



Hosted VoIP Phone System

Green Platform

Call Recording Administrator Guide

Introduction

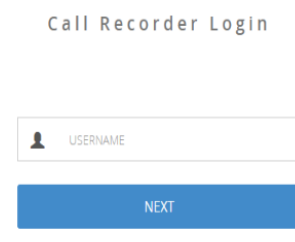
This guide provides information about the Call Recording Administrative interface. It provides an introduction to the interface that allows an administrator to download recordings as well as some additional statistical tools and features.

Logging In

In order to access the application, you must log on with a user name and password. During the initial implementation of the call recording feature, Line Systems will create all administrator accounts based on your requirements. When the administrator is created, their username and password is automatically sent to their email address on file. If you have not received these credentials, please contact Line Systems for assistance.

To access the Call Recording Administrative Interface:

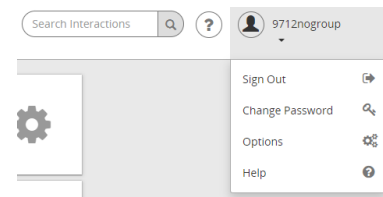
- Point a browser to <https://webaccess.recordingservice.co/CallRecorder/>.
Supported browsers include the latest version and one version prior of IE/Edge, Firefox, Chrome, and Safari.
- Enter your **User Name** on the first login screen then click Next.
- Enter your **Password** then click **Sign In**.



Getting Acquainted

In general, the interface is a graphical interface that will allow the administrator to 'point and click' in order to get to each area, drill down on information, download files, etc. Some general tips are as follows:


- Change your password by clicking on arrow at the top right of the screen then choosing the **Change Password** link.
- Do a quick search for an interaction (call) using the search bar at the top of the screen.
- The **Home** section is the default view, however you can navigate to the **Interactions, Alerts, or Reports** tabs by clicking on the section title on the left pane.



Home (Dashboard)

The Home view (also referred to as the Dashboard), provides you with a real time view of the system data including information about the number of calls, frequent callers, etc.

The Dashboard is divided into several distinctive panes that give you a pictorial and data overview of your company's current call usage:

- **Frequent Callers:** displays the total number of calls by calling number for the most frequently called numbers. The calls included in the totals will be determined by the dashboard filters (for example: today, last 30 days, etc.).
- **Calls by Location:** displays total calls by each location as determined by the NPA/NXX. The calls included in the totals will be determined by the dashboard filters (for example: today, last 30 days, etc.).
- **Call Handler Summary:** displays the maximum and average duration of a particular subscriber's phone calls based on the time specified. To drill down on a specific subscriber's calls, click on their ID.
- **Active Call Handlers:** displays the number of users that are currently on calls and with whom they are on the call.
- **Recent Calls:** displays a list of the most recent calls to or from the associated subscribers. The calls included in the list will be determined by the dashboard filter (for example: top 10 results, top 25 results, etc.).
- **Other Summaries:** is a graphical display at the top showing you at a glance how many calls are in progress, active call handlers, total calls, deleted calls, weekly trends, and amount of storage used.
- Most sections may be **customized** by selecting the  icon on the bottom right corner of the pane.

Interactions Tab

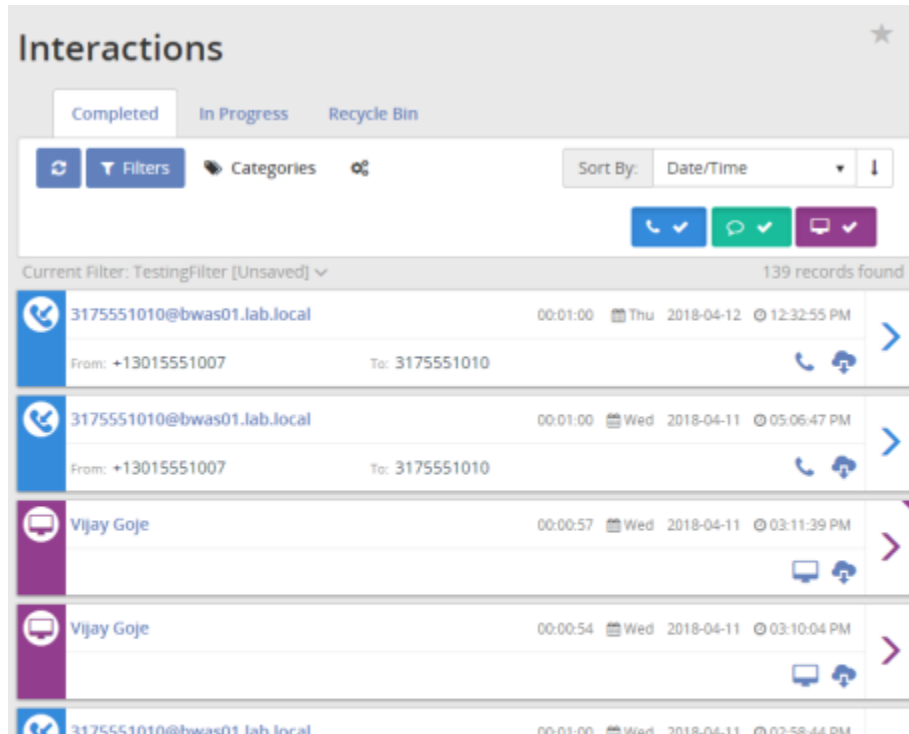
The recordings tab gives the system administrator access to all of the *Completed calls* and calls *In Progress* by clicking on the associated subsections.

Calls in Progress allows the administrator to view and (if enabled) listen to live phone calls. The *Completed Calls* section gives administrators access to manage all recorded calls.




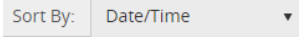



Completed calls are stored for 30 days up to the allowed amount of space allocated to your group. The Recorded Calls section shows these completed, recorded calls that are being stored.

HINT: Users of the system may pause (mute) and resume (unmute) a live, recorded call by entering star codes.

While on a live call, dial *111 to pause the recording. During the same call, dial *222 to resume recording. The system records the whole length of the call, however the paused portion will be fully muted during playback.



To manage the information of the recorded calls, you may do the following:


- **Filter** the results by adding search rules after selecting . You can **Save** created filters in order to keep them for future use.
- Click the  to:
 - **Download** one or more audio files to your computer in an mp3 format to a zip file.
 - **Export** a list of one or more selected calls via a csv file.
 - **Select** calls for download or export by clicking on the first column. Selected calls will then appear in the  pane.
- **Sort** the information by using the *Sort by* drop down on the right. 
- Use the    buttons to the right of each call to either **play**, **download**, or **view** its details.

Alerts Tab

The *Alerts* section allows administrators to set up alerts for outlined conditions. For example, they may want to be alerted when certain phone numbers call any one of their users or when other call conditions are met.

To add a new alert:

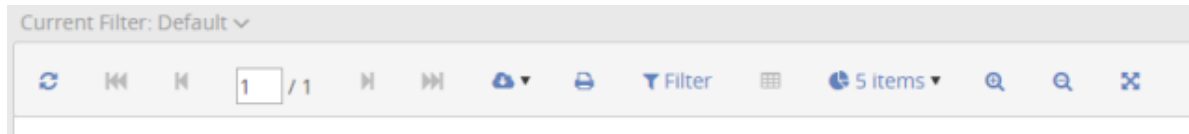
- Click 
- Click 

- Enter all the alert criteria. Some criteria definitions include:
 - *From Number* - defines the originating number or partial originating number on which to alert.
 - *To Number* - defines the dialed number or partial dialed number on which to alert.
 - *From Caller ID* - defines the originating caller ID or partial originating caller ID on which to alert.
 - *To Caller ID* - defines the terminating caller ID or partial terminating caller ID on which to alert.
 - *Redirected From* – defines the number of the person or group transferring the call.
 - *Redirected To* – defines the number to which the call was transferred.
 - *Location* - defines the location or partial location on which to report.
- Be sure to enter an email address you want to receive an alert to
- Click 

Reports Tab

The *Reports* section allows administrators to run reports for the recorded calls.

To open a report, click on the desired type on the Recorded Call Reports page. This will open a report window displaying the report and an editing bar. This bar is standard for all reports:



Available reports include:

- *Call Handler Activity*- The Call Handler Activity report displays recent activity for each call handler in the application. The Call Handler Activity report can be displayed as text or as a pie chart by clicking on the Chart button found on the report toolbar. The report displays the number, description, total number of calls, average call duration, minimum duration, and maximum duration by call handler.
- *Calling Locations*- the Calling Locations report displays total calls by each location as determined by the NPA/NXX, for the last 30 days by default. The Calling Locations report can be displayed as text or as a pie chart by clicking on the Chart button found on the report toolbar. The report displays the number, location, and total number of calls made to that location.
- *Daily Usage*- The Daily Usage report displays the activity totals for the day in the application. The Daily Usage report can be displayed as text or as a column chart by clicking on the Chart button found on the report toolbar. The report displays the date, total number of calls, average call duration, minimum duration, and maximum duration for the day.

- *Hourly Usage*- The Hourly Usage report displays a distribution of call activity across the hours of the day. The report can be displayed as text or as a column chart by clicking on the Chart button found on the report toolbar. The report displays the hour, total number of calls, average call duration, minimum duration, and maximum duration for each hour.
- *Frequent Callers*- The Frequent Callers report displays the callers (by number) that have called the most frequently. The Frequent Callers pane can be displayed as text or as a bar chart by clicking on the Chart button found on the report toolbar. The report displays the number, the name associated with the number (caller ID), the total number of calls, average call duration, minimum duration, and maximum duration. The report is sorted in order of the most frequently called or dialed number.

Keep in mind these reports are only for the users that are recorded in the call recording system.