



BUSINESS CALL RECORDING

QUICK REFERENCE GUIDE

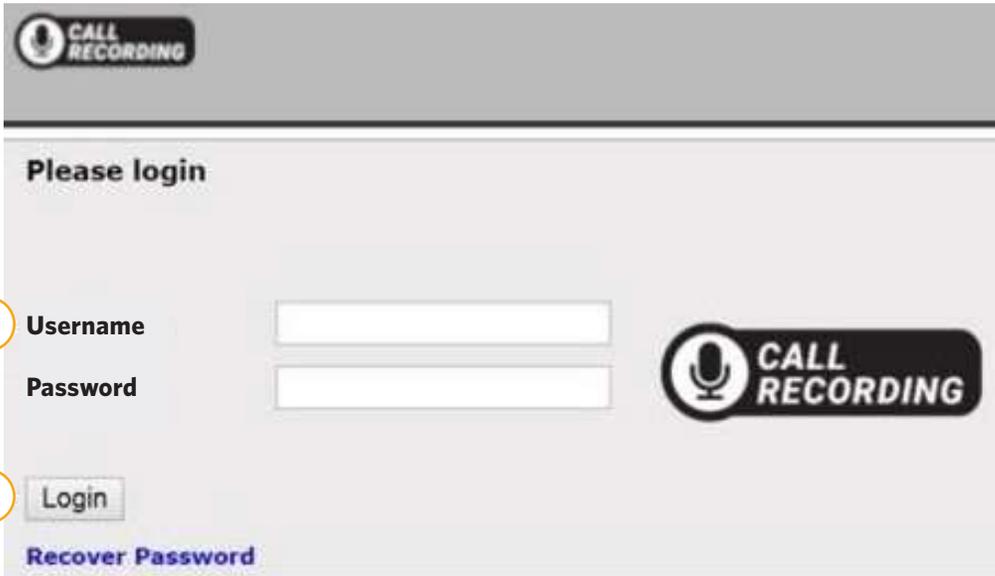
LOGGING INTO THE PORTAL

Before accessing the Call Recording service, you will need a few pieces of information:

- The URL for the Call Recording Portal. This URL may be specific to your organization. Please consult your administrator for your specific URL.
- Your username and password provided by your administrator.

Browse to the administrator provided URL. At the login screen enter your full username@domain and password and click "Login". Depending on your level of access, you might only see your recordings as an agent/user or if enabled as a supervisor you will be able to see multiple agents/users and manage recordings. Functionality only to supervisor role will be explained below.

- 1 Enter username and password
- 2 Click "Login"



1 Username

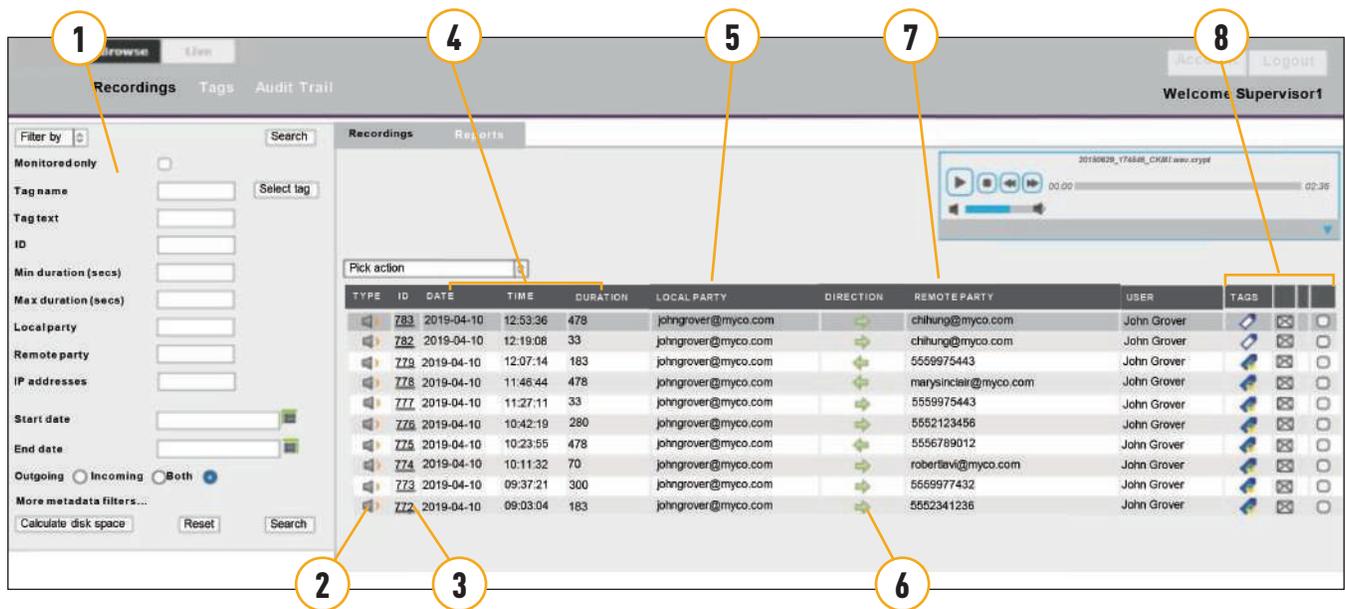
Password

2 Login

Recover Password

BROWSE RECORDINGS OVERVIEW

Logging into the portal automatically opens the “Browse Recordings” page. Search for recordings based on multiple criteria and then play. If enabled as a supervisor, you can also forward, or download them.

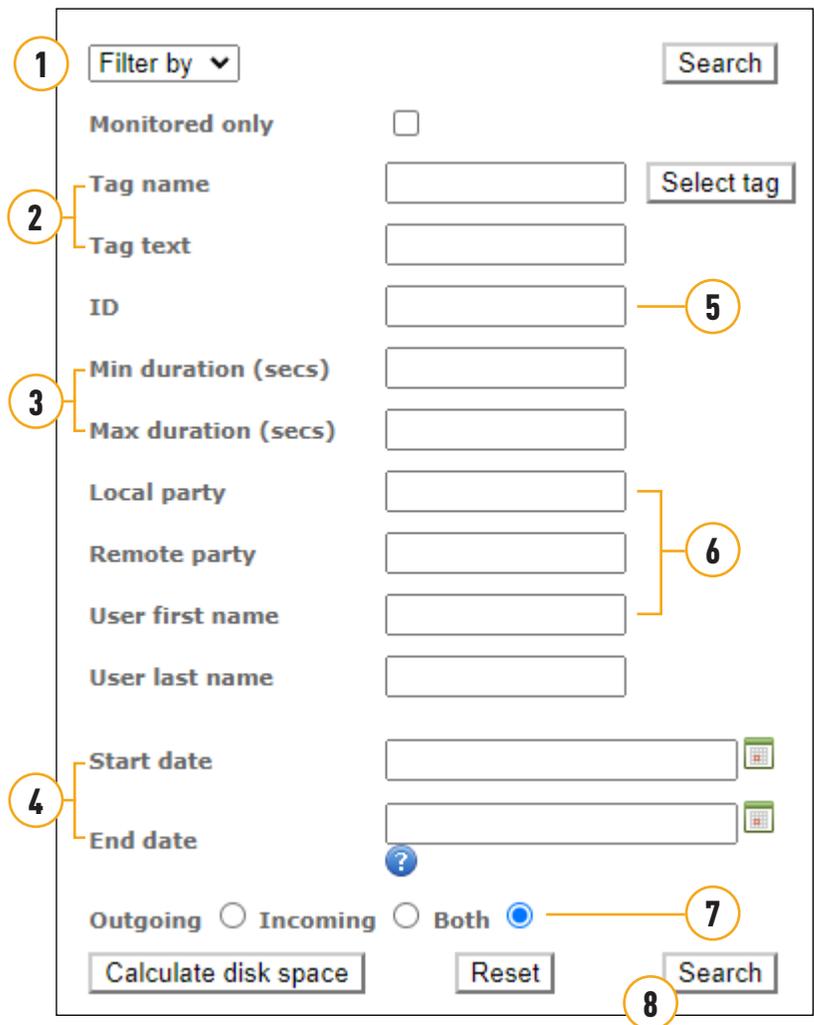


- 1 Enter criteria such as a date range, remote parties, and more.
- 2 Click the speaker icon to listen to the recording.
- 3 Clicking on either the recording ID or the date opens a details page for the selected recording.
- 4 This area shows call recording information such as date, time, duration, and a unique ID for each recording.
- 5 Shows the local party making or receiving phone calls.
- 6 The arrows indicate if the recorded call was inbound or outbound.
- 7 Shows call information from the remote party.
- 8 Shows actions that can be assigned to a recording and forwarding via email.

SEARCH CALL RECORDINGS

Call Recording provides a powerful, multi criteria search feature. It allows you to search using one or multiple search criteria.

- 1 Filter search by individual or group.
- 2 Search additional notes associated with the recording.
- 3 Search for recordings based on their minimum and maximum recording.
- 4 Search for recordings from a specific date or range of dates.
- 5 Quickly find a recording using its unique ID number.
- 6 Search based on local remote party information (SIP ID, phone number, IP).
- 7 Filter the search results by type of call.
- 8 Input one or multiple search criteria and then click the "Search" button.



The screenshot shows a search interface for call recordings. It includes a 'Filter by' dropdown menu (1) and a 'Search' button (8). A 'Monitored only' checkbox is present. There are input fields for 'Tag name' (2), 'Tag text', 'ID' (5), 'Min duration (secs)', and 'Max duration (secs)' (3). A 'Select tag' button is next to the 'Tag name' field. Below these are fields for 'Local party', 'Remote party', 'User first name', and 'User last name', which are grouped by a bracket and labeled (6). At the bottom, there are 'Start date' and 'End date' fields (4) with calendar icons, and radio buttons for 'Outgoing', 'Incoming', and 'Both' (7), with the 'Both' option selected. At the bottom right, there are buttons for 'Calculate disk space', 'Reset', and 'Search' (8).

PLAYBACK CALL RECORDINGS

Easily playback recordings directly from the web browser

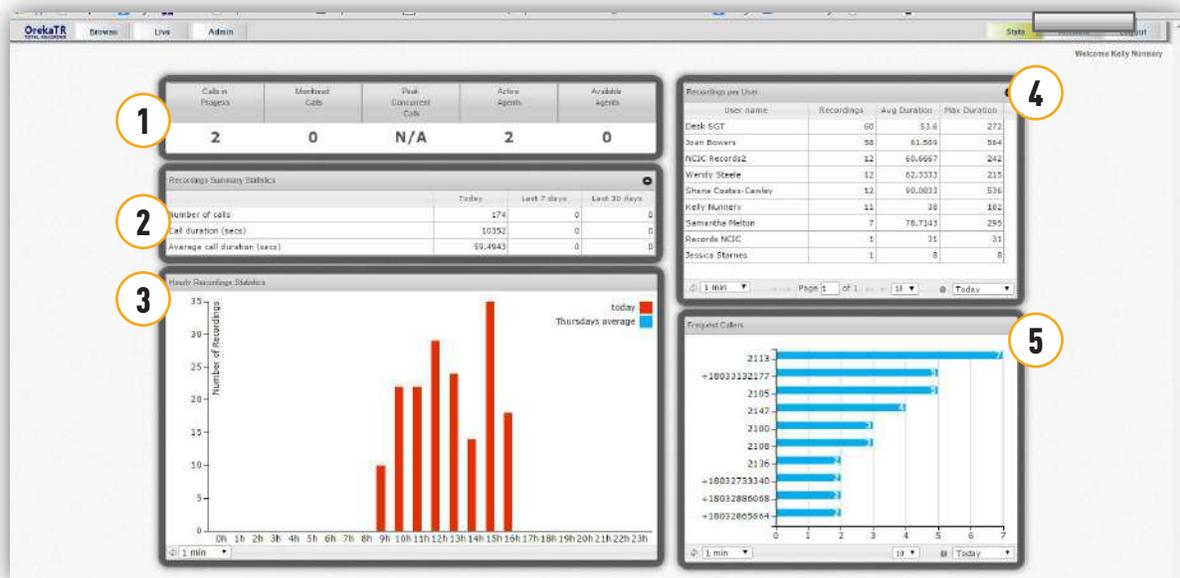


1 Choose a recording and click the speaker icon to listen.

2 Playback controls for the recording.

STATS

Supervisors have the option to review Stats. If you select the Stats button in the top right-hand corner, you will be given 5 status boxes.



These boxes are defaulted and cannot be changed by the administrator. They are also real time statistics. The recordings per user and the frequent caller stats can be searched on through the previous month of recordings.

- 1 Calls in progress
- 2 Recordings summary statistics
- 3 Hourly recording statics
- 4 Recordings per user
- 5 Frequent callers



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