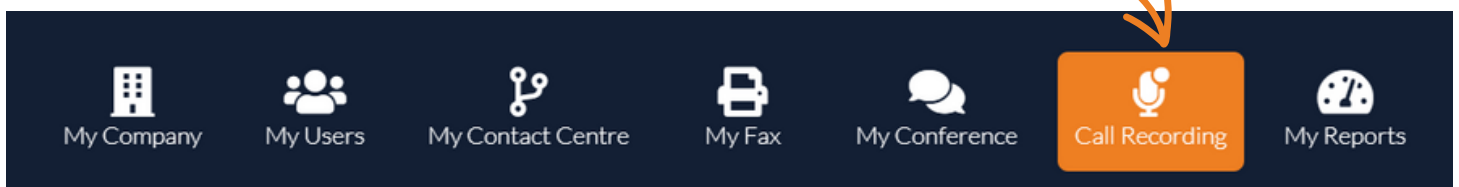
When taking sensitive information from customers such as card payments or personal details that the customer/company would not like to be recorded, you can use the pause and resume features on the universe system.

- 1.) During an active call if you wish to stop a recording simply dial ****5 to pause the recording**. You will hear a sound to alert you that the recording is paused.
- 2.) The customer can then give their payment details or sensitive information and once this has been taken, the agent can then dial ****6 to resume the call recording** and again you will hear a sound to alert you that the recording has been resumed.
- 3.) If you would like to listen back to any recordings to do so you will need to login to the universe portal using this link: <https://selfcare.thisisuniverse.io/>
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

- 2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



- 3.) Select **"Call Recording"**



4.) Use the below fields to filter “**From**” and “**To**” dates or use the end search field to filter by a specific number

 Call Recordings

Select all ☒ Download selection  Delete selection 

10 Per page From date   To date   Search 



As an example: If you would like to search all of today’s date range, you would need to set today’s date in the “**From**” box and then tomorrow’s date in the “**To**” box

5.) If your searching for a specific number please note the following will pop up to ensure you get the correct results



Search with the following number format:
44xxxxxxxxxx
(+44 or 0 will not be accepted).

6.) Any call recordings will show like the example below



From	Destination	Recorded	Duration	Agent
01234567890	03330237000	11:15 01/01/2024	00:20	

7.) If you would like to listen to a recording simply select the “**Listen**” button

Listen 

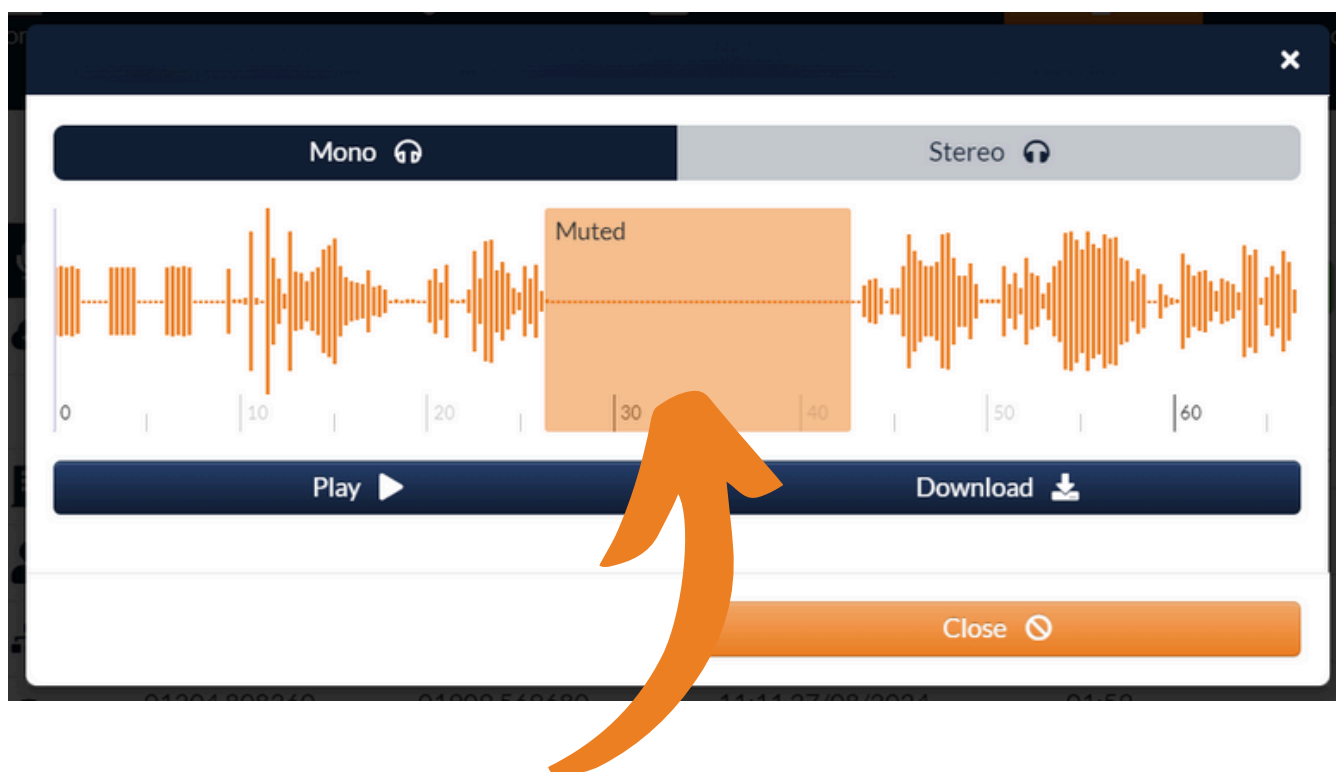


8.) You also have the option to download any you have selected from the search results or to delete one using the buttons shown below

Download selection  Delete selection 



9.) Once you have selected **Listen**, the call recording will show similarly to the example below:



10.) If the recording has been paused at all then you will see a segment of the recording that is muted like so:

If you have any questions or problems regarding the call recording please get in touch and a member of our faults team will be able to assist you

0333 023 7000
faults@firstcomeurope.co.uk

firstcom eUrope