

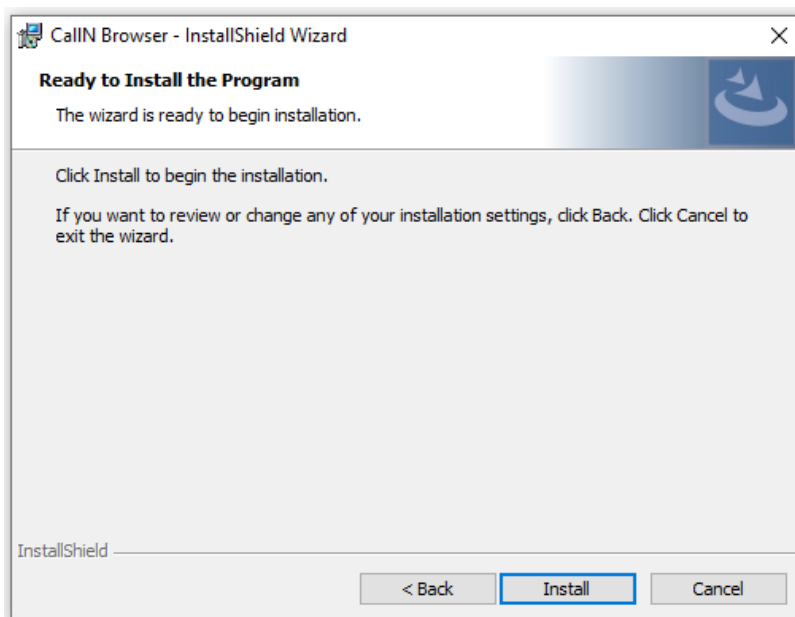
Technical Note: CallN Browser for Zendesk

The CallN Browser allows call recording for web embedded softphones from services such as Zendesk, Talkdesk and Skype. The CallN Browser can be installed on any computer running Windows 8.1 (x64) or later. 32-bit versions of Windows are not supported.

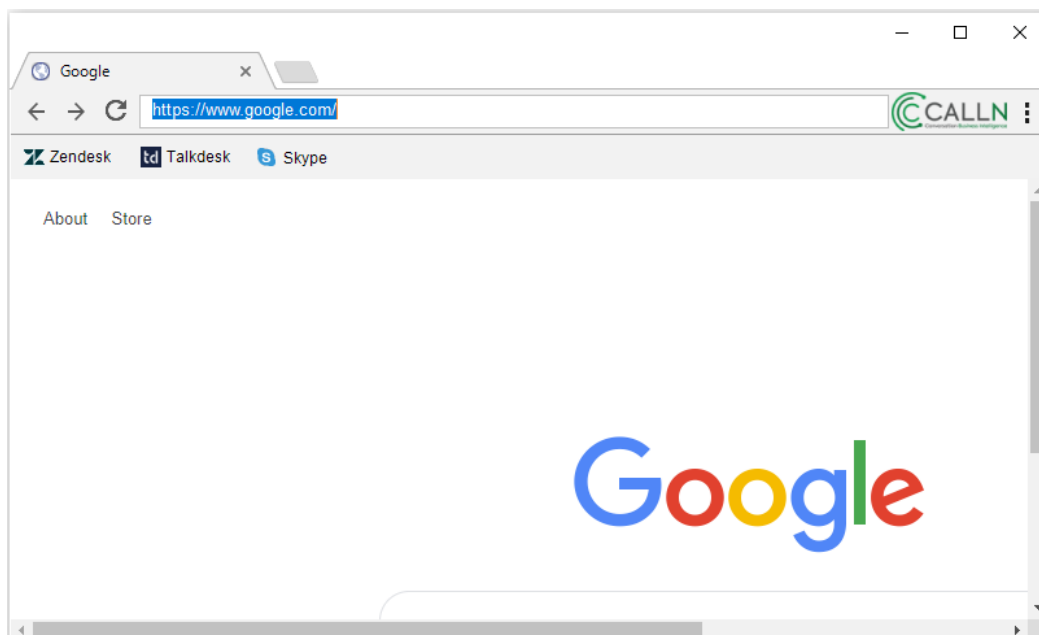
Installation

The installer for the CallN Web Browser can be found on the CallN Web page.

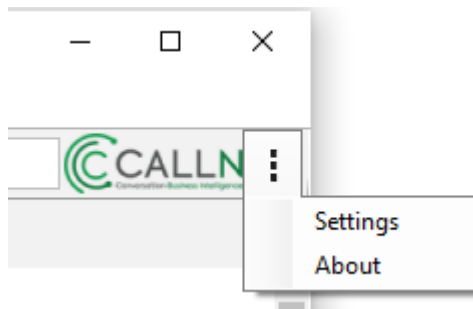
Once the installer has been downloaded, run the CallNBrowsers1.0.0Setup.exe. Please read the Terms and Conditions before accepting the licensing agreement.



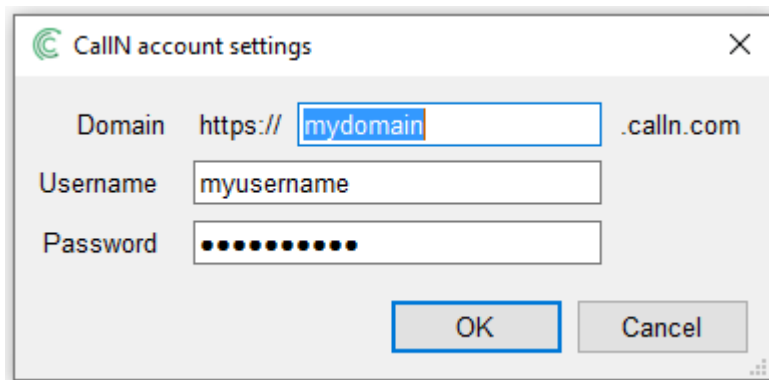
Select install to begin the installation of the CallN Web Browser.



Open the CallN Web Browser if it did not open after installation and select the three dots in the upper right corner.



Select settings and enter your CallN portal details into the browser.



Save your settings to complete the installation.

Recording Zendesk Talk

The CallN browser contains bookmarks to popular Web phones such as Zendesk. By clicking the Zendesk bookmark. You will be prompted for you Zendesk domain.



Sign in to Zendesk

Sign in

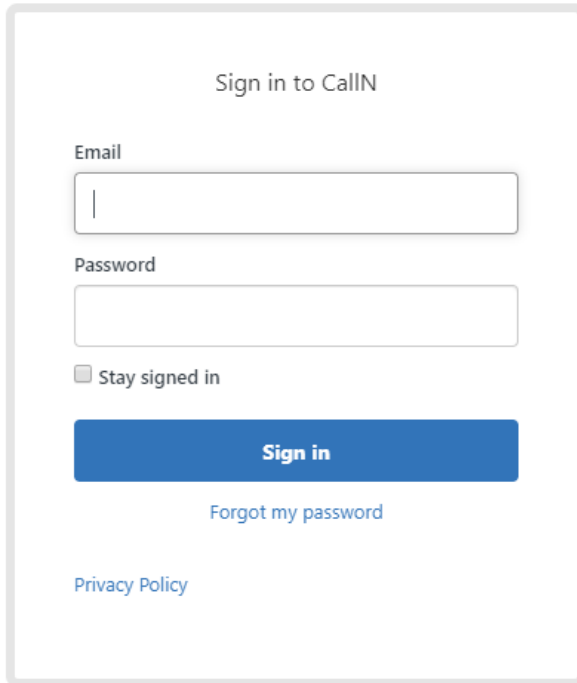
Don't remember your company's url?

New to Zendesk?

Looking for dashboard.zopim.com?

Looking for Zendesk Sell (formerly Base)?

Once your domain has been entered, you will be asked for your Zendesk credentials.



Sign in to CallN

Email

Password

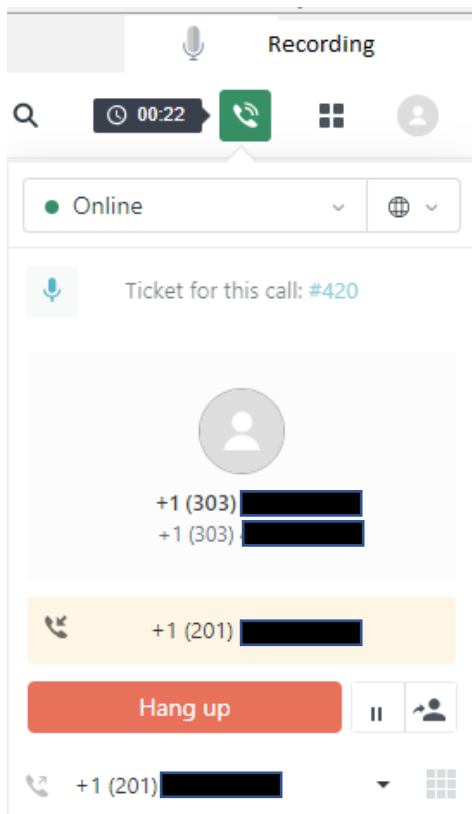
Stay signed in

Sign in

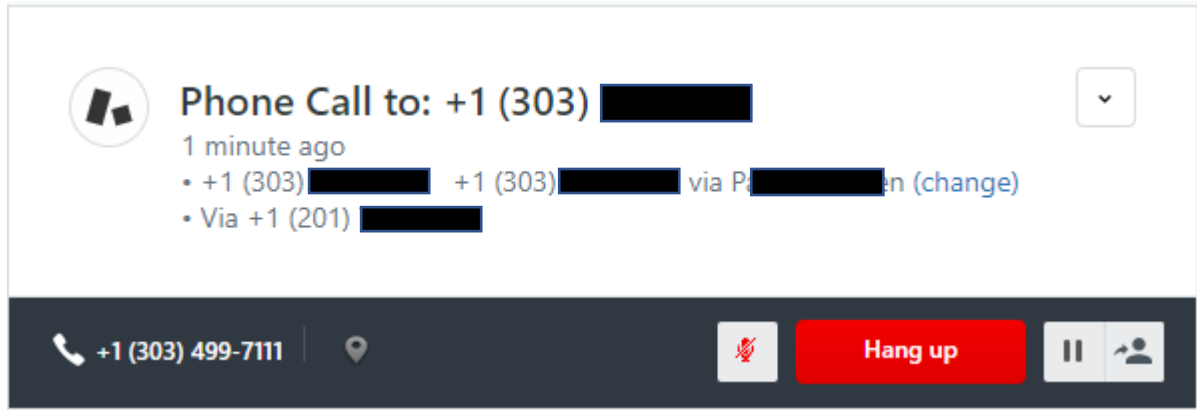
[Forgot my password](#)

[Privacy Policy](#)

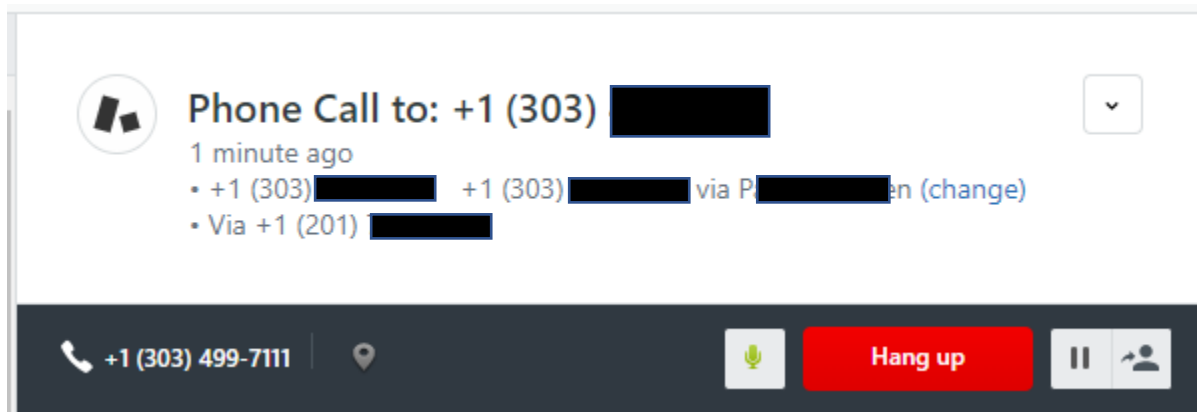
Zendesk Talk will work as normal within the CallN browser, but you will notice if the phone is open during a call, it will mention it is recording the call.



If during a call you need to pause the recording for any reason, select the microphone icon.



To resume recording, select the icon again.



It is key to note that when the microphone icon is red, recording will be paused but recording is active when the icon is green.

Accessing CallN Portal

From the CallN browser, you can access your CallN portal by simply selecting CallN icon in the upper right of the browser.



The login uses the previously input settings to access the portal.