

**Active** Search is open

**Available** Date/Time selector is clicked on

**Quality Management System**

### Search Recordings

Select all   [Filter view](#) 🔍

**Search for Recordings**

- Users
  - Leon Kingsley-Smith ▶
- Media
  - All ▶
- Date/Time
  - Any Date/Time ▶
- Duration
  - Any Duration ▶
- Direction
  - Any Direction ▶
- Flags
  - Any Flags ▶
- Details
  - Leon Kingsley-Smith ▶

**Search**

Export Search Result  
Save Search  
Load Search

	Agent	Start Time	Queue	Caller ID #
<i>Search for: My Department, 02/03/16 - 04/03/16</i>				
📞	Leon Kingsley-Smith	10:04 a.m 23 Sept	Support Test 1	+14258276156
📞	Leon Kingsley-Smith	10:56 a.m 21 Sept		814256474971
📞	Leon Kingsley-Smith	10:04 a.m 23 Sept	Support Test 1	+14258276156
📞	Shireen Chetty	10:56 a.m 21 Sept		814256474971
📞	Phillip Ngan	10:56 a.m 8 Oct	Support Test 1	+14258199473
📞	Andrew Reid	3:21 p.m 7 Oct	Support Test 1	+14736488156
📞	Jono Agnew	9:40 a.m 24 Sept	Support Test 1	+14258222799
📞	Jira Tulip	9:40 a.m 24 Sept	Support Test 1	+14258334666
📞	Leon Kingsley-Smith		Support Test 1	+14258276156
📞	Leon Kingsley-Smith			814256474971
📞	Leon Kingsley-Smith		Support Test 1	+14258276156
📞	Shireen Chetty			814256474971
📞	Phillip Ngan		Support Test 1	+14258199473
📞	Andrew Reid		Support Test 1	+14736488156
📞	Jono Agnew		Support Test 1	+14258222799
📞	Jira Tulip	9:40 a.m 24 Sept	Support Test 1	+14258334666
📞	Leon Kingsley-Smith	10:04 a.m 23 Sept	Support Test 1	+14258276156
📞	Shireen Chetty	10:56 a.m 21 Sept		814256474971
📞	Phillip Ngan	10:56 a.m 8 Oct	Support Test 1	+14258199473
📞	Andrew Reid	3:21 p.m 7 Oct	Support Test 1	+14736488156

**Active** Any Date

**Available** Last Date Range Radio Button, Date Button, Time Button

The screenshot displays a 'Quality Management System' window with a search interface. On the left, a sidebar contains navigation icons. The main area features a 'Search Recordings' section with a filter menu. The filter menu includes categories: Users (Leon Kingsley-Smith), Media (All), Date/Time (Any Date/Time), Duration (Any Duration), Direction (Any Direction), Flags (Any Flags), and Details (Leon Kingsley-Smith). A 'Search' button and an 'Export Search Results' link are at the bottom of the filter menu.

A 'Select Date / Time' dialog is open, showing three radio button options: 'Any date' (selected), 'Last 6 days', and 'Range'. Below the options are buttons for 'Date' and 'Time', each with a 'to Date' or 'to Time' counterpart. A calendar for March 2015 is displayed, with the 6th of the month highlighted.

On the right, a table lists recording results with columns for Start Time, Queue, and Caller ID #. The table contains 16 rows of data, with the 10th row highlighted in blue.

Start Time	Queue	Caller ID #
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156
9:40 a.m	Support Test 1	+14258222799
9:40 a.m	Support Test 1	+14258334666
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156
9:40 a.m	Support Test 1	+14258222799
9:40 a.m	Support Test 1	+14258334666
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156

**Active** Last Date Range

**Available** Any Date, Date Button, Time Button

Quality Management System

### Search Recordings

Search for Recordings

- Users
  - Leon Kingsley-Smith
- Media
  - All
- Date/Time
  - Any Date/Time
- Duration
  - Any Duration
- Direction
  - Any Direction
- Flags
  - Any Flags
- Details
  - Leon Kingsley-Smith

**Select Date / Time**  
28/02/16 - 06/03/16

Any date  
 Last 6 days  
 Range

Date to Date  
Time to Time

March 2015


Mo	Tu	We	Th	Fr	Sa	Su
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Start Time	Queue	Caller ID #
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156
9:40 a.m	Support Test 1	+14258222799
9:40 a.m	Support Test 1	+14258334666
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156
9:40 a.m	Support Test 1	+14258222799
9:40 a.m	Support Test 1	+14258334666
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156

**Search**  
Export Search Results

**Active** Date

**Available** any date, Last date range, **To Date, Time, Calendar control**


Quality Management System
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Search Recordings

Users

**Leon Kingsley-Smith** ▶

Media

All ▶

Date/Time

**Any Date/Time** ◀

Duration

Any Duration ▶

Direction

Any Direction ▶

Flags

Any Flags ▶

Details

Leon Kingsley-Smith ▶

**Select Date / Time**

06/03/16

Any date

Last  days

Range

from

Tuesday

**03 Mar 16**

to Date

Time

to Time

◀ **March 2015** ▶

Mo	Tu	We	Th	Fr	Sa	Su
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5


Search

Export Search Results

Start Time	Queue	Caller ID #
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:56 a.m	8 Oct	Support Test 1 +14258199473
3:21 p.m	7 Oct	Support Test 1 +14736488156
9:40 a.m	24 Sept	Support Test 1 +14258222799
9:40 a.m	24 Sept	Support Test 1 +14258334666
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:56 a.m	8 Oct	Support Test 1 +14258199473
3:21 p.m	7 Oct	Support Test 1 +14736488156
9:40 a.m	24 Sept	Support Test 1 +14258222799
9:40 a.m	24 Sept	Support Test 1 +14258334666
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:56 a.m	8 Oct	Support Test 1 +14258199473
3:21 p.m	7 Oct	Support Test 1 +14736488156
9:40 a.m	24 Sept	Support Test 1 +14258222799
9:40 a.m	24 Sept	Support Test 1 +14258334666
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:56 a.m	8 Oct	Support Test 1 +14258199473
3:21 p.m	7 Oct	Support Test 1 +14736488156

**Active** To Date

**Available** any date, Last date range, **Date, Time, Calendar control**

Quality Management System\_ □ ×

### Search Recordings

Users  
**Leon Kingsley-Smith**

Media  
All

Date/Time  
**Any Date/Time**

Duration  
Any Duration

Direction  
Any Direction

Flags  
Any Flags

Details  
Leon Kingsley-Smith

**Search**

Export Search Results

### Select Date / Time

03/03/16 - 06/03/16

Any date  
 Last **6** days  
 Range

from **Tuesday 06 Mar 16** to Date

Time to Time


March 2015

Mo	Tu	We	Th	Fr	Sa	Su
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Start Time	Queue	Caller ID #
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156
9:40 a.m	Support Test 1	+14258222799
9:40 a.m	Support Test 1	+14258334666
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156
9:40 a.m	Support Test 1	+14258222799
9:40 a.m	Support Test 1	+14258334666
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156

**Active** Time

**Available** any date, Last date range, Date, To Date, **To Time, Time control**

Quality Management System\_ □ ×

### Search Recordings

Search for Recordings

- Users
  - Leon Kingsley-Smith
- Media
  - All
- Date/Time
  - Any Date/Time
- Duration
  - Any Duration
- Direction
  - Any Direction
- Flags
  - Any Flags
- Details
  - Leon Kingsley-Smith

**Search**

Export Search Results

### Select Date / Time

03/03/16 - 06/03/16, 9:30


Any date

Last 6 days

Range

from Tuesday 03 Mar 16 to Friday 06 Mar 16


from 09:30 to Time



Start Time	Queue	Caller ID #
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156
9:40 a.m	Support Test 1	+14258222799
9:40 a.m	Support Test 1	+14258334666
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
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9:40 a.m	Support Test 1	+14258222799
9:40 a.m	Support Test 1	+14258334666
10:04 a.m	Support Test 1	+14258276156
10:56 a.m		814256474971
10:56 a.m	Support Test 1	+14258199473
3:21 p.m	Support Test 1	+14736488156

**Active** To Time

**Available** any date, Last date range, Date, To Date, **Time, Time control**


Quality Management System
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Search Recordings

Users

**Leon Kingsley-Smith** ▶

Media

All ▶

Date/Time

**Any Date/Time** ◀

Duration

Any Duration ▶

Direction

Any Direction ▶

Flags

Any Flags ▶

Details

Leon Kingsley-Smith ▶

**Select Date / Time**

03/03/16 - 06/03/16, 9:30 - 17:30

Any date


Last 6 days

*from*  
**Tuesday**  
**03 Mar 16**

*to*  
**Friday**  
**06 Mar 16**

*from*  
**09:30**

*to*  
**17:30**



Start Time	Queue	Caller ID #
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:56 a.m	8 Oct	Support Test 1 +14258199473
3:21 p.m	7 Oct	Support Test 1 +14736488156
9:40 a.m	24 Sept	Support Test 1 +14258222799
9:40 a.m	24 Sept	Support Test 1 +14258334666
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:56 a.m	8 Oct	Support Test 1 +14258199473
3:21 p.m	7 Oct	Support Test 1 +14736488156
9:40 a.m	24 Sept	Support Test 1 +14258222799
9:40 a.m	24 Sept	Support Test 1 +14258334666
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:56 a.m	8 Oct	Support Test 1 +14258199473
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9:40 a.m	24 Sept	Support Test 1 +14258222799
9:40 a.m	24 Sept	Support Test 1 +14258334666
10:04 a.m	23 Sept	Support Test 1 +14258276156
10:56 a.m	21 Sept	814256474971
10:56 a.m	8 Oct	Support Test 1 +14258199473
3:21 p.m	7 Oct	Support Test 1 +14736488156

Search

Export Search Results

**Active** Search

**Search string is shown in drop box.**

The interface is titled "Quality Management System" and features a "Search Recordings" section. On the left, there is a sidebar with navigation icons and a "Search for Recordings" panel. This panel contains several filter categories: Users (Leon Kingsley-Smith), Media (All), Date/Time (03 Mar 16 - 06 Mar 16 9:30 - 17:30), Duration (Any Duration), Direction (Any Direction), Flags (Any Flags), and Details (Leon Kingsley-Smith). A "Search" button and an "Export Search Result" link are located at the bottom of the filter panel. The main area displays a table of search results with columns for Agent, Start Time, Queue, and Caller ID #. A search string "03/03/16 - 06/03/16, 9:30 - 17:30" is shown above the table. The table contains 20 rows of data, with the first row highlighted in blue.

Agent	Start Time	Queue	Caller ID #
Leon Kingsley-Smith	10:04 a.m 23 Sept	Support Test 1	+14258276156
Leon Kingsley-Smith	10:56 a.m 21 Sept		814256474971
Leon Kingsley-Smith	10:04 a.m 23 Sept	Support Test 1	+14258276156
Shireen Chetty	10:56 a.m 21 Sept		814256474971
Phillip Ngan	10:56 a.m 8 Oct	Support Test 1	+14258199473
Andrew Reid	3:21 p.m 7 Oct	Support Test 1	+14736488156
Jono Agnew	9:40 a.m 24 Sept	Support Test 1	+14258222799
Jira Tulip	9:40 a.m 24 Sept	Support Test 1	+14258334666
Leon Kingsley-Smith	10:04 a.m 23 Sept	Support Test 1	+14258276156
Leon Kingsley-Smith	10:56 a.m 21 Sept		814256474971
Leon Kingsley-Smith	10:04 a.m 23 Sept	Support Test 1	+14258276156
Shireen Chetty	10:56 a.m 21 Sept		814256474971
Phillip Ngan	10:56 a.m 8 Oct	Support Test 1	+14258199473
Andrew Reid	3:21 p.m 7 Oct	Support Test 1	+14736488156
Jono Agnew	9:40 a.m 24 Sept	Support Test 1	+14258222799
Jira Tulip	9:40 a.m 24 Sept	Support Test 1	+14258334666
Leon Kingsley-Smith	10:04 a.m 23 Sept	Support Test 1	+14258276156
Shireen Chetty	10:56 a.m 21 Sept		814256474971
Phillip Ngan	10:56 a.m 8 Oct	Support Test 1	+14258199473
Andrew Reid	3:21 p.m 7 Oct	Support Test 1	+14736488156



**Search string** builds to display input data

## Select Date / Time

*No Date selected*

**Radio Button** selection with search in vanilla state

Any date

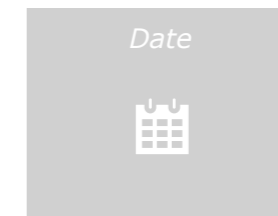
**Radio button** allows selection of date range from current day back

Last  days

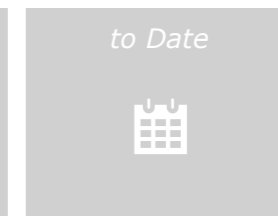
**Radio button** enables selection of date and Time range.

Range

**Date button** Enables Calendar Control



**to Date button** Enables Calendar Control



**Time button** Enables Time Selector Control



**to Time button** Enables Time Selector Control



**Calendar/Time Control**



Mo	Tu	We	Th	Fr	Sa	Su
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

**Search string** builds to display input data

## Select Date / Time

*No Date selected*

**Radio Button** selection with search in vanilla state

Any date

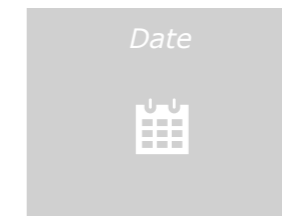
**Radio button** allows selection of date range from current day back

Last  days

**Radio button** enables selection of date and Time range.

Range

**Date button** Enables Calendar Control



**to Date button** Enables Calendar Control



**Time button** Enables Time Selector Control



**to Time button** Enables Time Selector Control



**Calendar/Time Control**



Mo	Tu	We	Th	Fr	Sa	Su
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

**Search string** builds to display input data

## Select Date / Time

No Date selected

**Radio Button** selection with search in vanilla state

Any date

**Radio button** allows selection of date range from current day back

Last 6 days

**Radio button** enables selection of date and Time range.


Range

When Range button is first clicked, the Date and Time buttons become available. The Date Button displays the current date on first selection, Thereafter the last sate selected Date will be displayed.

**Date button** Enables Calendar Control

from  
Tuesday  
**03 Mar 16**

to Date



**to Date button** Enables Calendar Control

**Time button** Enables Time Selector Control

Time



to Time



**to Time button** Enables Time Selector Control

**Calendar/Time Control**

◀ March 2015 ▶

Mo	Tu	We	Th	Fr	Sa	Su
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

