Call Logs

Call Logs within Flow allow supervisors and managers to review detailed call records on individual calls that are enabled for a queue or agent. Call logs include call details, audio recording, transcript, call debugging info and the ability to mark and add notes to the log.

Call Recording Laws

Before recording calls, it is essential that the user understand the laws pertaining to call recording for their area, as well as the laws in the caller's area. While United States federal law only requires that at least one party taking part in the call must be notified, state laws can add further statutes requiring notification or consent from all parties involved.

The user must consider interstate phone calls, as the two states could have different laws. In cases such as this, it is safest to err on the side of caution and assume that the stricter state law applies. If in doubt about the laws for your area, the best practice is to ensure that both parties are informed that the call is being recorded.

All NocTel Flow users should check their local laws before using call recording. For more information on call recording in your states, check out some of the links below that provide a state-by-state guide, or contact a legal professional in your area.

RCFP is geared towards reporters, but their state-by-state guide covers electronic communication statutes: https://www.rcfp.org/reporters-recording-guide/state-state-guide

The Association of American Physicians and Surgeons offers a state-by-state guide on recording calls: https://www.aapsonline.org/judicial/telephone.htm

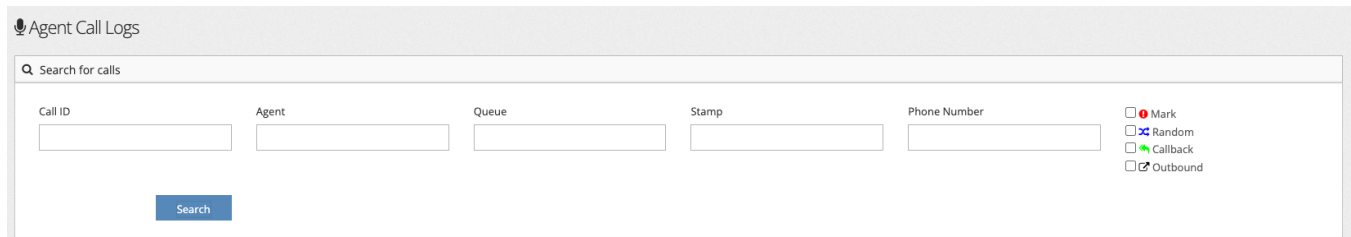*Disclaimer: This article does not constitute legal advice.*

Enabling Call Logs

Call Logs can be enabled for a Queue during queue setup or by modifying an existing queue by clicking on the queue in the queue list and checking the corresponding call log box in the queue options to enable it. Call logs can also be activated per agent on the individual's agent edit page. Enabling call logs in a Manager user-level function.

Viewing Call Logs

All logs from Queues and Agents are stored in the Call Logs section of Flow. To access the list of logs, click on the **Call Logs** button in the left-hand main menu. The Call Log section can be viewed by users with **supervisors** or higher access levels.

Searching for a Call Log

The Call Logs main page allows the user to search for calls based on several criteria:

- **Call ID:** Filter search results based on the unique call ID assigned by Flow to each call.
- **Agent:** Filter search results based on the agent's name or agent ID number.
- **Queue:** Filers search results based on a queue's name.
- **Stamp**: allows the user to search for a call recording based on the call's time and day stamp. When searching for a specific date, the user should enter the data as it would appear in the call recording table. For example, dates should be entered in yyyy-mm-dd format.
- **Mark:** Checking the Mark checkbox limits the search to only calls that have been previously marked by a user.
- **Random:** returns the search results in a randomized order. This can be useful for spot-checking agent calls.

Once search criteria is entered in the search fields, press the search button to update the call recording list.

Individual Call Logs and User Tools

Clicking on a log in the list will bring up the log's detail page. On the call's detail page, users can:

- Playback the audio for the call.
- Download the audio file
- View call information: Call ID, Stamp, Agent, and Caller ID.
- Add Timestamps to the call and add notes in the Call Notes section
- Mark the log

- View Call detail Activity Log

Call playback tools and shortcut keys:

- **Stop** Button or **esc key**: Stops a recording in playback
- **Play** Button: Play/pause.
- **Timestamp button** (denoted by the clock symbol): adds the timestamp of where the playback cursor is located in the playback area to the notes section. Further notes can be added to the note section. When making timestamps or notes to the call, remember to press the Save button at the bottom before leaving the call log page.
- **Download**: Download the audio file for the call.

Timestamp Notes and Marking Calls

Within the logs detailed page, a user can make notes in the **Call Notes** section by using the **Timestamp Button** or shortcut key or by typing in a note. Calls can also be marked by using the Mark Call Checkbox. Checking the box allows the call to be searchable in the Call Logs main page as a marked

call. When finished adding notes to the call, the user needs to press the **Save** button to save the new info to the Call Log.

Related articles

- [Supervisor Call Functions](#)
- [Call Logs](#)
- [Outbound Calling](#)
- [Agent Login](#)
- [Toolbar Buttons](#)