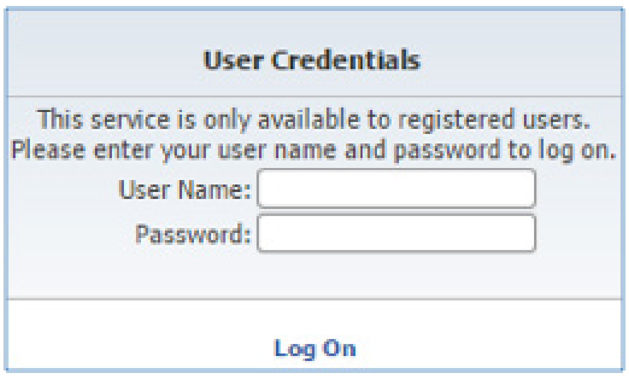
Supported Browsers

Supported browsers and versions include the following and should be HTML 5 compliant. The latest version and one version prior are supported for each browser: Internet Explorer, Firefox, Google Chrome, Safari.

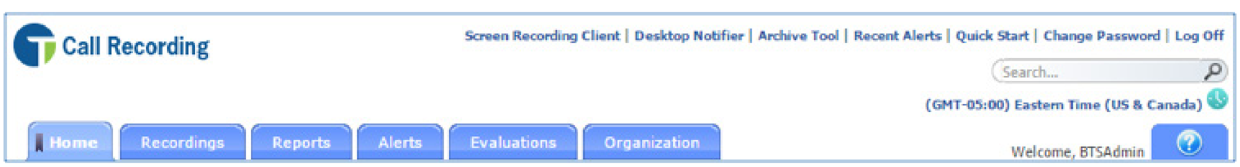
Logging On

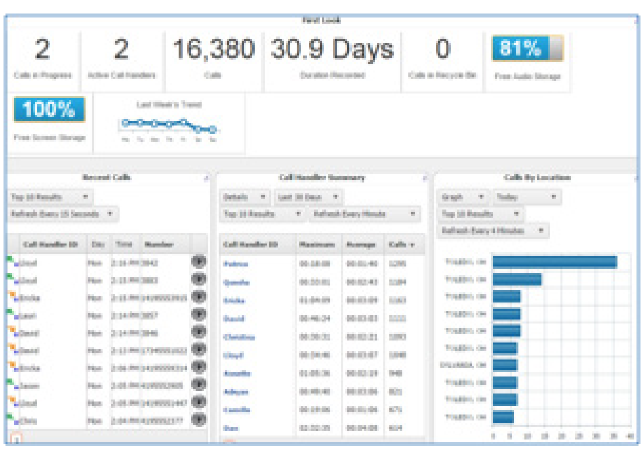


1. Access the Call Recording page at: *https://recording.euserportal.com/callrecorder*
2. Enter the User Name and Password.
3. Click **Log On.**

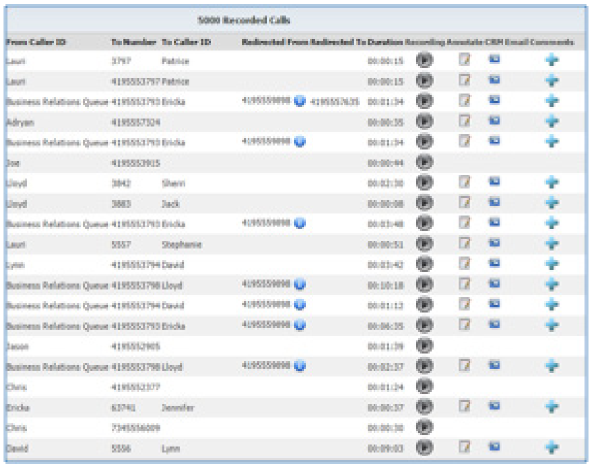
Portal Interface

The portal interface will vary depending on your level of access.

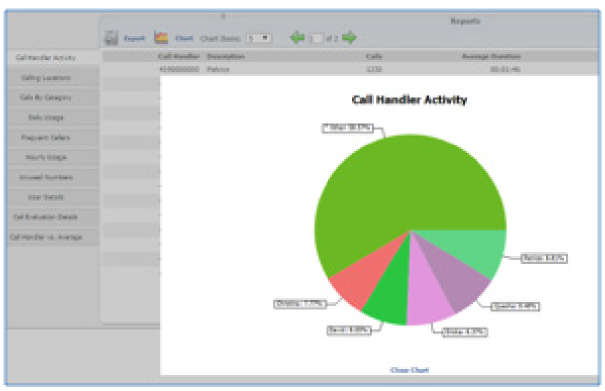




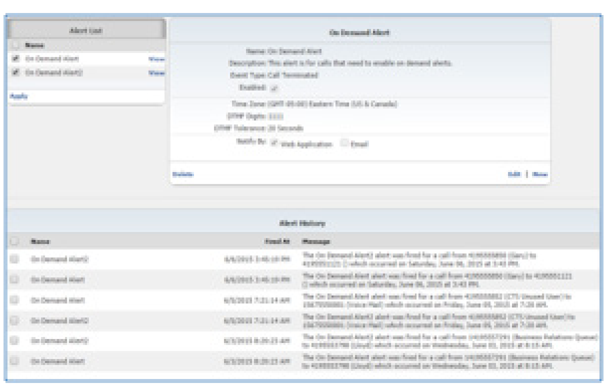
Home Tab
Real time system data that is available to you by detail or graph. The home tab or dashboard has panes that can be relocated by drag and drop. Panes include: First Look, Recent Calls, Call Handler Summary, Calls By Location, Calls By Category, Frequent Caller, Active Call Handlers, and Activity & Heat Map.



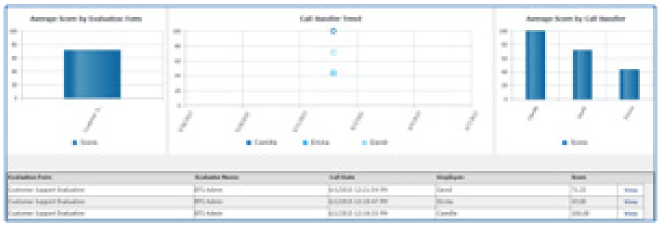
Recordings Tab
Contains the Recorded Calls, Recycle Bin, and Calls In Progress menus. Each provide access to call recording information such as Number, Date & Time, Caller Information, Recipient Information, and Duration. The Recording button allows you to listen to recordings, the Annotate button allows you to create marker and add notes to a recording, the CRM button allows you to upload the recording to a compatible CRM application such as *SalesForce.com*, the Comments button allows you to add comments about a recording, the Email button allows you to email a link for the recording to someone, the Category option allows you to classify a recording, the MD5 button allows you to verify a recording, the ISO button in the Archive column notifies you of who archived a recording along with when and where the archive is, and the Evaluate button allows you to score the call. The Monitor button on the **Calls In Progress** page allows you to listen to a call in progress without either party being aware.



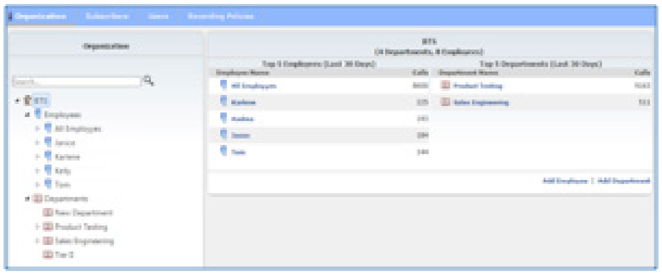
Reports Tab
This tab provides access to 10 different reports. All reports can be viewed as a list, or exported to .CSV. Several can also be viewed as a chart by clicking on the Chart button when available. Reports available include: Call Handler Activity, Calling Locations, Calls By Category, Daily Usage, Frequent Callers, Hourly Usage, Unused Numbers, User Details, Call Evaluation Details, Call Handler vs. Average.



Alerts Tab
This tab allows you to create and manage criteria for when alerts will occur. Alerts can be based on the criteria such as the Caller's information, the Recipient's information, location, or time. From the Alerts tab you may also view and clear the alert history.



Evaluations Tab
Provides managers of phone based teams with the functionality to easily create evaluations that can be applied to recording and to quickly view statistics based upon the created evaluations.



Organization Tab
Only available to Group Administrators. This is where you may add and maintain subscribers, users, and recording policies.

Listen to a Recording

1. Go to the **Recordings** tab, on the **Recorded Calls** menu.

2. Locate the recording you are looking for by scrolling or using the **Filter**.

3. Click on the **Recording** button to initiate playback. You may need to download the file first depending on your browser.

Listen to a Call in Progress

1. Go to the **Recordings** tab, on the **Calls In Progress** menu.

2. Locate the call you are looking for by scrolling through the available calls.

3. Click on the **Monitor** button to initiate playback. You may need to download a playlist file first depending on your browser.

Add an Annotation

1. Go to the **Recordings** tab, on the **Recorded Calls** menu.

2. Locate the call you are looking for by scrolling or using the **Filter**.

3. Click on the **Annotate** button.

4. Click **Play** to begin playback of the recording.

5. Pause playback when you come to the point in the call you wish to annotate.

6. Enter Marker Description information and any comments in the notes.

7. Click the **Add Marker** button.