



OrecX

Call Recording

User Guide

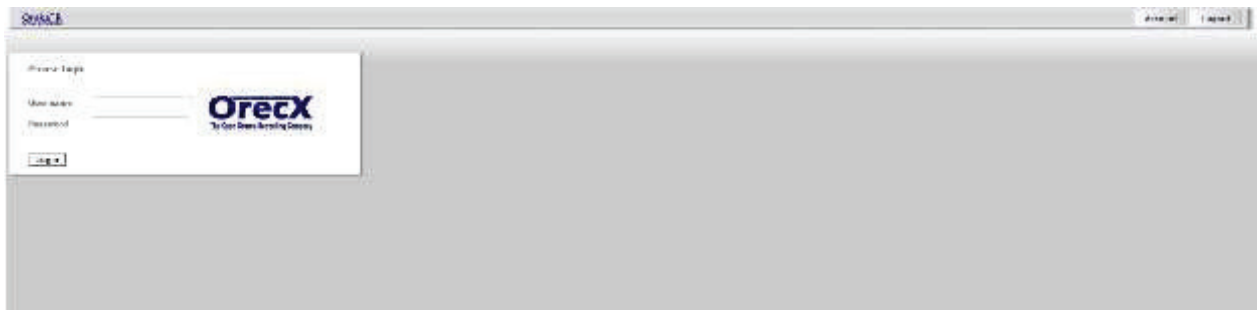


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Accessing the System

- To access the recording from your computer navigate to:
<http://cloudnet.siprecording.com>
- If you are an authorized user of the system you will have been assigned a User Name and Password:

Home Login Screen



- Enter valid **User Name** into User Name field
- Enter valid **Password** into Password field
- Press **Login**

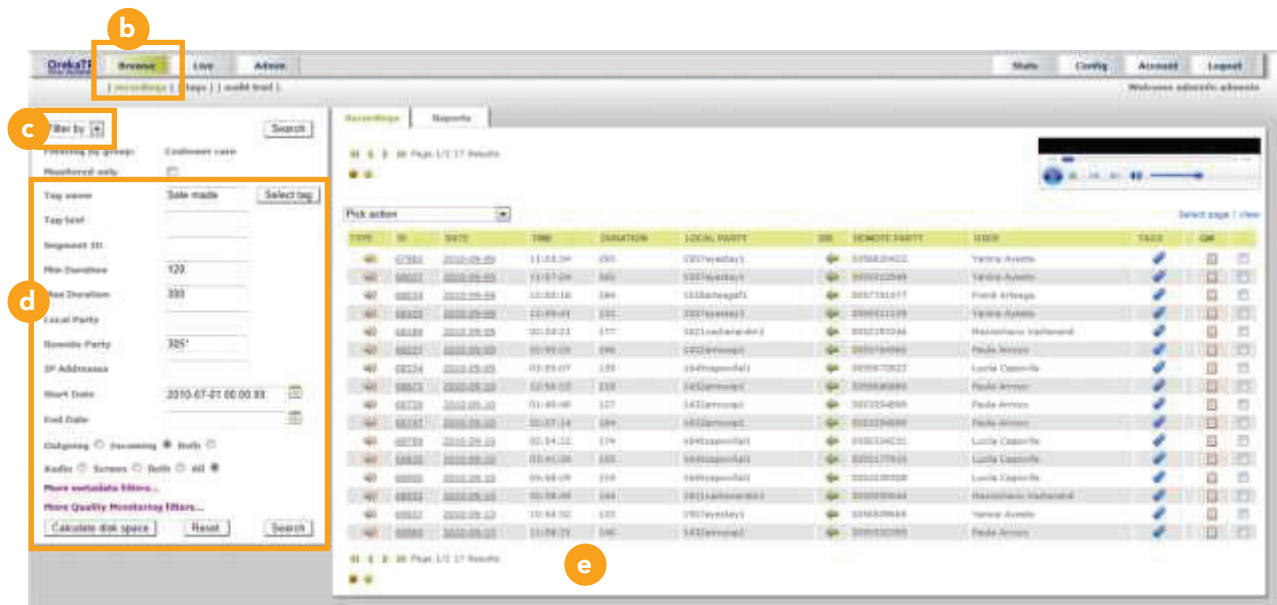
Using the System

The screenshot shows the OrecX web interface. At the top, there is a navigation bar with tabs for 'Browse', 'Live', and 'Admin'. A search bar is located in the top right corner. The main content area displays a table of call recordings. The table has columns for ID, IN, DATE, TIME, DURATION, LOCAL PARTY, and REMOTE PARTY. The table contains several rows of data, including call IDs, dates, times, durations, and the names of the local and remote parties. A sidebar on the left contains various filters and search options. A red circle labeled 'a' highlights the 'Browse' tab in the top navigation bar.

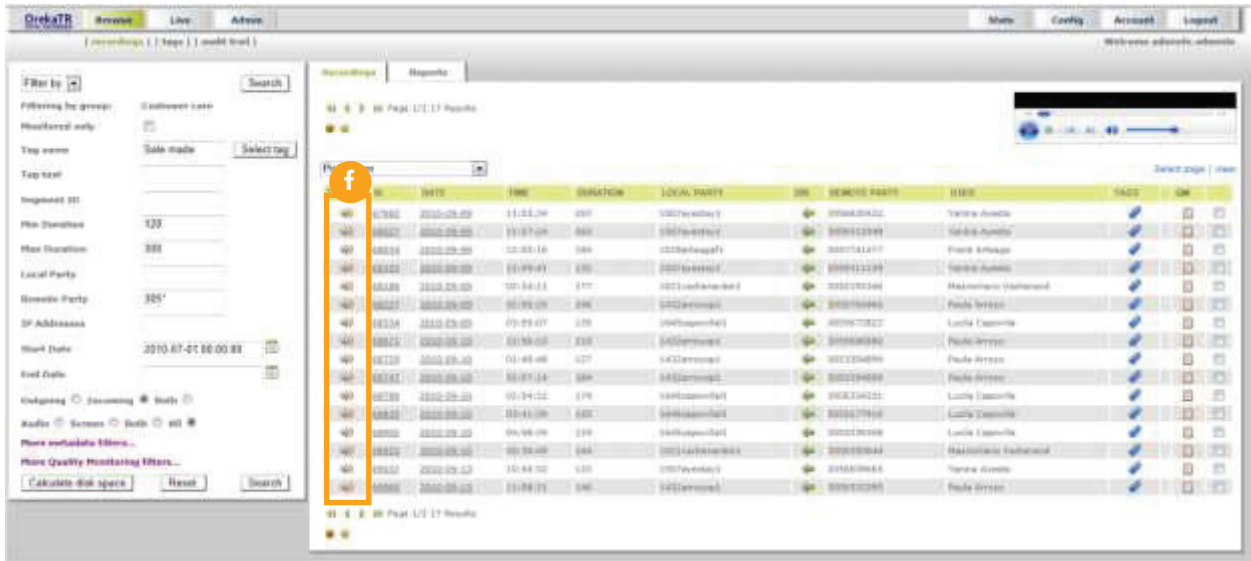
- **Browse** – **a** Allows the User to lookup recordings by User, Time or many other options.
- **Live** – Allows the User to select a user and listen to the live conversation.
- **Admin** – Allows the User to Add, Change or Delete users from the system.
- **Account** – Allows the User to change Account access information.
- **Logout** – Allows the User to Logout of the system.

Recordings

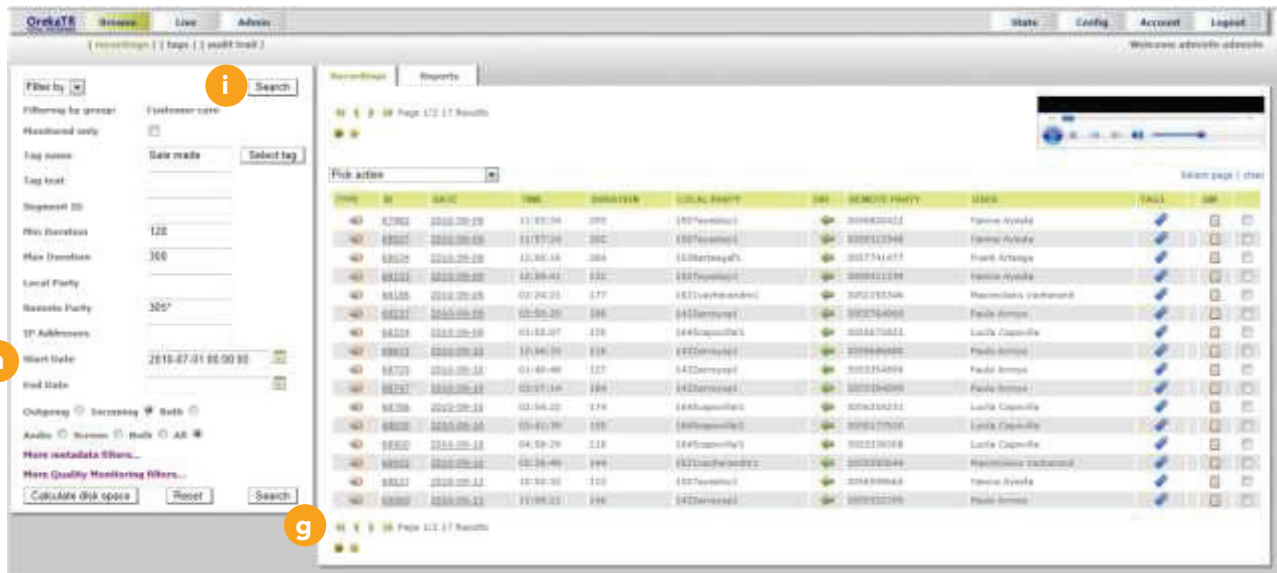
- **Browse - Recordings** – **b** This is the default screen for the system.



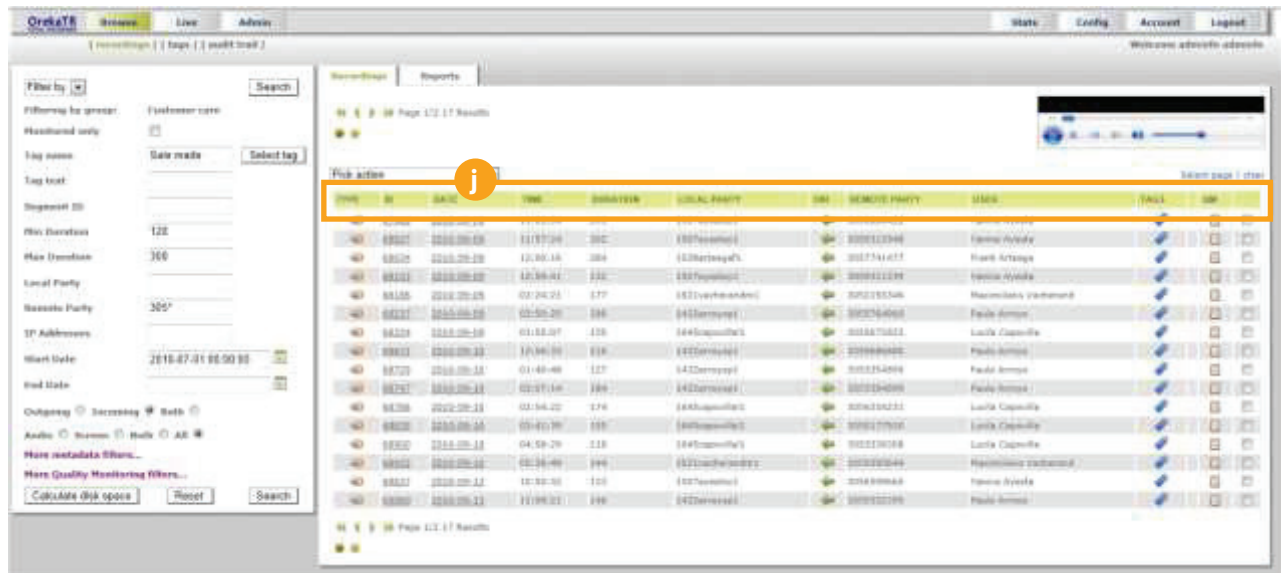
- **Filter Option** – **c** Dropdown box allows data to be filtered by User, Group, Program or Service.
- **Search Fields** – **d** Allows the User to enter text to define a search by a variety of variables to narrow in on a specific time or call.
- **Recordings Field** – **e** Lists all recordings in chronological order. Prior pages can be accessed by using the page scroll at the top of the section.



- Playback — **f** Click the **Speaker** Icon.
- Activates Media Player—In Internet Explorer.

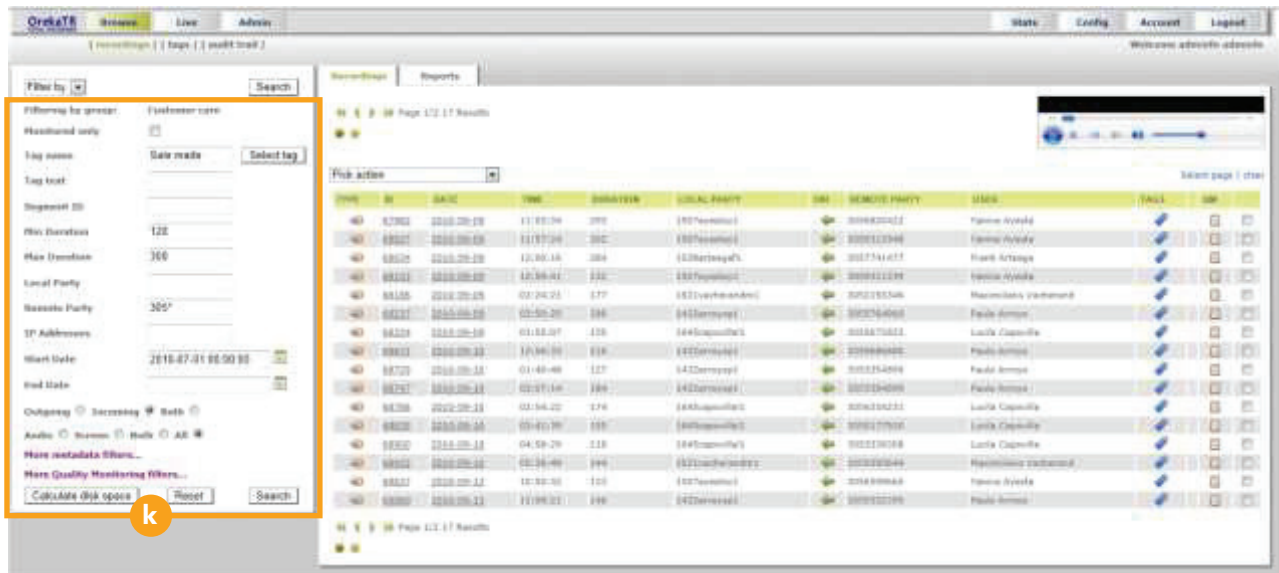


- **Recordings Field** – **g** Lists all recordings in chronological order, with the most recent first. Prior pages can be accessed by using the page scroll at the top of the section.
- **Default** – **h** Current day's recordings
- **Click Search**– **i** To access newest recordings.



- **Headers Field** – **j** Headers are sortable fields

Column	Description
Type	Audio or screen capture recording
ID	Unique segment #: ID assigned by the system to each recording
Date	Date of the recording in YYYY-MM-DD format, with newest to oldest call as default
Time	START time of the recording in hh:mm:ss
Duration	Total length of the recording, with default in seconds
Local Party	Unique field for a single user or agent, such as Local Phone Number, IP address or ChannelNumber
Direction	Outbound (right arrow) or Inbound (left arrow)
Remote Party	The remote telephone number or extensions of the party dialed
User	Customer assigned name of the recorded user
Tags	No Tags assigned (White tag) Tag(s) assigned (Blue Tag) System defined tag(s) assigned



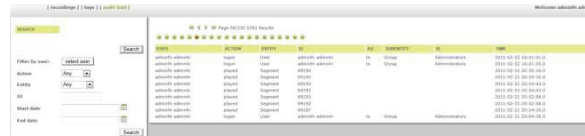
- Search Fields – **k** Allows the User to enter text to define a search by a variety of variables to narrow in on a specific time or call.

Field	Description
Monitored Only:	Returns only recordings that have been live-monitored
Tag Name:	Returns only recordings that have been tagged. You can enter the tag name directly or click on the Select tag button.
Segment ID:	Returns only the recording that has the unique segment ID (assigned by the system)
Min Duration:	Returns only recordings of this minimum duration or longer (in seconds)
Max Duration:	Returns only recordings of this maximum duration or shorter (in seconds)
Local Party:	Returns only calls belonging to this unique Local Party field, such as Local Phone Number, IP address or Channel number. In other words, this field returns calls for a single user or agent.
Remote Party:	Returns only calls of the remote telephone number, extensions or SIP IDs of the party dialed or calling
IP Address:	Returns only recordings based upon the IP address—either of the calling or called party
Start Date:	Returns only recordings on or after the selected Start Date up to the present. Navigation: Use the Date-Picker icon on the right.
Start Time:	Returns only recordings on or after the selected Start Time up to the present. Navigation: You must overwrite the default time 00:00:00 in hh:mm:ss.

End Date:	Returns only recordings on or before the selected End Date. Navigation: Use the Date-Picker icon on the right.
End Time:	Returns only recordings on or before the selected End Time. Navigation: You must overwrite the default time 00:00:00 in hh:mm:ss.

Tag Type Creation

- Click on **TAGS** subsection.
- Click on **Create New** button
- Click on **Edit**
- Enter the **Tag Type** name of your choosing and optionally a description.



- Click **Submit**.

This tag type can now be used to create tags.

Tag Creation

Click on the **ID** or **Date** column in the search result list to go to the recording detail page. Click **Create Tag** at the bottom.

1. Choose tag type from list by clicking on **Select Tag Name**. Choose a **Tag Type** or enter a new type name.
2. Optional: Enter relevant offset and duration. Both of these fields are user-defined.
3. Optional: Fill in your own text and comment fields.
4. Click **Submit**.

Your newly created tag will now appear in the **Tag** section of the recording detail page.

The **Tag** icon also will appear in the **Browse** page to indicate this call has been tagged.

Tags Section

From here you may:

View: Activates the tag detail panel below, where the tag info may be edited.

Play: Play the call

Delete: Delete the tag

Audit Trail

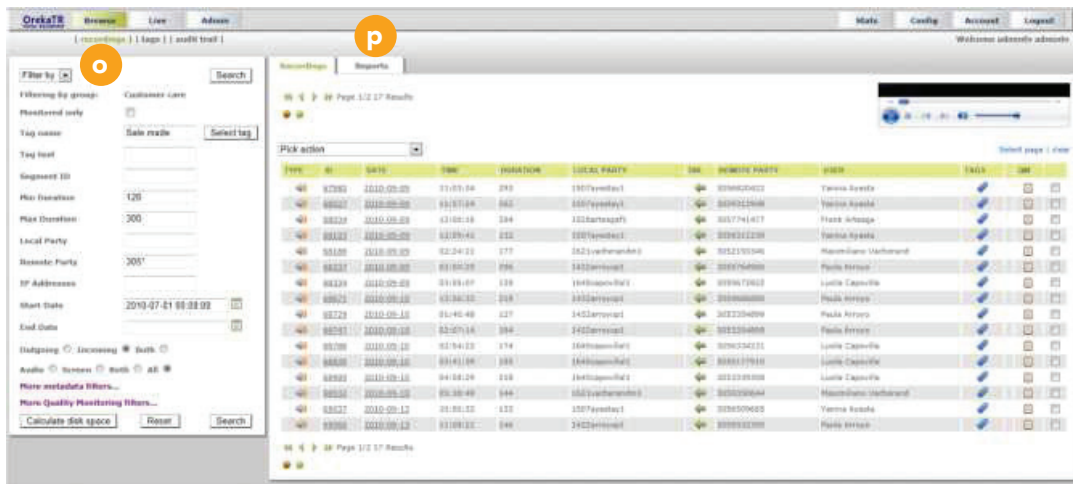
- **Browse l – Audit Trail m** – This screen allows an audit list of all events in the system, including whom logged into the system and when with your password.

USER	ACTION	ENTITY	ID	IP	SUBMITTER	IS	TIME
admin@ademo	login	User	admin@ademo	10.10.10.10	Group	Administrators	2011-02-03 18:11:11.0
admin@ademo	login	User	admin@ademo	10.10.10.10	Group	Administrators	2011-02-02 18:11:11.0
admin@ademo	logout	Segment	00100				2011-02-03 00:00:00.0
admin@ademo	logout	Segment	00101				2011-02-03 00:00:00.0
admin@ademo	logout	Segment	00102				2011-02-03 00:00:00.0
admin@ademo	logout	Segment	00103				2011-02-03 00:00:00.0
admin@ademo	logout	Segment	00104				2011-02-03 00:00:00.0
admin@ademo	logout	Segment	00105				2011-02-03 00:00:00.0
admin@ademo	login	User	admin@ademo	10.10.10.10	Group	Administrators	2011-02-03 20:04:28.0

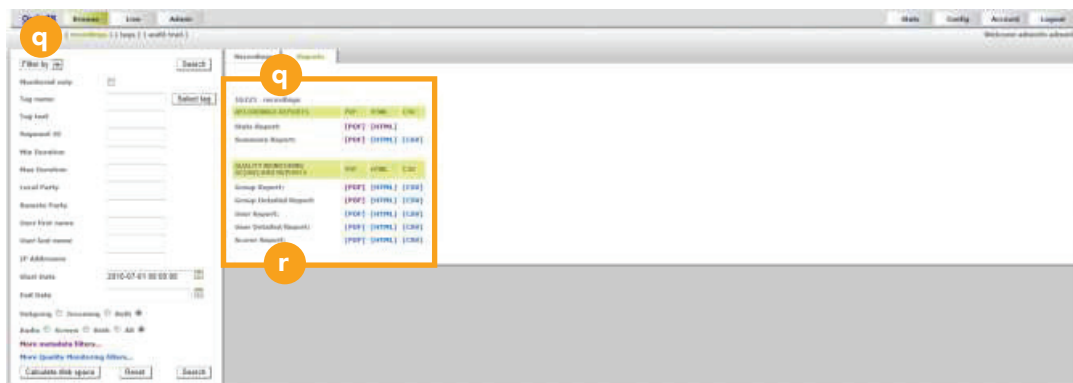
- **Audit Trail Field n** – Lists all actions in chronological order. Prior pages can be accessed by using the page scroll at the top of the section.

Generate Reports

- **Browse o - Recordings** – This is the default screen for the system.



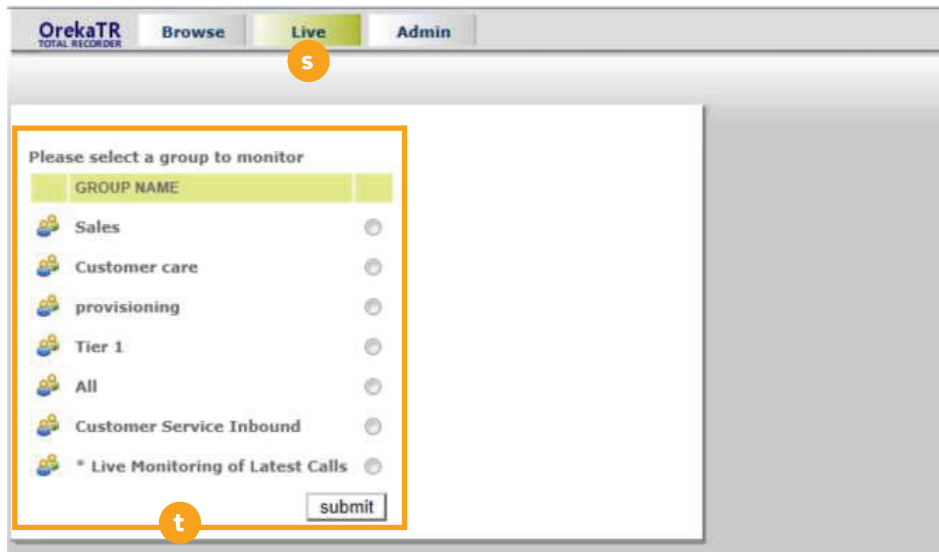
- **Generate Reports p** – Click on **Reports** tab to go to the Reports page.
- **Browse - Recordings q** – You are still under the tree of Browse – Recordings/ Reports.



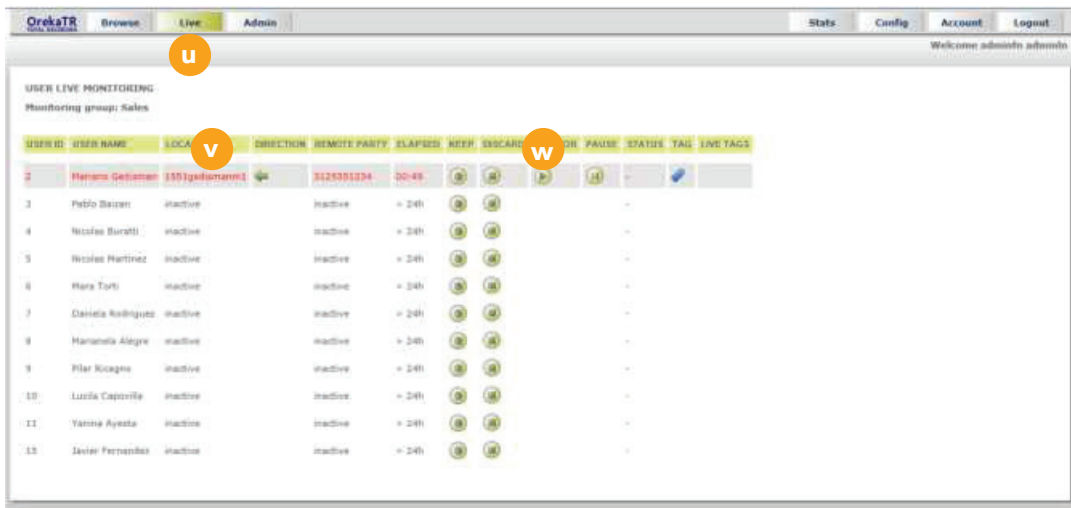
- **Generate Reports r** – Choose the **Stats Report**, which provides high-level daily call statistics, or from the **Summary Report**, which provides detailed call information.
- Select from a **PDF**, **HTML** or **CSV** report format.
- Click **Back** to recordings to return to main **Browse** page, or just click **Browse** button at top.

Live Monitoring

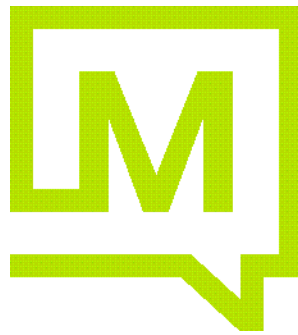
- **Live s** – Allows user to listen to live conversations.



- **Group Selection t** – User must select the **Group** they want to listen to, then press **Submit**.
- **Live u** – Allows user to listen to live conversations.



- **Active Calls v** – Active calls that can be listened to are highlighted.
- **Monitoring w** – Click on the **Play** button under **Monitor** column and the conversation will play live on your PC.



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