

Call Recorder

QUICK REFERENCE GUIDE

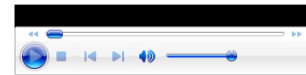
Browse - Recordings:

The browse recording screen is the default view once you logon to The Call Recording Portal. This will give you all completed recordings for the present day. Recordings are sorted by the most recent recording at the top. You can sort the recordings by column title by clicking on the title name.

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIR	REMOTE PARTY	USER	TAGS
000000	000000	05/30/2012	03:27:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	10:13:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	12:48:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	02:33:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	09:12:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	06:34:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	08:13:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	06:15:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	12:00:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	01:33:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	03:43:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	03:33:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	02:33:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	11:11:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	11:18:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	12:10:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	06:48:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	10:12:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	08:19:00	00:00:00			6109648000	Agent	
000000	000000	05/30/2012	07:18:00	00:00:00			6109648000	Agent	

Listening to Recordings:

- To listen to present day recordings select the speaker icon under type. Mouse-over the speaker icon and click on the Play Audio Recording.
- In Internet Explorer, on the top right hand corner near the page results the audio controls will appear.
 - Audio controls provide you with the ability to pause, stop, rewind, or fast forward a recording, and control the volume.
 - Pause:** while the recording is playing, click the Double Line icon on the far left.
 - Stop:** while the recording is playing, click the square icon next to the play & pause button.
 - Fast Forward:** click the double arrows pointing to the right once to begin the fast forward and once again to stop the fast forward.
 - Control the Volume:** you can move the circular icon to the left for lower volume and to the right for louder volume.
- In Mozilla Firefox the recordings will play when speaker icon is clicked. To stop playing, click the speaker icon a second time.



Search/Filter - Recordings:

You can select certain filters to search for specific call recordings.

- Under Browse/Recordings you can select user, group, or none.

None

Monitored only

Tag name

Tag text

Segment ID

Min Duration

Max Duration

Local Party

Remote Party

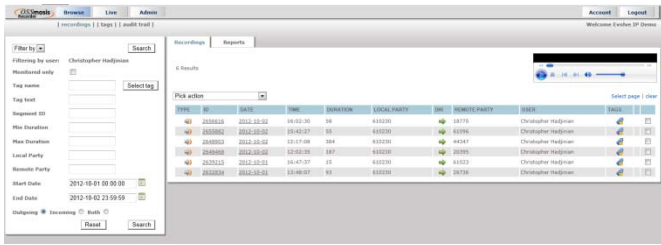
Start Date

End Date

Outgoing Incoming Both

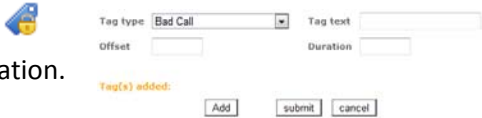
- Monitored Only:** Only returns recordings previously listened to.
- Tag Name:** Based on tag selection from drop down list
- Tag Text:** Based on keyword of tagged recordings
- Segment ID:** System generated ID associated with recording
- Min Duration:** Minimum duration of recorded call
- Max Duration:** Maximum duration of recorded call
- Local Party:** 10 digit phone number of agent/user being recorded
- Remote Party:** 10 digit caller ID of inbound call or 10 digit dialed digits of outbound call
- Start Date:** Format YYYY-MM-DD hh:mm:ss
- End Date:** Format YYYY-MM-DD hh:mm:ss
- Outgoing, Incoming, or Both:** Direction of recorded calls

- 2. Click on Search
- 3. All search criteria will appear to the right.



Tag - Recordings:

While listening to a recording you can press the Tags icon. This will bring up another screen with the recording information.



- 1. You can select the tag type in the dropdown menu
- 2. In the Tag Text you can apply a particular searchable text associated with that tag type.
 - a. For example if you have a tag type called sales, but you wanted to associated it with a particular customer named Customer 1, you would select the sales tag type in the dropdown menu, then enter Customer1 in the tag text. Tag text is a variable option that is a maximum of 20 characters long.
- 3. Offset calls out when to start listening to a call.
 - a. For example if you want someone to listen to the call 2 minutes into the recording, you'd enter 120 in this field. This is in seconds format. This as well is a variable option with a maximum of 8 numbers.
- 4. Duration calls out how long to listen to that particular call.
 - a. For example if you want someone to listen to only 2 minutes of a call you would enter the duration here by typing in 120. This is in seconds format. This is a variable option with a maximum of 8 numbers.
- 5. You can add multiple tags to one call.
 - a. After adding the first tag, click add at the bottom of the tag screen.
 - b. Enter additional tags to that particular recording and click add.
 - c. Once complete with the last tag click Submit
 - d. Submit will submit all the tags that were added for that particular recording.

Export - Recordings:

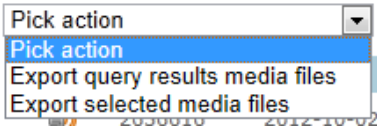
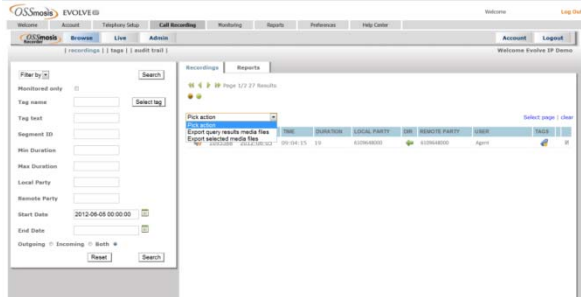
In the browse recordings portion of the call recording portal you can select particular recordings to export or select to export all queries.

To export specific recordings:

- 1. In the recordings tab check the box at the far right of the recording you would like to export. You can select multiple records to export at one time.
- 2. Once all recordings are checked in the drop down menu under "Pick Action" select "Export Selected Media Files".
- 3. These will export as a zip file enabling users to save locally. Recording format is .wav.

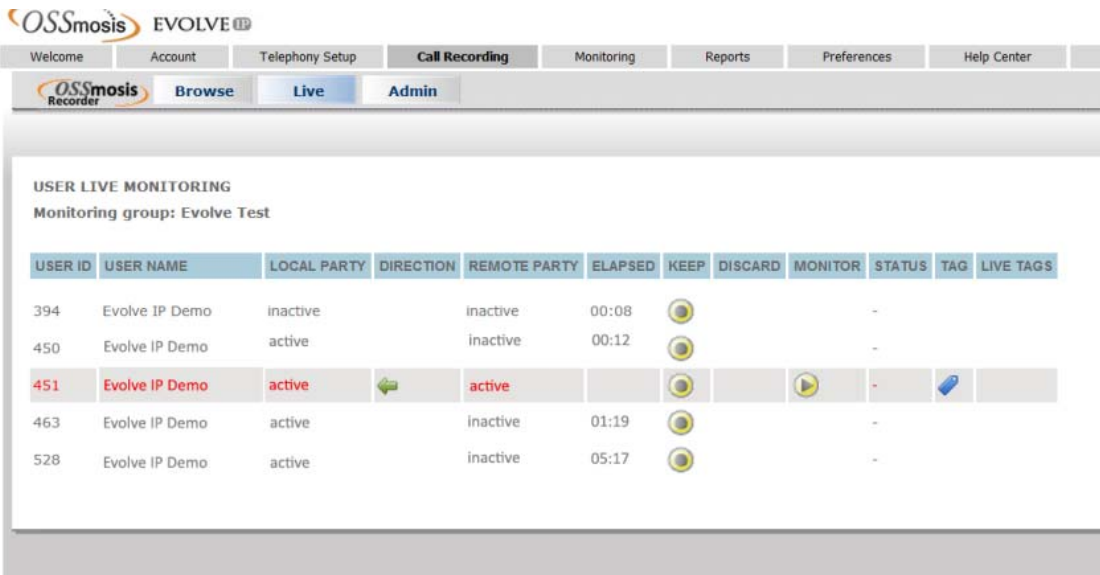
To export all media files:

- 1. In the drop down menu under Pick Action select Export Query Results Media Files.
- 2. These will export as a zip file where you can save locally. Recording format is .wav.



Live – Recordings:

You can listen to live recordings within the system. By selecting Live this will bring you all current calls being recorded.



1. Select the “Live” tab located next to “Browse”
2. Select the group name that you’d like to hear live recordings for
3. Click submit
4. The live monitoring screen for that group will load
5. Any calls currently being recorded live will appear in red with a play button under the monitor column
6. Press on the play button to begin listening to the call
7. The play button will go from yellow to red once initiated
8. Under status you’ll see “this conversation will be recorded”. This is just letting you know that the call is still being recorded and will be saved to the system once complete.
9. You can tag the call as well by clicking the tag icon.
10. Once you add the tag the tag will appear in the Live Tag column to the right.
11. To stop listening to a live recording simply press the play button again and the play button will go back to yellow