IP Office

Using Contact Recorder

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Chapter 1.
Search and Replay

1. Search and Replay

Contact Recorder performs replay of recordings by means of a browser-based access using Internet Explorer. Currently version 10 and higher are supported.

The Search and Replay page includes the following features:

- Personal security restrictions. The restrictions are applied as you log into the web server.

- Criteria-based searches. Use the Search filter fields to perform specific searches.

- Calls matching your requested search appear in the right-hand pane.

- Replay controls. Use the replay controls to start, stop, pause, skip forward, skip backward, or to export the recording to a readily playable .wav file.

- Audio waveform display. The waveform presents a graphic representation of the audio content of the call. Use the waveform to avoid replaying static or silences, and to move easily to specific portions of a call.

1.1 Accessing Search and Replay

Internet Explorer is used to view the Search and Replay application.

To access search and replay:

1. Enter the URL for the Contact Recorder server in the form: ***http://myservername:9888***, replacing ***myservername*** with the IP address or host name of the Contact Recorder. To use the host name, it must be entered into your DNS server.

2. If you not are already logged in as a Windows user that Contact Recorder recognizes, enter the username and temporary password provided by the Contact Recorder administrator. You will be prompted to change the password at the first login.

3. If your user account has administration privileges, the **Recorder Status > Server** tab is displayed when you log in. Use the tab at the top right to access the **Replay** page. The **Replay** page also provides a **System Admin** link to return to the administration pages. Otherwise, once you log in, the **Replay** page is displayed:
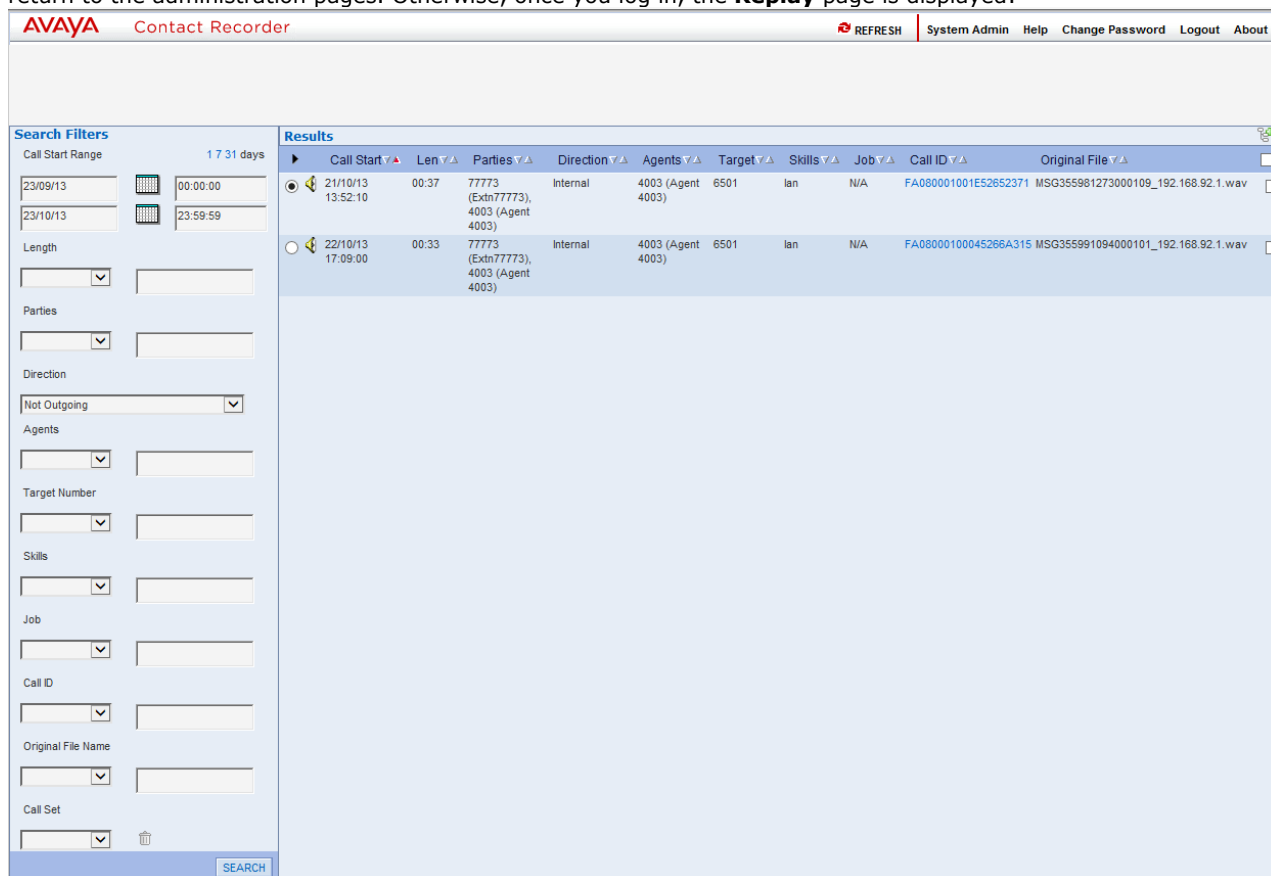
- **Note:**
  If you find that some of the default search and replay fields are unavailable, check with your administrator. Your administrator must have configured a different set from the default.

1.2 Searching for Calls

Search filters can be used to find specific records. As you search for calls, keep in mind:

- Searching on the basis of the details of one or more of the "parties" involved in the call is the most common way to find the calls you are looking for. This will find calls to or from a station, number, or name (partial or entire) that you enter.

- You will find that **Incl** (includes) is the most useful search method when searching for calls involving specific parties.

- If you select the blank option in the drop-down box, any existing entry in the text box next to it will be retained. It won't be applied to the current search, but it makes it easy to add it back into the search criteria later.

- If a recording has a blank entry for a field, it is listed as "N/A" (not available). You cannot, however, search for such records by specifying "starts with N" or "ends with A" or "includes N/A" in the **Search** field; this tag is not present in the database.

To search for calls:

1. Use the calendar controls at the top-left to specify the date and time range to search. This is used to match the call recording start times.

2. Use the drop-down boxes next to each field to specify how any search value you put in that field should be used, for example select = for equals. The possible options are:

Drop-down	Meaning
Number fields:	
=	Equals.
<	Less than.
>	Greater than.
Text fields:	
Incl	Includes or contains.
Starts	Starts with.
Ends	Ends with.
Any of	Contains any of the entered comma-separated strings.
None of	Contains none of the entered comma-separated strings.

3. In the corresponding text box, enter the specific search criteria.

4. Select **Search** to execute the specified search.

1.3 Viewing Results

Note that by default Contact Recorder only returns the first 100 matching call records. This limit can be increased by the system maintainer, however setting the limit too high may slow down the return of results.

The example shows a typical set of results.

- **Call Start:**
  The call start time.

- **Len:**
  The recording length in *mm:ss* or *hh:mm:ss* format depending on the length.

- **Parties:**
  The name (where available) and number of the parties on the call.

- **Direction:**
  The call direction; ***Internal***, ***Incoming*** or ***Outgoing***.

- **Agents:**[1]
  The agent taking the call, where calls are placed by an outbound dialer.

- **Target:**
  Target number (the number dialed which may not be the same as the number that answered the call).

- **Skills:**[1]
  The skill set used to route the call, if any.

- **Job:**
  The outbound dialer "job" that the call is part of, if any.

- **Call ID:**
  The unique identifier assigned to the call by the IP Office system.

- **Original File Name:**
  The file name used by Voicemail Pro when transferring the file to Contact Recorder.

Notes:
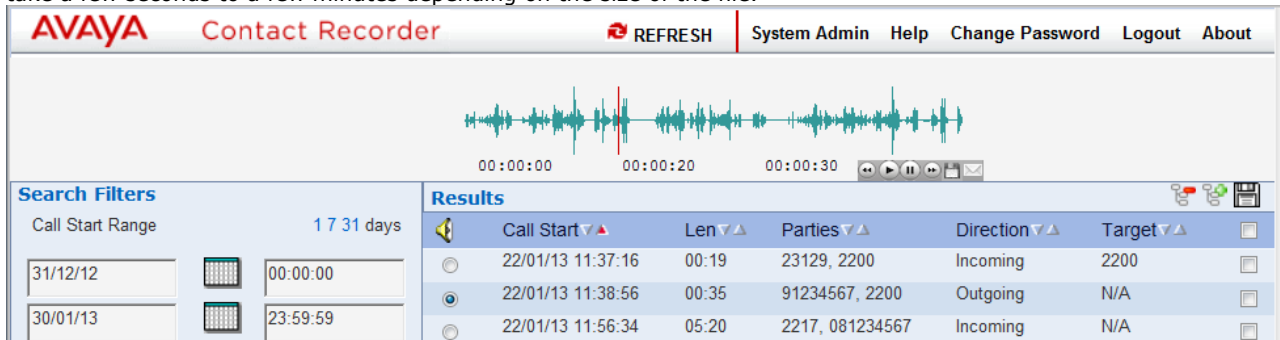
1. Contact Recorder only populates the **Skills** and **Agent** details for the inbound/outbound contact center calls. For other calls, it displays the target name and the answering party details respectively.

2. When you use Contact Recorder to manage Outbound Contact Express recordings:

   - the customer information on an outbound call is captured in the **Parties** column.

   - some recordings might have the **Agents** information hidden with 31 asterisk (*) symbols. To display and replay such recordings, you must update the Search and Replay Rights for the account to include the agents that are represented by 31 asterisks. You must add exactly 31 asterisks.

1.4 Playing a Call

When a call recording has been found you can play the recording.

To play a call:

1. Click the radio button to the left of the call you want to play, ie the column with the 🔊 icon.

2. The audio is retrieved from the server and an audio wave form is shown at the top of the screen. Retrieval may take a few seconds to a few minutes depending on the size of the file.

- The time format displayed below the audio wave form representation depends on the length of the recording.

  - For recordings with length less than 2 minutes, the time stamps below the wave form are displayed in *hh:mm:ss* format.

  - For recordings with a length larger than 2 minutes, the time stamps below the wave form are displayed in *hh:mm* format.

3. Click on the audio waveform to play it. Click anywhere in the audio waveform to play from that point in the call. Click just to the left of the audio waveform to play from the very beginning of the call.

4. Placing your mouse over the audio waveform displays a small control panel that you can use to control playback and to perform other actions:

   - ⏪ **Skip back.**

   - 🔊 **Play.**

   - ⏸ **Pause.**

   - ⏩ **Skip forwards.**

   - The following additional options are only available for users who have **May export recordings as files?** enabled in their user account settings. These users can also export multiple calls 15ᐞ at the same time.

     - 💾 **Save as .wav file.**

     - ✉ **Email as .wav file.**

1.5 Call Sets

Call sets allow you to save the results of a search and to then be able to re-access that set of calls by name. You can then remove files from the call set or use other searches to add additional calls to the call set.

To create a call set:

1. Perform a search.

2. Within the results, for those calls that you want included in the call set, select the check box on the right.

Search Filters				Results 1 2 Next, Show All					
Call Start Range			1 7 31 days		Call Start ▼▲	Len ▼▲	Parties ▼▲	Direction ▼▲	Target ▼▲	☐
31/12/12		00:00:00		○	22/01/13 11:37:16	00:19	23129, 2200	Incoming	2200	☑
				○	22/01/13 11:38:25	00:02	180012341234, 2200	Outgoing	N/A	☐
30/01/13		23:59:59		○	22/01/13 11:38:38	00:06	3401, 2210	Incoming	2567	☐
Length				◉	22/01/13 11:38:56	00:35	91234567, 2200	Outgoing	N/A	☑
				○	22/01/13 11:56:34	05:20	2217, 081234567	Incoming	N/A	☑
	▼			○	22/01/13 12:04:24	00:15	2289, 012088888	Incoming	N/A	☐
Parties				○	22/01/13 12:34:12	10:45	0765555555, 2347	Outgoing	N/A	☐

- **Note:**
  The Search and Replay screenshots in this document show a system configured with a typical subset of search filters and results columns. Your system might show more or fewer fields of the full set shown in <u>Accessing Search and Replay</u> 10 .

3. Click on the 🗂 icon.

○	Add to existing Call Set	▼
◉	Create new Call Set	
		Cancel Enter

- To add the selected calls to an existing call set, select **Add to existing Call Set** and use the drop down list to select the call set. Click **Enter**.

- To add the selected calls to a new call set, select **Create new Call Set**. Enter a name for the call set and click **Enter**.

To view and edit a Call Set

1. To display an existing call set, select the call set name from the **Call Set** drop down at the bottom left of the screen and click **SEARCH**. The calls in that call set are then displayed.

2. To remove calls from the call set, select the check box next to the calls to be removed and then click on the 🗂 icon.

1.6 Exporting Multiple Calls

Users who have the May export recordings as files? option enabled in their account can export calls. They can export an individual call while playing it. 13 They can also export multiple calls, which are placed in a folder of your choice, along with an html file that shows the details of the recordings and allows you to play them from within a browser.
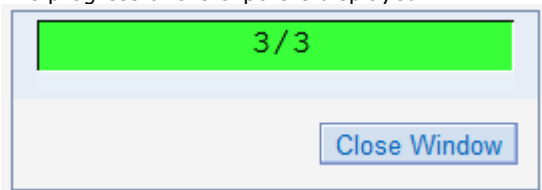
To export multiple calls:

1. Perform a search.

2. Within the results, for those calls that you want included in the export, select the check box on the right.

3. Click on the 💾 icon. A menu will appear for you to browse to the folder location where you want the files exported.

4. Select a location and click **OK**.

5. The progress of the export is displayed.

Chapter 2.
Document History

2. Document History

Date	Issue	Change Summary
4th February 2015	**03a**	• Updated source to support Japanese translation and rebranding.
21st March 2016	**03b**	• Clarification of current browser support now IE10/IE11 (Microsoft support has ended for all others).
8th December 2016	**03c**	• Note on the time display used under the wav form. [108101] • Update/tidy of several sections for readability.

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Comments on this document? infodev@avaya.com