

Conversation lists and actions

Users can search for recorded conversations, and the search results can be displayed through conversation lists.

Conversations lists can be accessed from various parts of the user interface including the following:

- Clicking on the **Conversation** menu item
- Selecting **Conversations / Search** submenu and filling in the criteria
- Selecting **Conversations / Ongoing Conversations** submenu
- Loading a previously saved query from **Conversations / Saved Queries**

The conversation list is displayed in a tabular format where the columns can be configured by the administrator or the user can personalize it using the **System / Conversation List Layout** menu.

Conversations

37054 items found, displaying 1 to 20. Page(s): 1 2 3 4 5 6 7 8 > | Results per page: 20

	Start Date	Start Time	Duration	From	To	From Info	To IP	End Cause
   	May 26, 2017	11:19:43 AM	00:00:20	1010	1026			Normal
   	May 26, 2017	11:02:41 AM	00:00:07	1010	1026			Normal
   	May 26, 2017	10:54:46 AM	00:00:24	1010	1026			Normal
   	May 24, 2017	3:43:18 PM	00:00:00	vito.corleone@paermo.it	johnny.fontana@paermo.it	Vito Corleone	192.168.255.255	Normal
   	May 24, 2017	3:43:18 PM	00:01:23	luke.skywalker@lightside.force	darth.vader@darkside.force	Luke Skywalker	192.168.255.255	Normal
   	May 24, 2017	3:43:17 PM	00:02:05	bill.johnson@bbinc.com	peter.smith@zevc.com	Bill Johnson	192.168.2.2	Normal
   	Jul 22, 2016	5:54:44 PM	00:00:00	team@redpaper.com	conference	US PipPip Team	10.4.9.19	Normal
   	Jul 22, 2016	5:54:44 PM	00:00:00	chandler@trends.com	joy@trends.com	Chandler Bing	10.4.9.10	Normal
   	Jul 22, 2016	5:54:44 PM	00:00:00	walter@chemistry.com	jessie@chemistry.com	Walter White	10.4.9.21	Normal
   	Jul 22, 2016	4:54:44 PM	00:00:00	ceo@hoolie.com	conference	Hoolie CEO		Normal
   	Jul 22, 2016	4:00:44 PM	00:30:00	kirk@enterprise.com	conference	James T. Kirk		Normal
   	Jul 22, 2016	2:00:44 PM	00:01:00	kirk@enterprise.com	conference	James T. Kirk		Normal
   	Jul 22, 2016	1:54:44 PM	01:00:00	phoebe@trends.com	joy@trends.com	Phoebe	10.4.9.20	Normal
   	Jul 22, 2016	12:00:44 PM	03:54:00	sid@darkside.com	arn@darkside.com	Sidus		Normal
   	May 31, 2015	11:57:48 AM	00:04:21	191893591	1222			Normal
   	May 31, 2015	11:49:38 AM	00:02:28	1848	136334128	Sharon Harrington		Normal
   	May 31, 2015	8:53:56 AM	00:04:49	1939	110554729	Sue Mathis		Normal
   	May 30, 2015	5:47:19 PM	00:01:05	1914	159040228	Michael Cohen		Normal
   	May 30, 2015	6:42:51 AM	00:03:04	1222	168770951	Thomas Powell		Normal
   	May 29, 2015	4:08:04 AM	00:03:05	190545788	1939			Normal

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Every conversation list displays the calls ordered by date and time (in descending order). This means that the most recently recorded conversation is the first, while the oldest conversation is the last one in the list.

Predefined queries (not initiated from the **Search** menu) cannot be filtered further. The result list will contain every recorded conversation that meets the predefined criteria. E.g. selecting **Conversations / Ongoing Conversations** submenu will show every ongoing call of the logged in user.

Use the **Search** page to narrow down the call list.

If a security profile has a "search window" limit set, then only conversations recorded in the last x hours can be listed. A message informs the user about this at the top of every conversation list.

Small Letter Icons

There are four icons with letters in the call list - C, M, W, S:

- **C** - The conversation has a comment.
- **M** - The conversation contains at least one [conversation marker](#).
- **W** - A video conversation transcoded to either WMV or MP4.
- **S** - The conversation includes a [desktop screen recording](#).

Using the Conversation List

- [Conversation fields](#)
- [Conversation list layout](#)
- [Conversation list navigation bar](#)
- [Delete conversations](#)
- [Downloading a single media file](#)

- Get direct link
- Mark conversations as Protected
- Metadata columns on conversation lists
- Ongoing conversations
- Playback and download multiple records simultaneously
- Playing back recorded conversations
- Presentation of complex conversation scenarios
- Private conversations
- Right click options on conversation lists
- Sending an email
- Silent monitoring ongoing conversations
- Timeline View