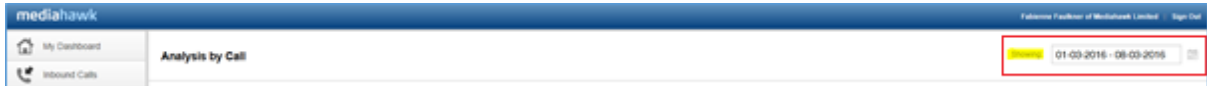


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How to access Inbound classic call recordings

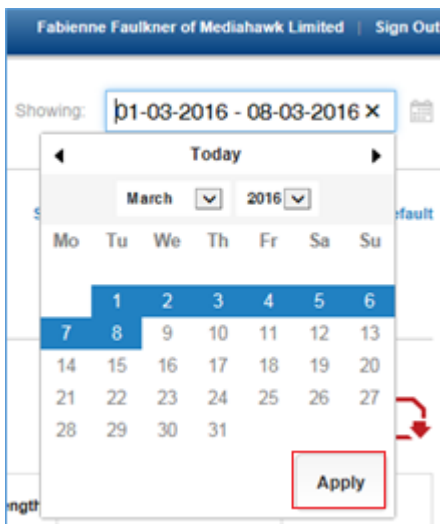
Log into the [Mediahawk Platform](#)

Select a date range on the top right hand side



You can type the date in the box or use the calendar to make your selection. The first click within the calendar sets the beginning of the date range, the second click will set the end of the date range.


Click **Apply** to generate the new report for your selected date range.




On the left-hand side, select **Inbound Calls**

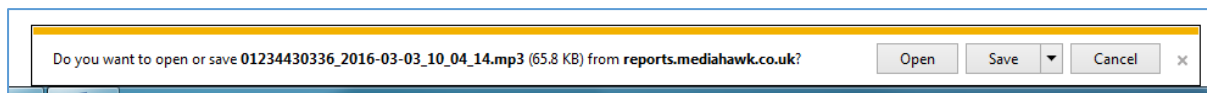
Under Specify how you would like to view a report: choose **Call** then click **Go**

You will now see all the calls which came in to your numbers currently in campaigns.

To listen to the call, click on the Play button 

To save the audio file to your local PC, click the Download button 

Then click Save/Save As and select the folder/location where to save the file



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To locate certain calls received from a customer's phone number or to a particular service number, click **Inbound Calls**

Select **Call**

Click **Go**

On the right-hand side, click the Search icon



Under the **Caller ID column**, in the search box, type the phone number of the customer you are looking for or under the **Service Number column**, type the service number in question.

Press Enter with your keyboard.

You will now only see the calls made by this customer or calls received to that service number.