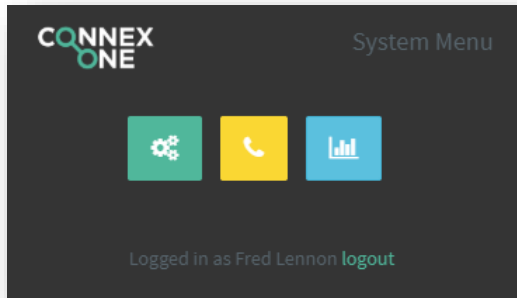


Call Cutting Guide

Step One: Locating the recording.

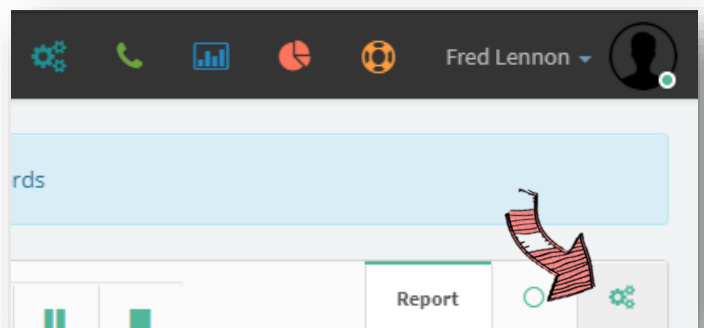
Firstly, navigate to the following URL in your browser <https://ukdebtadvisors.cnx1.uk>



When prompted, login with your ConnexOne username and password (not your phone login).

Then select the blue bar chart to access the Connex one reporting suite. Everyone in the customer care team and the advisor team has access to this.

You should now find yourself on the call recordings page, click the settings cog in the far-right corner to select what recordings you want to view.



Apply filters here or simply input the clients phone number into the bow as shown below and click 'View Report'.

You can download calls or listen to them in the browser from here to make sure you have the right call.

Does not work with other search criteria, pulls all recordings for this number

Close

View Report

Phone Number	List	Actions
07506169399	401	
07506169399	401	
07506169399	401	

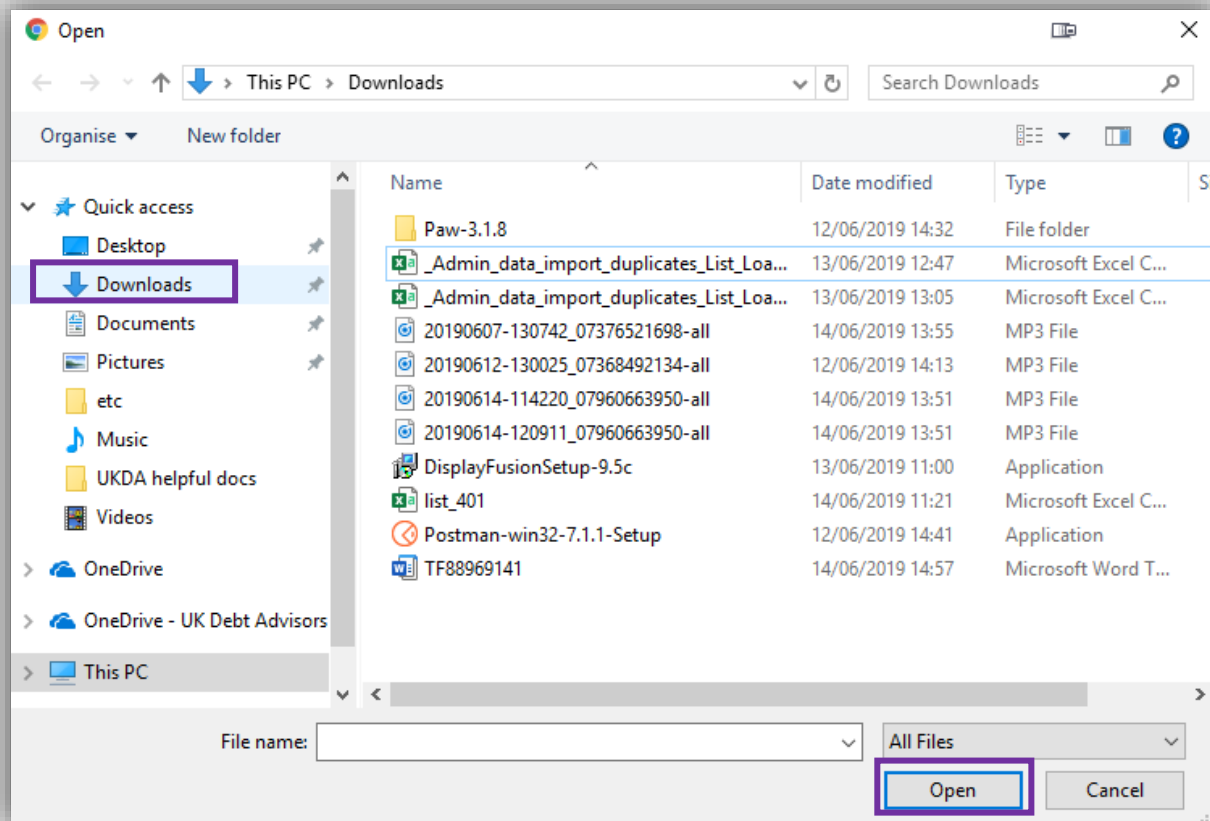
Call Cutting Guide

Step Two: Cropping the recording

- First of all note down the times of the call that you need eg. From 3:30-7:45
- Then navigate to <https://audiotrimmer.com>
- Once on AudioTrimmer, upload your file using the choose file button.

Choose file No file chosen

- Select the file you downloaded and click open; it is probably in your downloads folder as shown below



- All that's left to do now is input the times you noted earlier so that AudioTrimmer knows where to crop the call, AudioTrimmer uses seconds so a time of 7mins 25 secs would have to be input as 445 seconds (60s*7 + 25s). You can listen in AudioTrimmer to make sure the times are correct.

Once happy simply press 'Crop' and then 'Download' to complete the call clipping. You can then upload the new file to HubSolv or elsewhere. 🤖🔊📁

Crop »

Download »