

Call Recording System

User guide

CONTENT:

LOGIN TO THE SYSTEM	3
ADMINISTRATOR.....	4
EXTENSIONS ADDING.....	6
CALL CATEGORIES	7
LICENSE.....	7
REPORTS.....	8
SEARCH BY:.....	10
FILES LISTENING.....	12
RECORDING FILES	13
BACKUP / EXTRACT.....	13
USERS RIGHTS	15
ACTIONS WITH CALLS.....	15
SEARCH BY	15
FILES LISTENING.....	18
RECORDING FILES	19

Login to the system

When the user is not in domain and tries to login to the system, he must login with user name and password given by the administrator of the system.



After a successful log in, if you are an administrator, you can see the following window:



The Main menu of the system is divided into 4 modules:

On the front page are displayed links for quick access to *Calls reports* for defined period. Also there is a text box for searching by extension, phone number, date, notes and a chart which displayed information about number of talks by extension for the day.

Administrator

Rights of administrator

- create, edit and delete users;
- have access to all calls recorded in the system;
- to create a user groups;
- to give users rights to limited calls info access;
- access to calls reports;
- access to archived calls and rights to extract them

Users adding

From the main menu select Administration/Users. From the *List of users* window select *Add user* link and fill the form shown below:

The screenshot shows a web application interface with a blue header bar containing navigation links: Home, Calls, Reports, Administration, and Logout: adm. The 'Add user' form is displayed below the header. It includes the following fields:

- User:** (required)
- Name:** (required)
- Password:** (required)
- Confirm password:** (required)
- Role:** (dropdown menu, currently set to 'User')
- Active:** (checkbox, checked)

At the bottom of the form are 'Add' and 'Cancel' buttons. A note at the bottom states: '* Fields with bold font are required!'.

Fields in bold font are required to fill – *User*, *Name* and *Password*. From the *Role* text box, choose the type of user. There are two possibilities: *User* and *Administrator*.

The Active checkbox is selected for activation. If you uncheck the box, the new user will be saved in the database, but will not have access to the system at the moment of creation.

After completing the fields click on *Add* button. If you select *Cancel* button, the user will not create, and you will be back to the *List of users* page.

User	Name	Role	Active	Groups	Change password	Edit	Delete
admin	Admin	Administrator	<input checked="" type="checkbox"/>	Admin			
admin	Admin	Administrator	<input checked="" type="checkbox"/>	Admin			
admin	Admin	User	<input checked="" type="checkbox"/>	Admin			
admin	Admin	User	<input checked="" type="checkbox"/>	Admin			
admin	Admin	User	<input checked="" type="checkbox"/>	Admin			
admin	Admin	User	<input checked="" type="checkbox"/>	Admin			

The system allows editing the users. Choose a user from the list and click on *Edit* icon. Modify the information and click on **Save**.

To delete a user from the system select *Delete* icon of the chosen user and confirm with **Yes** button.

Users groups

The members of user group have access to information related with calls.

To create a *User group* click on *Add group* link and fill the text fields.

Add to the existing group extensions by selecting the icon. In the new window are displayed the extensions that can be added to the group.



From the *Selected* column, select phone extension and click on *Add* button. You can add all extensions at once, by click on *Double add* button **<<**.

Removing extension from group works the same way. From *Selected* column, select the extension and click on the *Remove* button. To remove all the extensions click on **>>**. Click on *Save* to save the changes, *Cancel* returns you to the *Group list*.

Groups list

Name	Description	Calls - keep days	Active:	Extensions	Filter	Delete
Phones	deco	100				
THE NUMBER						

2 results found

To edit *Group list* select the *Edit* icon. Change the information and click on *Save* button. To delete group, select *Delete* icon.

Extensions adding

From *Administration/Extensions* select *Add extension* and fill in text boxes *Extension No* and *Name*.

Extension

Extension No: Name:

Extension No	Name	Description	Groups	Filter
1000	Marketing Services			
1001				
1002				
1003				
1004				
1005				

15 results found

To *add/remove* extension from groups select *Group* icon to corresponding extension. In loaded window groups, related to extension, are displayed and all groups c that can be added.

From the *Available* column, select group and click on *Add* button. You can add all groups at once, by click on *Double add* button **<<**.

Removing group works the same way. From *Selected* column, select the group and click on the *Remove* button. To remove all groups click on **>>**. Click *Save* to record the changes, *Cancel* returns you to the *Extension list*.


To edit *Extension* select the *Edit* icon. Change the information and click on *Save* button.

Call Categories

To create call category select *Add category* link. Write the name in text box and select the palette to choose color for category. At the end don't forget to check *Activate*.

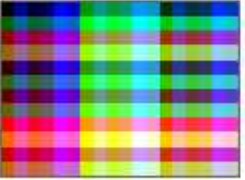
Edit category

Category:

Color: 

Active:

* Fields with bold font are required



The system allows to edit category by changing category colors, deactivate and delete category.

Call Categories [Add Category](#)

Category	Color	Active	Edit	Delete
Приветствие		<input checked="" type="checkbox"/>		
Отзыв		<input checked="" type="checkbox"/>		
Рапорт		<input checked="" type="checkbox"/>		
Счетсодание		<input checked="" type="checkbox"/>		

4 results found

License

License

Key

```
AAFAAA7/****
A0AAAAAAAYAgAAAFhFCHBLr NjwNuu24u02FLE F0IV20yE61J2yE0u21L024uZF2Lr Nob2
4XN141LjEUMDxg02VsdHwvZTL ZXW8cmFSLC8QdHO saMILZXIUo2t1Ej1ucUxc8OEAAAAG8Xhw
ZXD@mlz3aHE jLk1F oExZlWvcmRobek JQ2St oWuLk1FY 2npbn/FBrTodeFu oWlcAEAAAAsPE1WY
2nobeNLE0K a19tOmFje21LUE2 o2W-4AQI3AAAGAAAAAAtPVlHRTDlW0hSHgo=
```

License

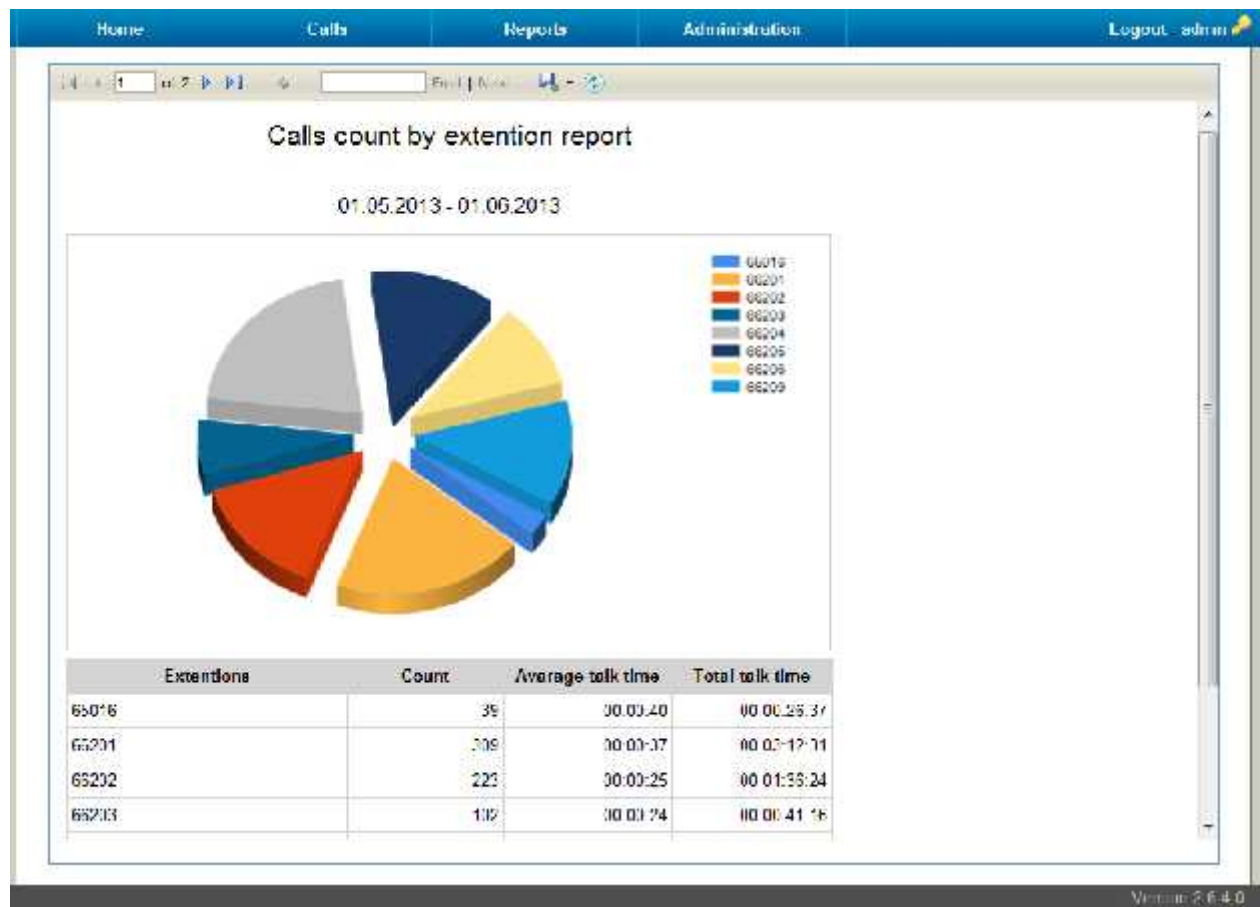
Enter the license, which you received from us and click on *Set license* button. After correctly entering the license page will be displayed the number of licensed extensions. After reaching the limit, you cannot add new phone extensions.

Reports

Click on Main menu/Reports, the list with reports is shown. Click on Main menu/Reports, the list with reports is shown.

Calls counts by extensions report

The report shows calls by extensions by selectable period chosen from user. For each extension the report is shown information about calls, average and general time per call. At the end of the report is shown total calls, total average time and all talk time for extensions. Report can be saved as pdf, doc and xml file.



Calls count by days report

The report displays the calls count by dates for specified period. For each day information is shown about total calls, average time and total time per call. At the end of period total count of calls is shown, total average time and all talk for extensions. Report can be saved as pdf, doc and xml file.

Date	Count	Average time	Total time
01.05.2013	145	00:00:01	00:00:02:34
06.05.2013	130	00:00:10	00:00:29:14
09.05.2013	174	00:00:49	00:01:47:24
10.05.2013	142	00:00:43	00:01:43:02
13.05.2013	164	00:00:39	00:01:47:08
14.05.2013	152	00:00:40	00:01:41:43
15.05.2013	178	00:00:42	00:01:51:42
16.05.2013	170	00:01:00	00:02:50:00
17.05.2013	159	00:00:01	00:00:04:25
18.05.2013	95	00:00:01	00:00:01:35
20.05.2013	122	00:00:45	00:01:32:00
Total	1547	00:00:31	00:13:45:46

Operation with calls

Click on Calls button from the main menu, the following window is loaded:

Home **Calls** Reports Administration Logout admin

calls search

Groups:

Extension:

Notes:

Advanced search

Called/External Number:

Duration (sec) from: To:

Category:

Date range:

From: To:

Days Weeks Months

Direction:

Show results

The system provides to the administrator ability to view information about registered calls by basic criteria - user group, extensions, notes, period;

And advanced search by called/external number, destination, call duration and category.

To find a specific call can combine several criteria or to be set independently. After your selection is done click on **Show results**.

Search by:

- *Groups - choose from a list predefined group;*
- *Extensions - you can enter more than one extension or to filter the results. (e.g., '0 -9999, 114%')*
- *Notes - to add text as a comment to the call;*
- *Date range - a choice - the current month, previous month, free setup period as dates, number of days / weeks / months;*

Advanced search by:

- *called/external number - enter the external number to find out in which extension is connected or the opposite;*
- *direction – you can filter calls only by one direction - inbound or outbound;*
- *duration in seconds – you can set lower, upper or both limits;*
- *category - filtered by predefined categories list;*

Search result

If submitted data is correctly filled the call list will loaded;

Home		Calls		Reports		Administration		Logout <small>admin</small>	
Result									
Please select category:							New search	Show filters	Export
							Download selected	Download all	
Extension	Name	External number	Direction	Call start date/time	Duration	Categories	Listen	Edit	
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 10:02:00	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 10:02:01	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 10:00:06	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 10:19:41	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 10:16:50	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 10:14:29	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 10:11:28	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 09:29:25	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 08:24:10	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 08:59:40	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	13 May 2013 08:49:43	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	17 May 2013 18:58:54	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	17 May 2013 18:40:46	00:00:01				
<input type="checkbox"/>	0000	John Doe	Out	17 May 2013 18:41:17	00:00:01				

If there were no data coincidence with database or the criteria were not correctly filled, the system returned message *No records found*

New search –link to return to the filter, shows search form;

Show filter - back to the search form to change some of filled search criteria;

Export - Export the call list in .xml file;

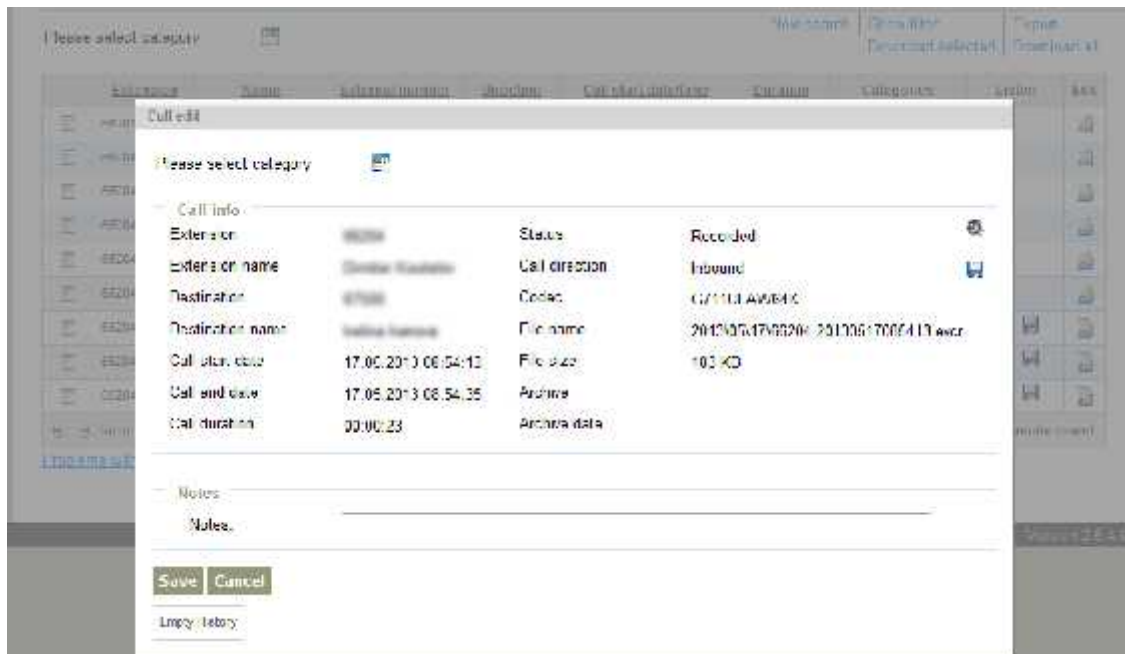
Download all - download of selected talks in archived format;

Download selected - retrieve all records meeting the demand as the maximum number is 30;

Calls editing

The system allows to add call category and to add notes, by which you can filter.

To do that click the icon for edit on the target call. In the new pop-up window, select Category from the list. There can be added several categories for call.



Add Category

To add a category to more than one call, first select it from the list of calls and then select from the list category.

Home Calls Reports Administration Logout admin

Result

Please select category

ПРИНУДИТЕЛЬНЫЕ
СЛУЖЕБНЫЕ

Find search Show filter Export Download selected Download all

Extension	Name	Ext	Call start time	Duration	Categories	Listen	Edit
8000	Михайлов Владимир	8000	20 May 2013 14:04:58	00:01:35			
8000	Тур Прохоров	8000	20 May 2013 14:09:14	00:00:50			
8000	Сидорова Елена	8000	20 May 2013 13:56:05	00:00:00			
8000	Михайлов Владимир	8000	20 May 2013 13:54:37	00:00:00			
8000	Сидорова Елена	8000	20 May 2013 13:53:47	00:00:15			
8000	Тур Прохоров	8000	20 May 2013 13:53:37	00:00:00			
8000	Сидорова Елена	8000	20 May 2013 13:50:01	00:00:15			
8000	Сидорова Елена	8000	20 May 2013 13:49:09	00:00:00			
8000	Сидорова Елена	8000	20 May 2013 13:48:04	00:00:00			
8000	Сидорова Елена	8000	20 May 2013 13:48:15	00:00:15			
8000	Михайлов Владимир	8000	20 May 2013 13:38:11	00:00:00			
8000	Сидорова Елена	8000	20 May 2013 13:37:02	00:00:00			
8000	Сидорова Елена	8000	20 May 2013 13:54:45	00:00:05			
8000	Михайлов Владимир	8000	20 May 2013 13:51:07	00:00:00			
8000	Сидорова Елена	8000	20 May 2013 13:00:09	00:00:12			

10 11 12 to 13 14 15 16 17 18 19 20

Problems with listening the recordings

1000 records to find

Version 2.5.4.0

Files listening

Select calls from the list and click on listen icon. The program for audition is loaded.

Home Calls Reports Administration Logout admin

Result

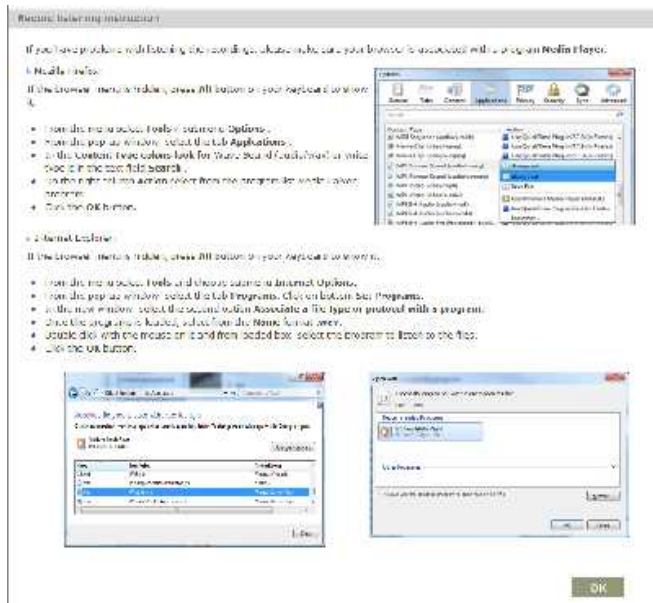
Please select category

Find search Show filter Export Download selected Download all


Extension	Name	Ext	Duration	Categories	Listen	Edit
8000	Михайлов Владимир	8000	00:01:35			
8000	Тур Прохоров	8000	00:00:50			
8000	Сидорова Елена	8000	00:00:00			
8000	Михайлов Владимир	8000	00:00:00			
8000	Сидорова Елена	8000	00:00:15			
8000	Тур Прохоров	8000	00:00:00			
8000	Сидорова Елена	8000	00:00:15			
8000	Сидорова Елена	8000	00:00:00			
8000	Сидорова Елена	8000	00:00:15			
8000	Михайлов Владимир	8000	00:00:00			
8000	Сидорова Елена	8000	00:00:00			
8000	Сидорова Елена	8000	00:00:00			
8000	Сидорова Елена	8000	00:00:15			
8000	Михайлов Владимир	8000	00:00:00			
8000	Сидорова Елена	8000	00:00:00			

Play Call

If you have problems with listening the calls, click on the left link below and read the instructions how to set your browser.



Recording Files

Select file from the list and click on  icon. The dialog window is loading to confirm the export of the call to a wav file.

Backup / Extract

The recorded calls are stored in the directory created on the disk. The path to the folder it is specified in Webconfig file. Each directory automatically gets name and the archives took the same name like the folder- Arhiv_number\date_of_create\name_of_file.

When the directory, in which calls were recorded is full, it is archived. The calls included in the folder change their status to Archived.

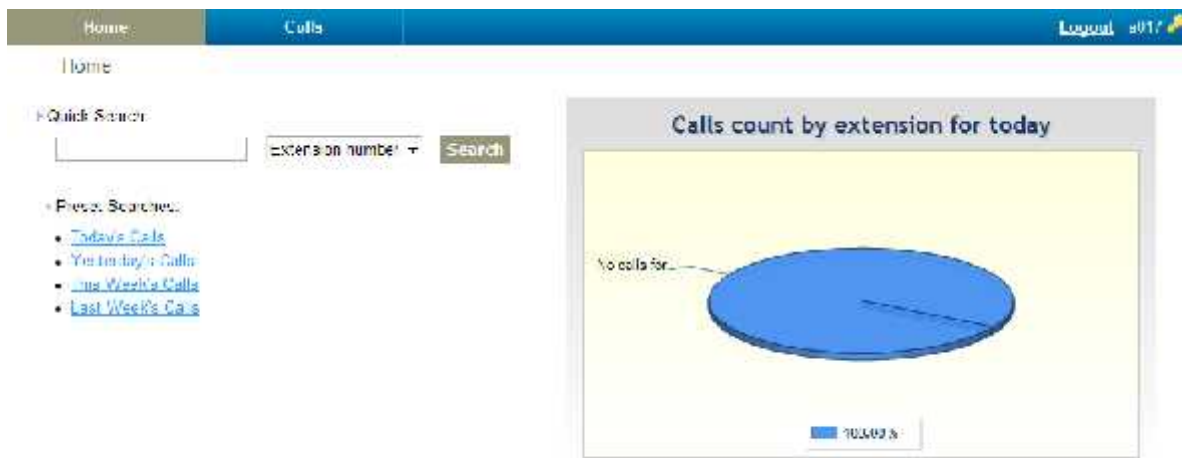
Home		Calls		Reports		Administration		Logout admin	
Retail									
Please select category				<input type="text"/> <input type="button" value="Quick Search"/> <input type="button" value="Show filter"/> <input type="button" value="Export"/>		<input type="button" value="Download selected"/> <input type="button" value="Download all"/>			
Extension	Name	External number	Direction	Call start date/time	Duration	Categories	Listen	Edit	
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 10:29:30	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 10:32:01	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 10:28:30	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 10:18:41	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 10:18:50	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 10:17:00	00:00:01	 			
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 10:11:28	00:00:01				
<input type="checkbox"/>	8000	Tracy	Out	13 May 2013 09:29:25	00:00:01				
<input type="checkbox"/>	8000	Thomas Woods	Out	13 May 2013 08:24:10	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 08:59:40	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	13 May 2013 08:49:43	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	17 May 2013 16:51:51	00:00:01				
<input type="checkbox"/>	8000	Sharon Thomas	Out	17 May 2013 16:43:46	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	17 May 2013 16:41:17	00:00:01				
<input type="checkbox"/>	8000	John Reynolds	Out	17 May 2013 16:39:30	00:00:01				
<input type="text"/> <input type="button" value="Go to: 1"/> <input type="button" value="12"/> <input type="button" value="96"/> <input type="button" value="21"/>				61 results found					
Problems with listening the recordings									

Calls can be archived by User groups. When creating a group type into text box *Calls - keep days*- number of days after which to be automatically archived.

To extract archive preset directory on the hard disk, specified the path in Webconfig file.

User

After entering the username and password the following window is loaded:

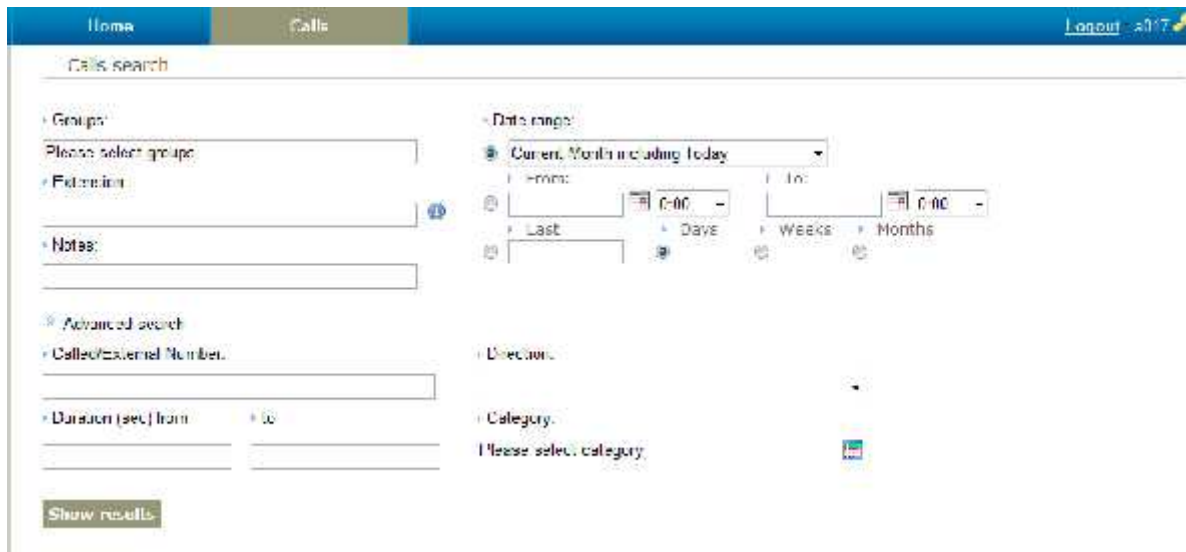


Users rights

- If the user not belong to the group, he has access to all calls recorded in the system;
- If the user belong to one or more groups, he has access to definite calls included in group/s;

Actions with calls

Click on the *Calls* button on the main menu, the following window is loaded:



The system provides to the administrator ability to view information about registered calls by **basic** criteria - user group, extensions, notes, period;

And advanced search by called/external number, destination, call duration and category.

To find a specific call can combine several criteria or to be set independently. After your selection is done click on **Show results**.

Search by

- *group* – you can choose predefined group from the list;
- *extension* – you can enter more than one phone number or to filter the results. (e.g., '0 -9999, 114% ')
- *notes* – text added as a comment to the call;

- *date range* – a choice - the current month, previous month, free setup period as dates, number of days / weeks / months;

Advanced search by:

- *called/external number* - enter the external number to find out in which extension is connected or the opposite;
- *direction* – you can filter calls only by one direction - inbound or outbound;
- *duration* in seconds – you can set lower, upper or both limits;
- *category* - filtered by predefined categories list;

Search result

If submitted data is correctly filled the call list will loaded;

Extension	Name	External number	Direction	Call start date/time	Duration	Categories	Hidden	Edit
8000	Denise Braxton	8700	i.	17 May 2013 09:40:04	00:00:00			
8000	Denise Braxton	8700	i.	17 May 2013 09:37:44	00:00:00			
8000	Denise Braxton	8700	i.	17 May 2013 09:36:40	00:00:00			
8000	Denise Braxton	8700	i.	17 May 2013 09:30:13	00:00:00			
8000	Denise Braxton	8700	i.	17 May 2013 09:58:08	00:00:00			
8000	Denise Braxton	8700	i.	17 May 2013 09:35:18	00:00:00			
8000	Denise Braxton	8700	i.	17 May 2013 09:54:13	00:00:28			
8000	Denise Braxton	8700	i.	17 May 2013 09:53:51	00:00:28			
8000	Denise Braxton	8700	i.	17 May 2013 09:52:13	00:00:28			

24 records found

Version 2.54.0

If there were no data coincidence with database or the criteria were not correctly filled, the system returned message *No records found*.

New search – link to return to the filter, shows search form;

Show filter - back to the search form to change some of filled search criteria;

Export - Export the call list in .xml file;

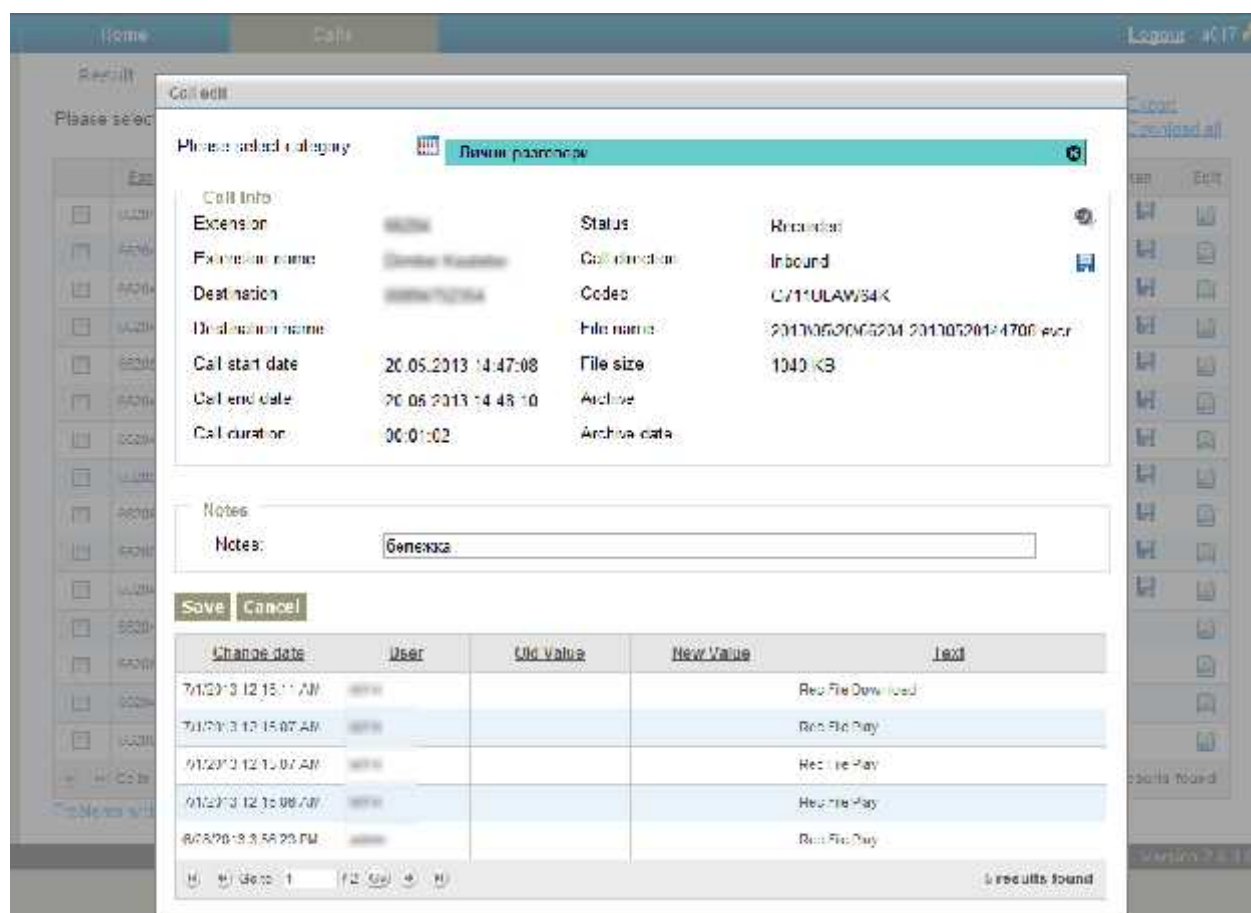
Download all - download of selected talks in archived format;

Download selected - retrieve all records meeting the demand as the maximum number is 30;

Calls editing

The system allows to add call category and to add notes, by which you can filter.

To do that click the icon for edit on the target call. In the new pop-up window, select Category from the list. There can be added several categories for call.



Add Category

To add a category to more than one call, first select it from the list of calls and then select from the list category.



Files listening

Select calls from the list and click on  listen icon. The program for audition is loaded.



If there is a problem with listening the calls, click on the left link below and read the instructions how to set your browser.

Recording Incoming Instruments

If you have problems with loading the recordings, make sure that your browser is associated with a program **Media Player**.

I. Media Player

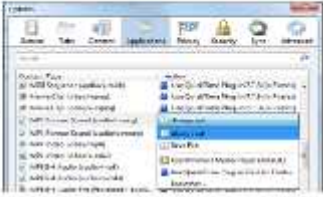


If the browser menu is hidden, press **Alt** button on your keyboard to show it.

- 1. From the menu bar, **Tools** and choose **Internet Options...**
- 2. From the pop up window, select the tab **Applications**.
- 3. In the Content Advisor column look for **Wave, Sound, MIDI, MIDI Files** or similar code in the top table search.
- 4. On the right side of the window select from the programs list **Windows Media Player**.
- 5. Click the **OK** button.

II. Internet Explorer


If the browser menu is hidden, press **Alt** button on your keyboard to show it.

- 1. From the menu bar, **Tools** and choose **Internet Options...**
- 2. From the pop up window, select the tab **Programs**. Click on button **Get Programs...**
- 3. In the new window, select the second button **Associate a file type or protocol with a program...**
- 4. On the program list, click on **Wave** from the **Name** column area.
- 5. Double click with the mouse on it and from opened box, select the program to load to the file.
- 6. Click the **OK** button.

OK

Recording Files

Select file from the list and click on  icon. The dialog window is loading to confirm the export of the call to a wav file.

From the list, select the file and click the icon. Loading dialog to confirm the export of the call to wav file.