

OrecX Call Recording User Guide



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

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

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Using the System

- **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.

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- 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** • Lists all recordings in chronological order. Prior pages can be accessed by using the page scroll at the top of the section.

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

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- **Recordings Field 9** 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.

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• Headers Field – () Headers are sortable fields

| Column | Description |
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| Туре | 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 |

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• 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. |
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| 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.

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• 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 T**ag Type** or enter a new type name.
- **2.** Optional: Enter relevant offset and duration. Both of these fields are userdefined.
- 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 **D** – 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.

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• 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.

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Generate Reports

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

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- 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.

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- 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 <u>s</u> – Allows user to listen to live conversations.

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

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



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