

Quick Reference Guide: Supervisor Client Call Recording

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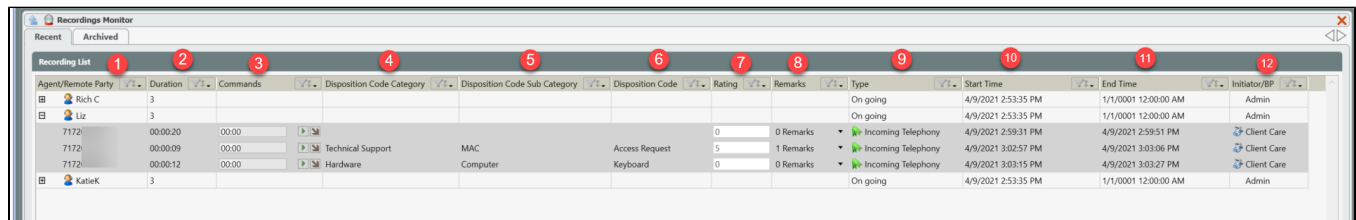
Overview





1. **Recordings Tab:** selecting the Recordings tab within the Index Bar will open the Recordings Monitor within the Supervisor Work Area
2. **Recent:** shows the list of all Supervisor monitored agents. When expanding an agent, it will show the five most recent call recordings of the agent.
3. **Archived:** provides the ability to do advanced searches on call recording: including an agents full list of recordings, recordings by demand, Business Process, etc

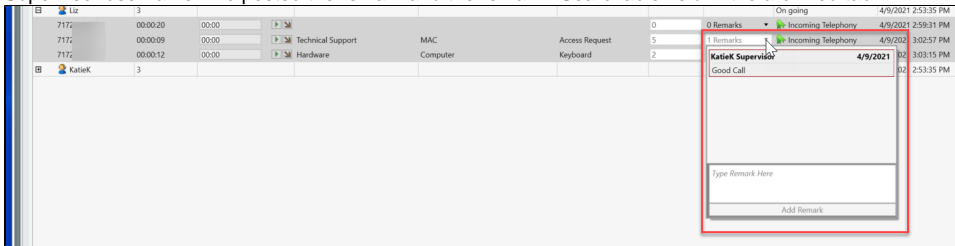
Recent Tab

Within the Recent tab, the supervisor will see a list of all their monitored agents. In this view, the supervisor will have access to the agents five most recent call recordings. If the supervisor wishes to view a call recording outside of their five most recent recordings, they would need to do a search within the archived tab.



1. **Agent/Remote Party** - name of the recorded agent and when the agent view is expanded it will show the contact information of the remote party from the recording. Searchable field in the archived tab.
2. **Duration** - total duration of the interaction. Searchable field in the archived tab.
3. **Commands** - show the commands that are currently being performed on the recorded agent (Listen, Record, Intervene or Coach), as well as the commands available on completed recordings
 - a.  - play and listen to the recording from the supervisor client
 - b.  - download the recording
4. **Disposition Code Category** - disposition code category assigned to the interaction after the interaction was handled. Will be blank if no disposition code category or sub category was assigned to the interaction. Searchable field in the archived tab.
5. **Disposition Code Sub Category** - disposition code sub category assigned to the interaction after the interaction was handled. Will be blank if no disposition code sub category or disposition code was assigned to the interaction. Searchable field in the archived tab.
6. **Disposition Code** - disposition code assigned to the interaction during (real time) or after the interaction was handled. Will be blank if no disposition code was assigned to the interaction. Searchable field in the archived tab.
7. **Rating** - free form numerical rating that can be added to the interaction. Searchable field in the archived tab.

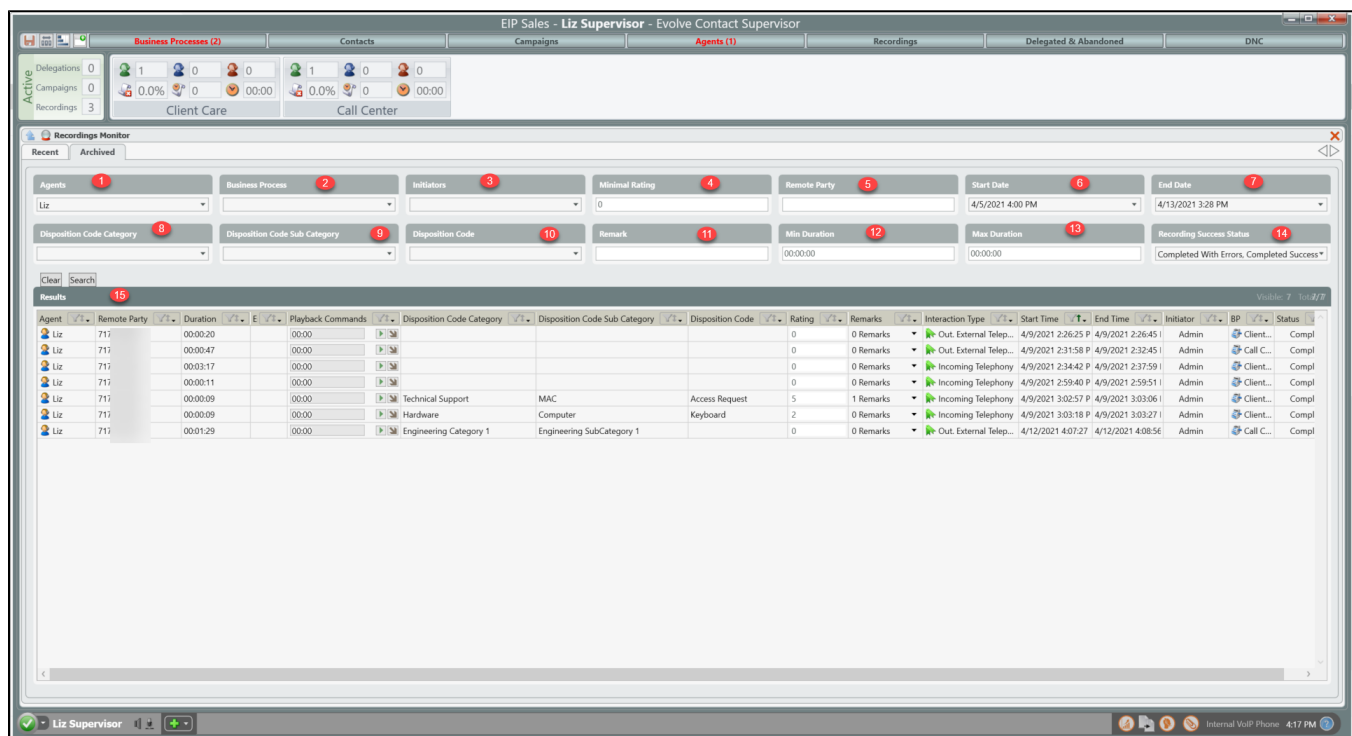
- Remarks** - free form field supervisors can add remarks to the call recording. When expanded it will show the date the remark was left, the Supervisor username who posted the remark and the remark. Searchable field in the archived tab.



- Type** - type of telephony interaction: Incoming, Outgoing, etc. Searchable field in the archived tab.
- Start Time** - start time (date and time) of the interaction. Searchable field in the archived tab.
- End Time** - end time (date and time) of the interaction. Searchable field in the archived tab.
- Initiator/BP** - when the agents call recording information is collapsed the initiator will be Admin because the agent is setup to be recorded via the setup client. When expanded, it will show the Business Process the agent answered the interaction from. Searchable field in the archived tab.

Archived Tab

Within the Archived Tab Supervisors have the ability to search for older call recordings based on one or multiple search criteria's. Supervisors will have the same commands - Listen or Download a recording - as found in the Recent Tab.



- Agents** - perform an agent based call recording search. Search by one, some or all agents.
- Business Process** - perform a Business Process call recording search. Search by one, some or all Business Processes
- Initiators** - perform an initiator based call recording search. Search by Admin or Supervisor
- Minimal Rating** - perform a call recording rating search. Search call recordings based on the rating given in the Recents Tab. Once a search has been performed, the supervisor will be able to adjust the rating or if searching by a different criteria add a rating if none are present.
- Remote Party** - perform a call recording search based on the remote party.
- Start Date** - perform a call recording search based on the start date and time of the call recording.
- End Date** - perform a call recording search based on the end date and time of the call recording.
- Disposition Code Category** - perform a call recording search based on the Disposition Code Category. Not a required field if also performing a search based on the Disposition Code Sub Category or Disposition Code.
- Disposition Code Sub Category** - perform a call recording search based on the Disposition Code Sub Category. Not a required field if also performing a search based on the Disposition Code Category or Disposition Code.
- Disposition Code** - perform a call recording search based on the Disposition Code. Not a required field if also performing a search based on the Disposition Code Category or Disposition Code Sub Category.
- Remarks** - perform a call recording search based on a remark or remarks left on an agents call recording. The search can be performed by inputting key words. The full remark does not need to be added for the search to pull results. If a search is performed by a different criteria and no remark is present for some of the call recordings pulled, a remark can be added to the call recording within the archived tab
- Min Duration** - perform a call recording search based on the minimum duration of the interaction.
- Max Duration** - perform a call recording search based on the maximum duration of the interaction.
- Recording Success Status** - search based on recordings completed with error or successfully. By default both are selected.

