



Mobile Recall User Guide

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OVERVIEW

OAISYS provides a convenient on-the-go connection to OAISYS voice documentation solutions using Mobile Recall. With a mobile device, users can access their recorded conversations stored on the central OAISYS recording repository increasing overall efficiency, and improving customer service and data accuracy.



REQUIREMENTS

- OAISYS Recording Solution running version 7.2
- User Account on the OAISYS Recording Solution
- To access Mobile Recall from outside of your LAN, the external host name must be able to be resolved internally. This can be accomplished by inserting the name of the local DNS server

SUPPORTED DEVICES/BROWSERS

Playback may vary by device

PC

IE 9

- Compatibility view should not be used with Mobile Recall

Mozilla Firefox 10.0.2

Google Chrome 17.0.963.79 m

- Known audio playback quality issues

Opera 11.61

Android

Android 2.3.3

- Default Browser

Opera Mobile 12.0.1

Mozilla Firefox Mobile 10.0.3

iOS (Apple)

iPod Touch (iOS info pending)

iPad (iOS 5.1)

iPhone

- iOS 5.1 with Safari

Mac

Safari

- tested on Safari version 5.1.2

Kindle Fire

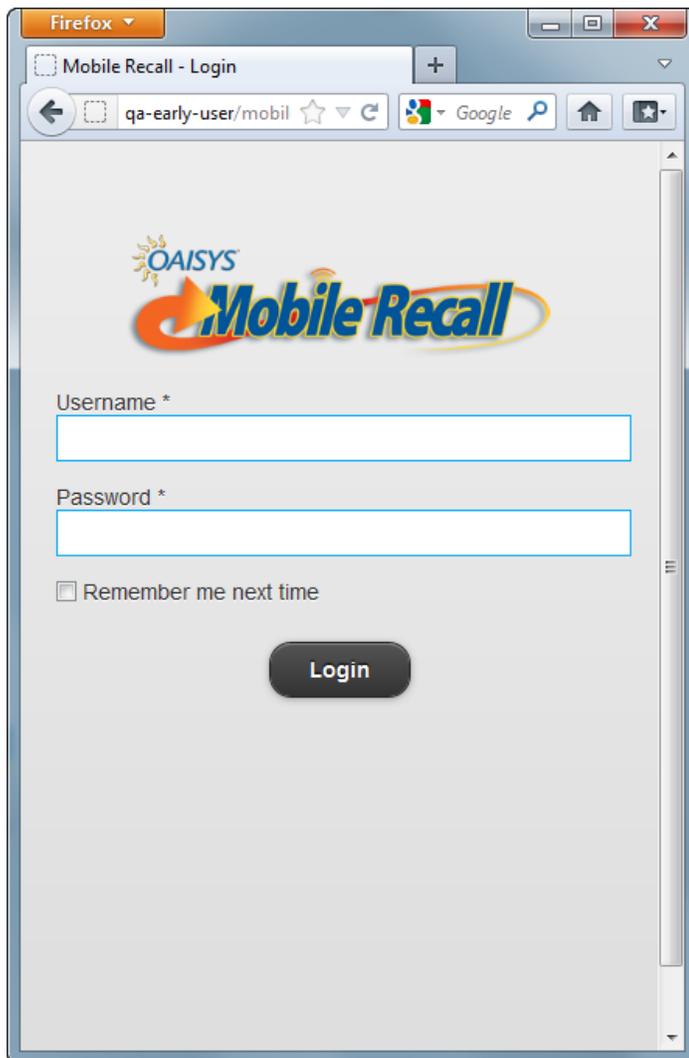
Info pending

MOBILE RECALL

1. To access Mobile Recall, go to <http://hostname or IP address/mobilerecall/>
 - a. Use your Tracer login

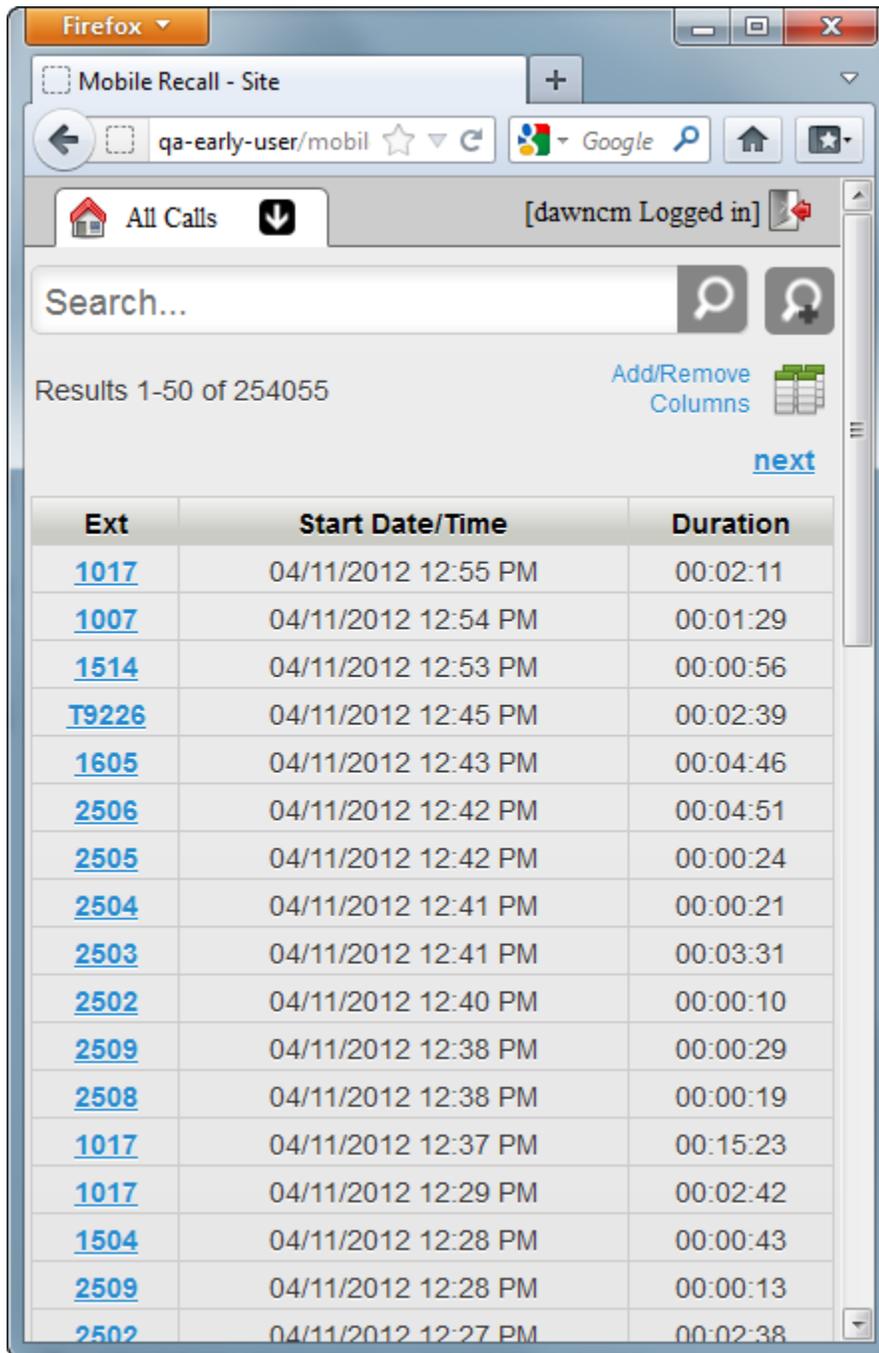
NOTE: A message of “invalid username/password” could indicate a problem connecting to the database. Blank passwords in Tracer do not work in Mobile Recall
2. From the Login Screen → enter your username and password

NOTE: The Remember Me checkbox is available for users wanting the system to recall their login information



The screenshot shows a Firefox browser window titled "Mobile Recall - Login". The address bar contains "qa-early-user/mobil". The page features the OAISYS Mobile Recall logo at the top. Below the logo are two input fields: "Username *" and "Password *". Underneath the password field is a checkbox labeled "Remember me next time". At the bottom of the form is a dark "Login" button.

3. This will launch the All Calls screen



Search...

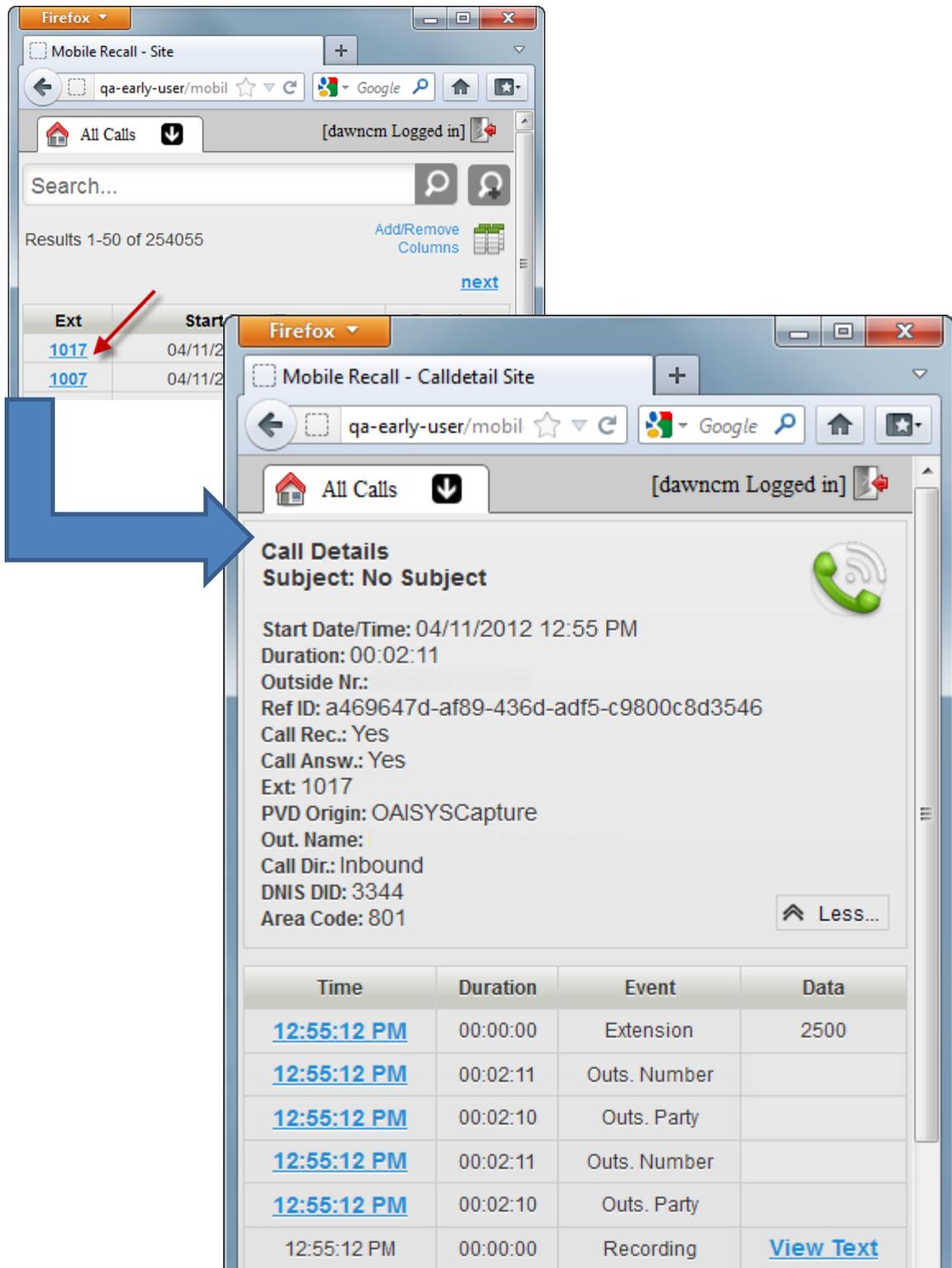
Results 1-50 of 254055

[Add/Remove Columns](#)

[next](#)

Ext	Start Date/Time	Duration
1017	04/11/2012 12:55 PM	00:02:11
1007	04/11/2012 12:54 PM	00:01:29
1514	04/11/2012 12:53 PM	00:00:56
T9226	04/11/2012 12:45 PM	00:02:39
1605	04/11/2012 12:43 PM	00:04:46
2506	04/11/2012 12:42 PM	00:04:51
2505	04/11/2012 12:42 PM	00:00:24
2504	04/11/2012 12:41 PM	00:00:21
2503	04/11/2012 12:41 PM	00:03:31
2502	04/11/2012 12:40 PM	00:00:10
2509	04/11/2012 12:38 PM	00:00:29
2508	04/11/2012 12:38 PM	00:00:19
1017	04/11/2012 12:37 PM	00:15:23
1017	04/11/2012 12:29 PM	00:02:42
1504	04/11/2012 12:28 PM	00:00:43
2509	04/11/2012 12:28 PM	00:00:13
2502	04/11/2012 12:27 PM	00:02:38

- From the All Calls page, click on a hyperlinked extension number (Blue) to access Call Details



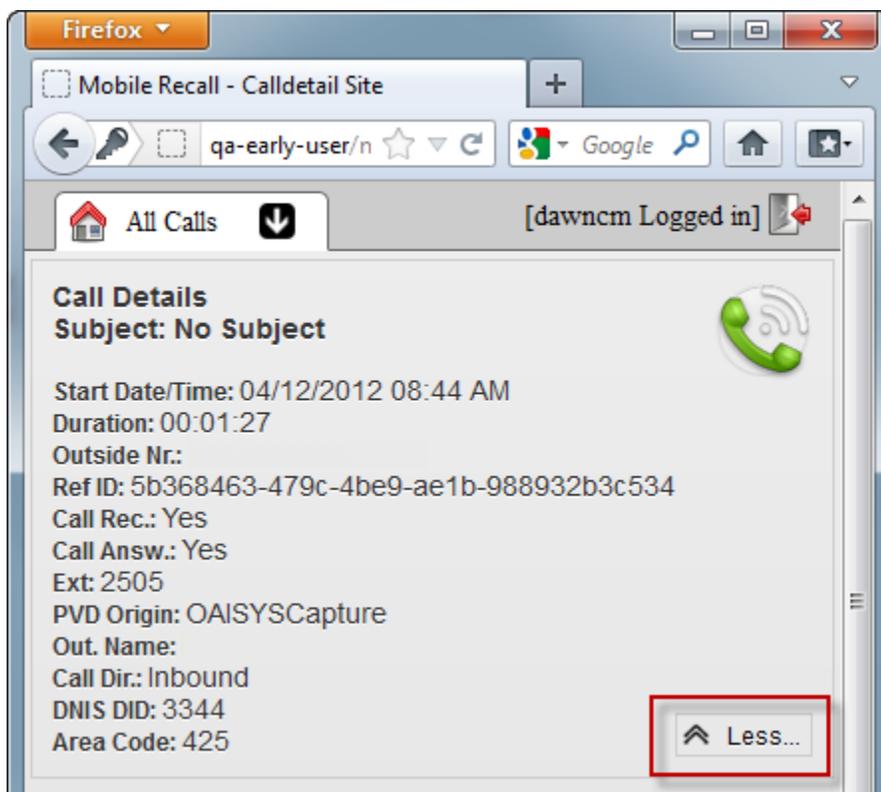
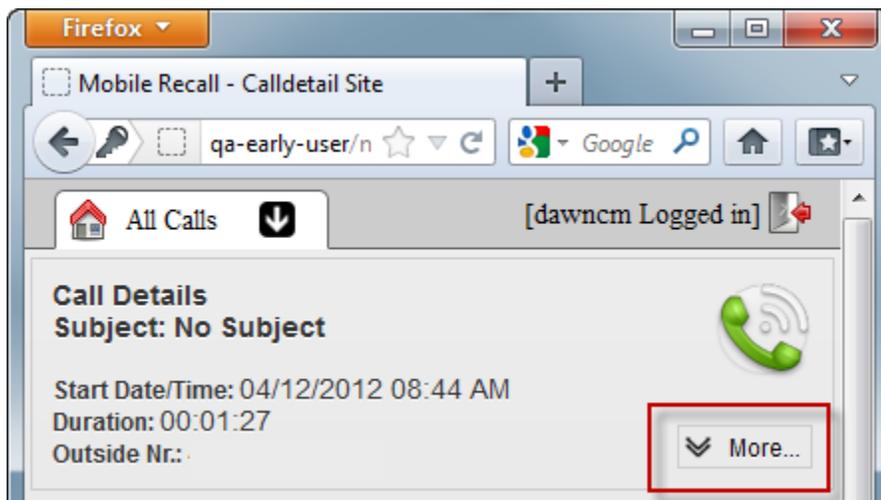
The screenshot shows two browser windows. The top window displays the 'All Calls' page with a table of call records. A red arrow points to the extension number '1017' in the table. The bottom window shows the 'Call Details' page for extension 1017, with a blue arrow indicating the transition from the table entry to this page.

Call Details
Subject: No Subject

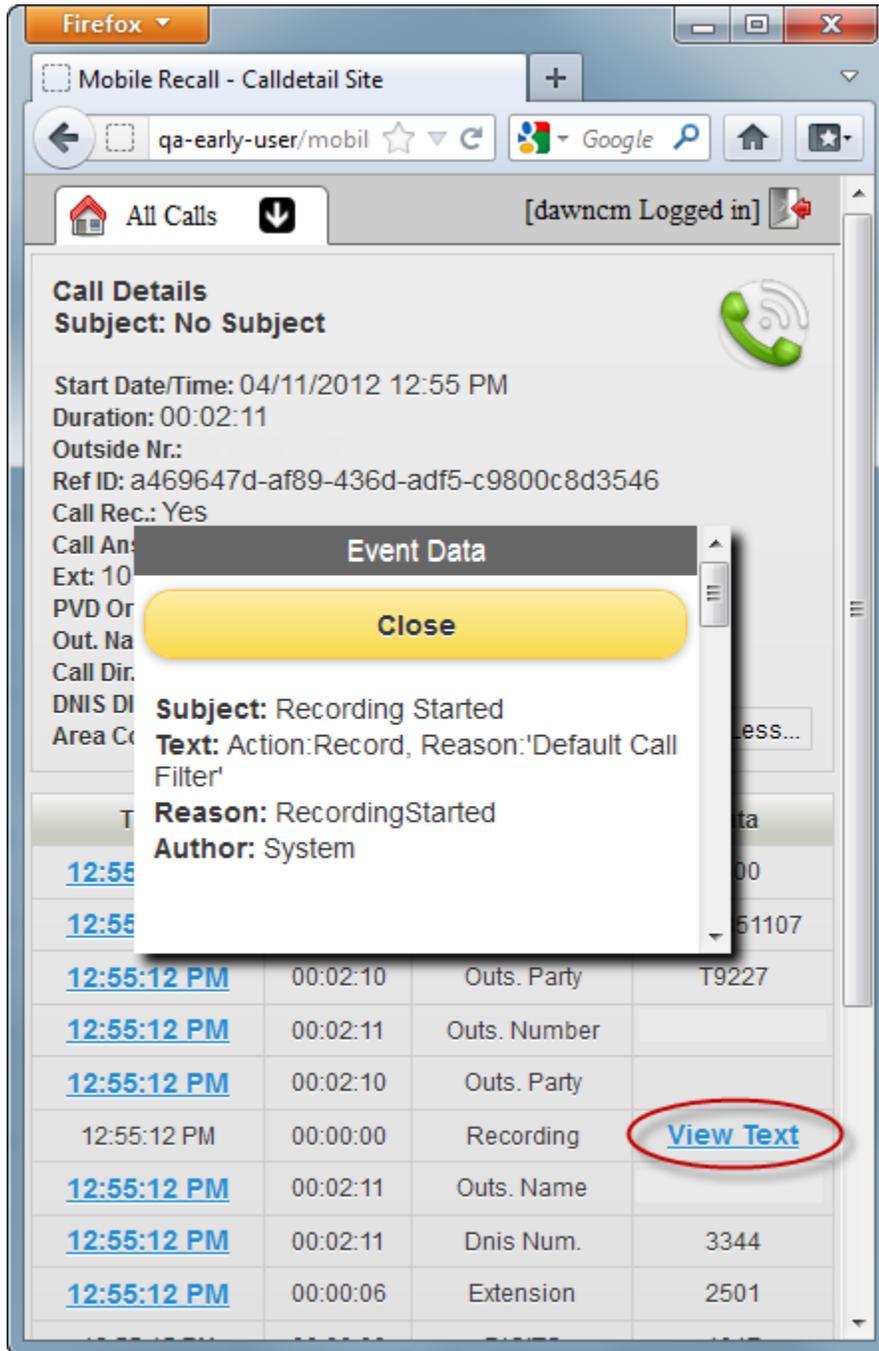
Start Date/Time: 04/11/2012 12:55 PM
 Duration: 00:02:11
 Outside Nr.:
 Ref ID: a469647d-af89-436d-adf5-c9800c8d3546
 Call Rec.: Yes
 Call Answ.: Yes
 Ext: 1017
 PVD Origin: OAISYSCapture
 Out. Name:
 Call Dir.: Inbound
 DNIS DID: 3344
 Area Code: 801

Time	Duration	Event	Data
12:55:12 PM	00:00:00	Extension	2500
12:55:12 PM	00:02:11	Outs. Number	
12:55:12 PM	00:02:10	Outs. Party	
12:55:12 PM	00:02:11	Outs. Number	
12:55:12 PM	00:02:10	Outs. Party	
12:55:12 PM	00:00:00	Recording	View Text

NOTE: Users can select *More* or *Less* for the extent of Call Details displayed



5. Click View Text to see annotation details



The screenshot shows a Firefox browser window with the address bar at 'qa-early-user/mobil'. The page title is 'Mobile Recall - Calldetail Site'. The user is logged in as '[dawncm Logged in]'. The main content area displays 'Call Details' for a call with subject 'No Subject'. The call occurred on 04/11/2012 at 12:55 PM, with a duration of 00:02:11. A 'View Text' link is circled in red in the table below.

Call Details
Subject: No Subject

Start Date/Time: 04/11/2012 12:55 PM
 Duration: 00:02:11
 Outside Nr:
 Ref ID: a469647d-af89-436d-adf5-c9800c8d3546
 Call Rec.: Yes
 Call An:
 Ext: 10
 PVD Or
 Out. Na
 Call Dir.
 DNIS DI
 Area Co

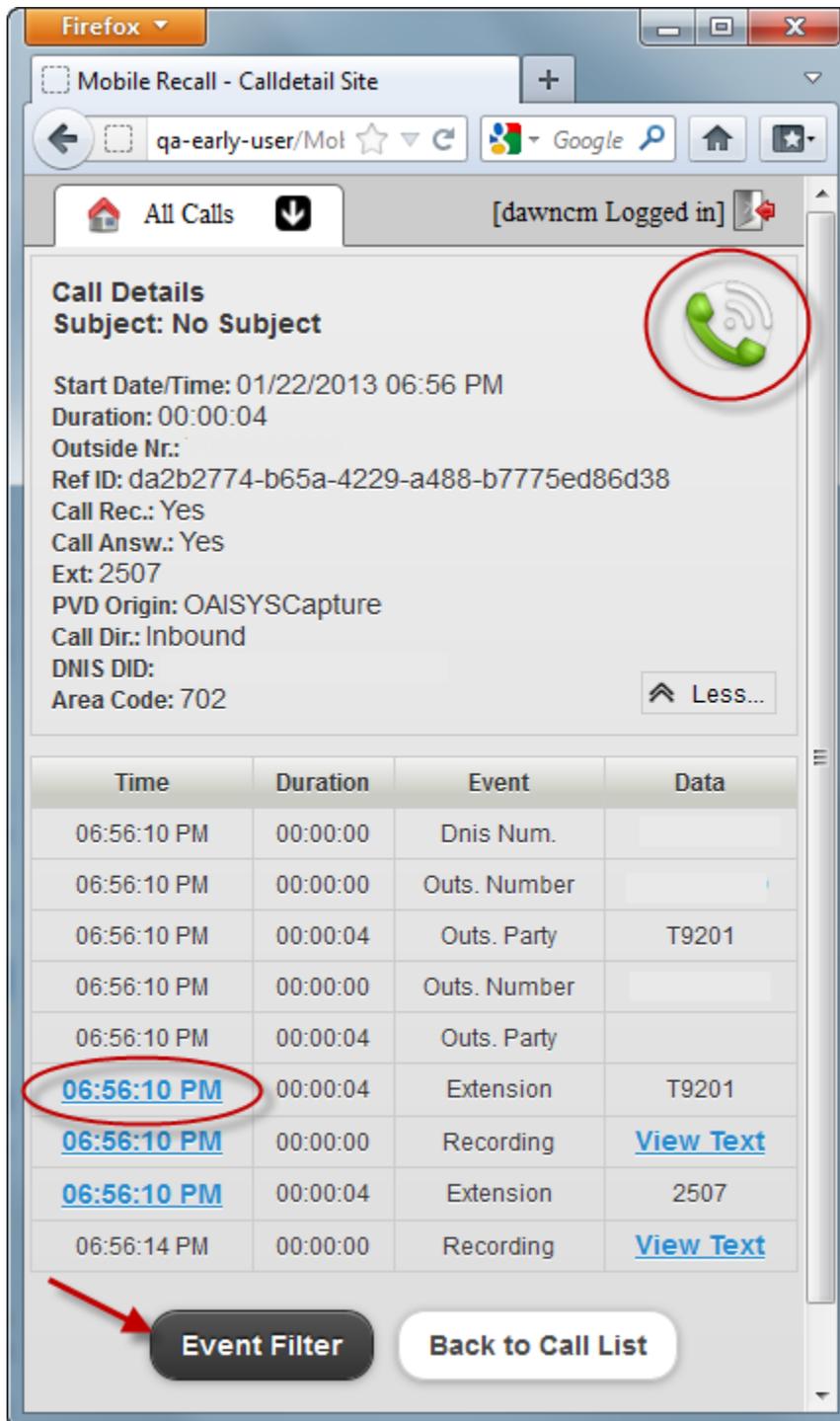
Event Data

Close

Subject: Recording Started
Text: Action:Record, Reason:'Default Call Filter'
Reason: RecordingStarted
Author: System

12:55:12 PM	00:02:10	Outs. Party	T9227
12:55:12 PM	00:02:11	Outs. Number	
12:55:12 PM	00:02:10	Outs. Party	
12:55:12 PM	00:00:00	Recording	View Text
12:55:12 PM	00:02:11	Outs. Name	
12:55:12 PM	00:02:11	Dnis Num.	3344
12:55:12 PM	00:00:06	Extension	2501

- Click on the Phone icon to play the entire call or click on the Time hyperlink to play the call segment



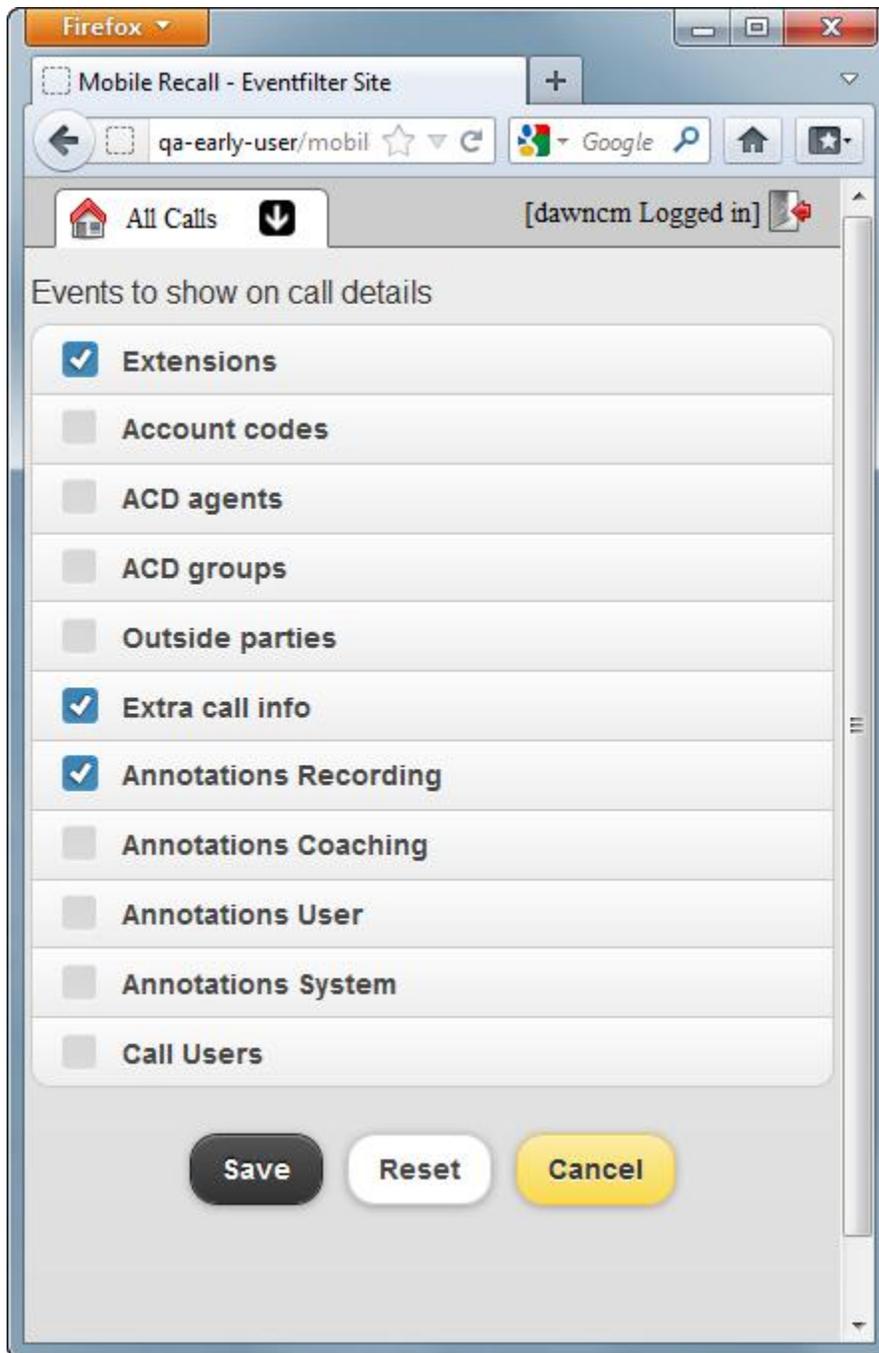
Call Details
Subject: No Subject

Start Date/Time: 01/22/2013 06:56 PM
Duration: 00:00:04
Outside Nr.:
Ref ID: da2b2774-b65a-4229-a488-b7775ed86d38
Call Rec.: Yes
Call Answ.: Yes
Ext: 2507
PVD Origin: OAISYSCapture
Call Dir.: Inbound
DNIS DID:
Area Code: 702

Time	Duration	Event	Data
06:56:10 PM	00:00:00	Dnis Num.	
06:56:10 PM	00:00:00	Outs. Number	
06:56:10 PM	00:00:04	Outs. Party	T9201
06:56:10 PM	00:00:00	Outs. Number	
06:56:10 PM	00:00:04	Outs. Party	
06:56:10 PM	00:00:04	Extension	T9201
06:56:10 PM	00:00:00	Recording	View Text
06:56:10 PM	00:00:04	Extension	2507
06:56:14 PM	00:00:00	Recording	View Text

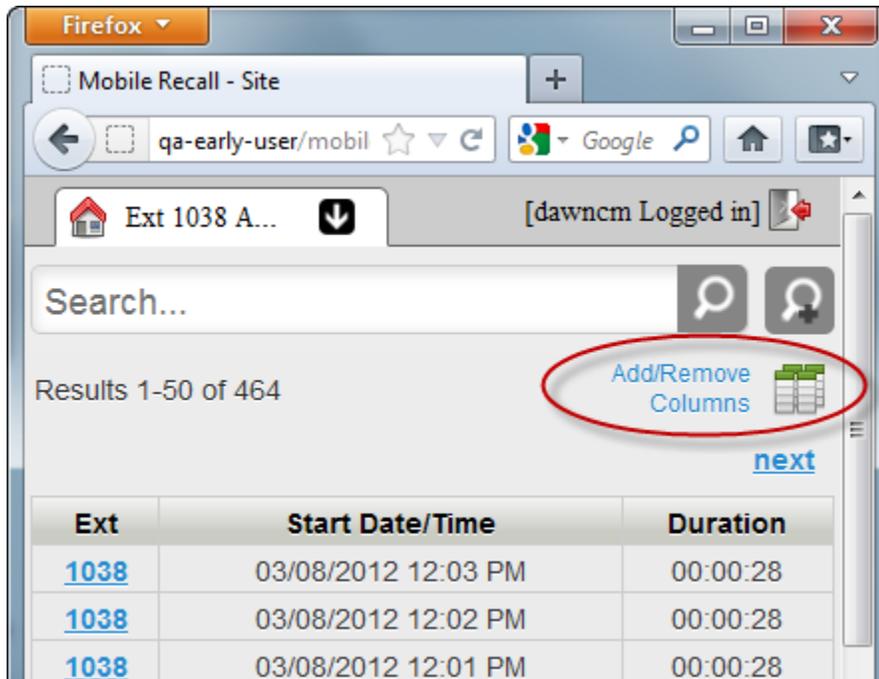
[Event Filter](#) [Back to Call List](#)

7. At the bottom of the call details page, Click on *Event Filter* to bring up the screen below which allows the user to select which events to display for all calls.



MODIFY DISPLAY

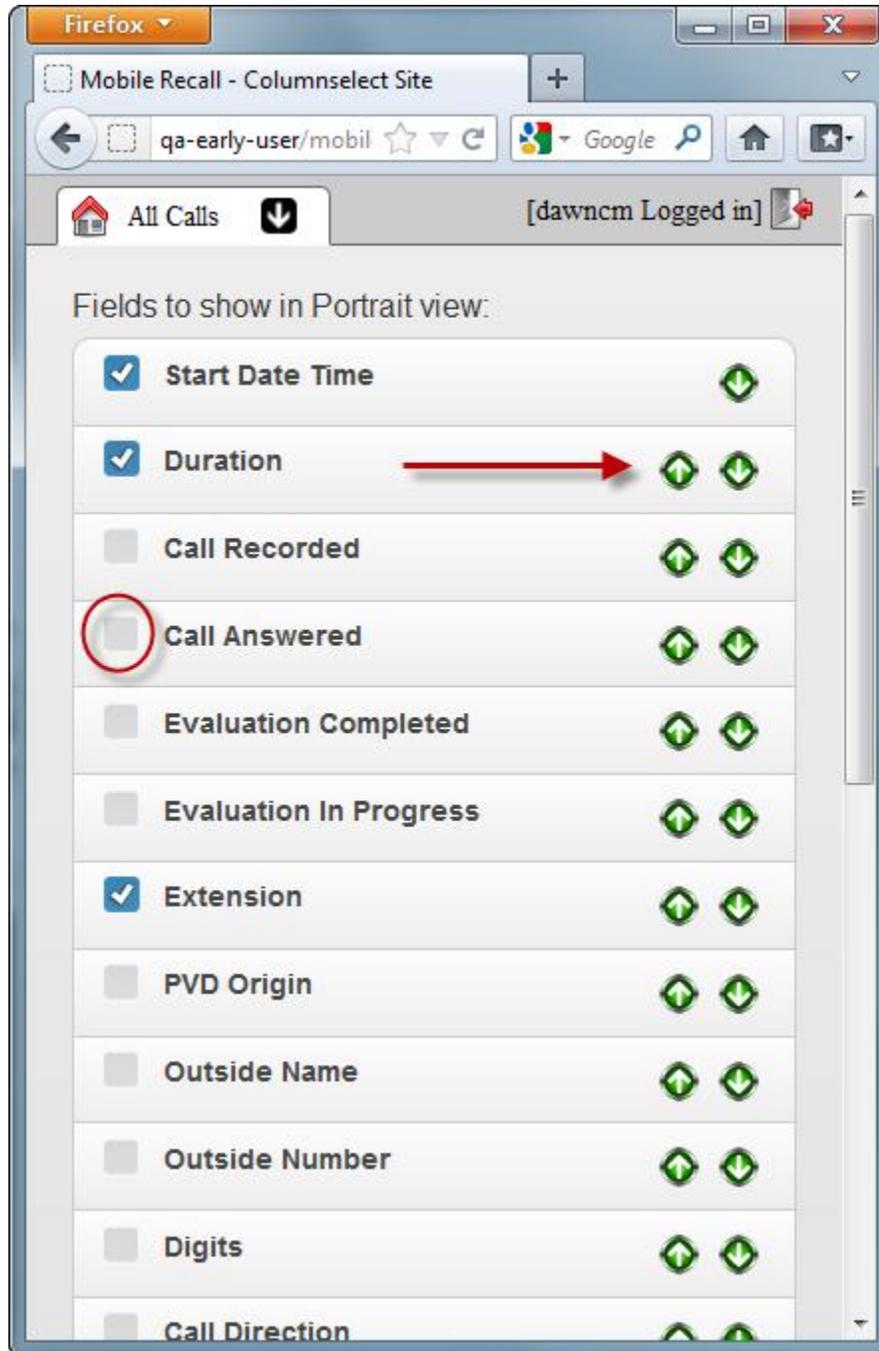
1. Click the Add/Remove Columns icon to customize the screen view



The screenshot shows a Firefox browser window displaying a search results page for 'Mobile Recall - Site'. The search results are for 'Ext 1038 A...' and show 1-50 of 464 results. The 'Add/Remove Columns' icon is circled in red.

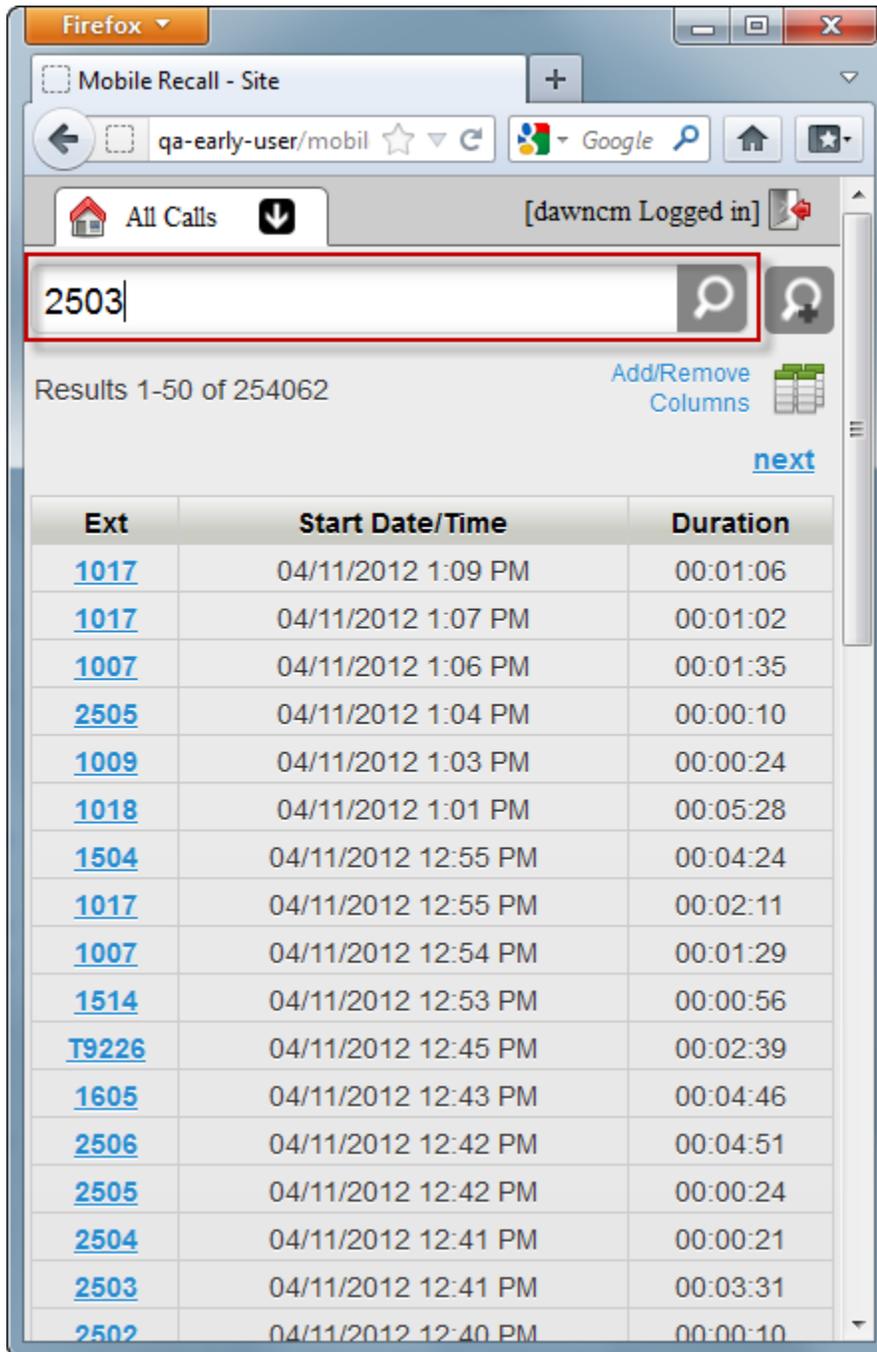
Ext	Start Date/Time	Duration
1038	03/08/2012 12:03 PM	00:00:28
1038	03/08/2012 12:02 PM	00:00:28
1038	03/08/2012 12:01 PM	00:00:28

2. This displays field options to choose from
 - a. Check the box if you want to display the column(s) in the call grid.
 - b. Use the arrows to change the order of the columns in the display.



SEARCHING

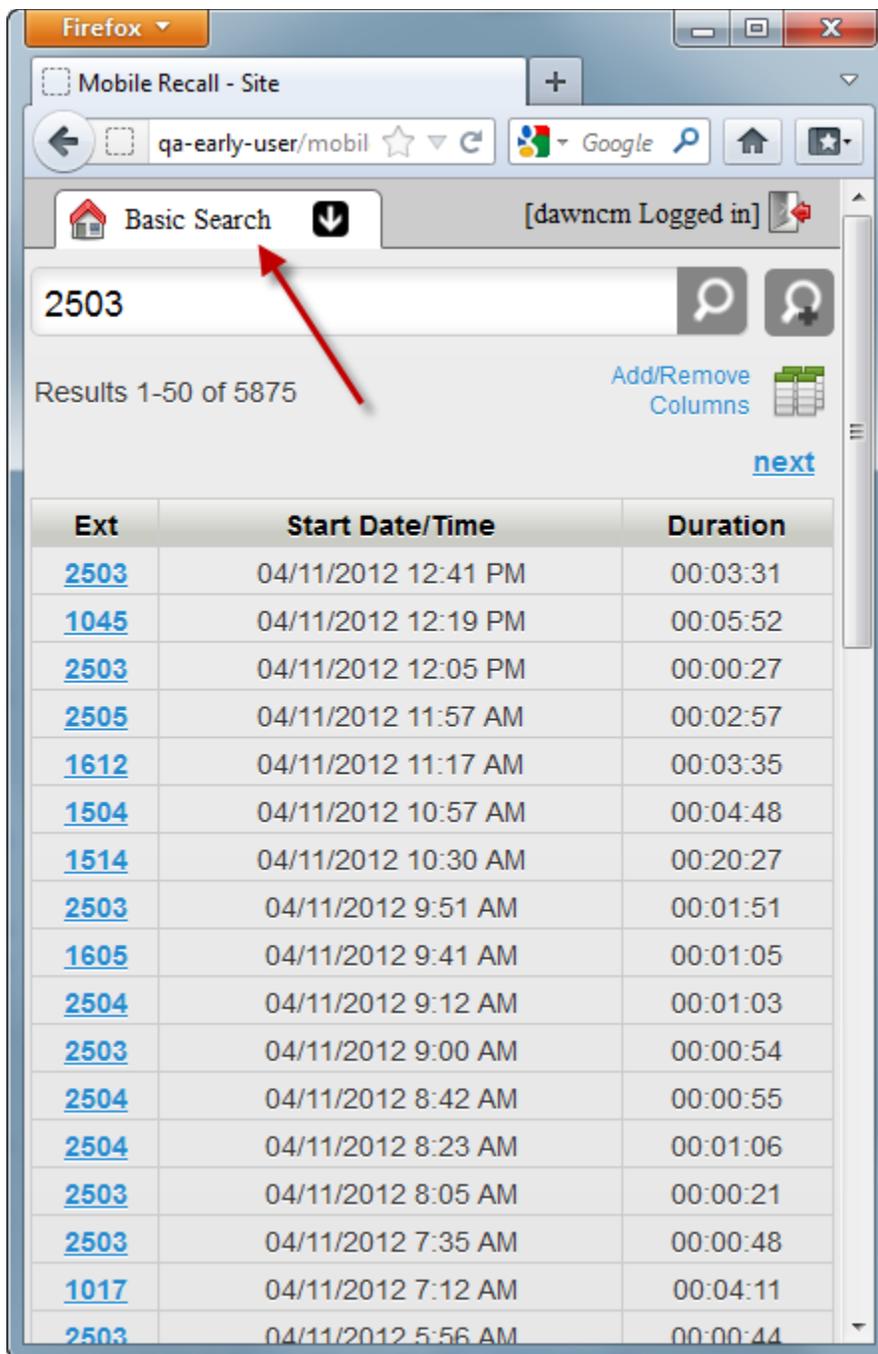
1. To conduct a Basic Search, enter the search criteria in the text box and click on the magnifying glass “Search” icon



The screenshot shows a Firefox browser window displaying the 'Mobile Recall - Site' application. The search bar contains the number '2503', which is highlighted with a red box. Below the search bar, the results are displayed as a table with columns for 'Ext', 'Start Date/Time', and 'Duration'. The search results show 254,062 total results, with the first 50 displayed. The table lists various call records with their respective extension numbers, start times, and durations.

Ext	Start Date/Time	Duration
1017	04/11/2012 1:09 PM	00:01:06
1017	04/11/2012 1:07 PM	00:01:02
1007	04/11/2012 1:06 PM	00:01:35
2505	04/11/2012 1:04 PM	00:00:10
1009	04/11/2012 1:03 PM	00:00:24
1018	04/11/2012 1:01 PM	00:05:28
1504	04/11/2012 12:55 PM	00:04:24
1017	04/11/2012 12:55 PM	00:02:11
1007	04/11/2012 12:54 PM	00:01:29
1514	04/11/2012 12:53 PM	00:00:56
T9226	04/11/2012 12:45 PM	00:02:39
1605	04/11/2012 12:43 PM	00:04:46
2506	04/11/2012 12:42 PM	00:04:51
2505	04/11/2012 12:42 PM	00:00:24
2504	04/11/2012 12:41 PM	00:00:21
2503	04/11/2012 12:41 PM	00:03:31
2502	04/11/2012 12:40 PM	00:00:10

2. Notice the All Calls now displays Basic Search



Basic Search [dawnm Logged in]

2503

Results 1-50 of 5875

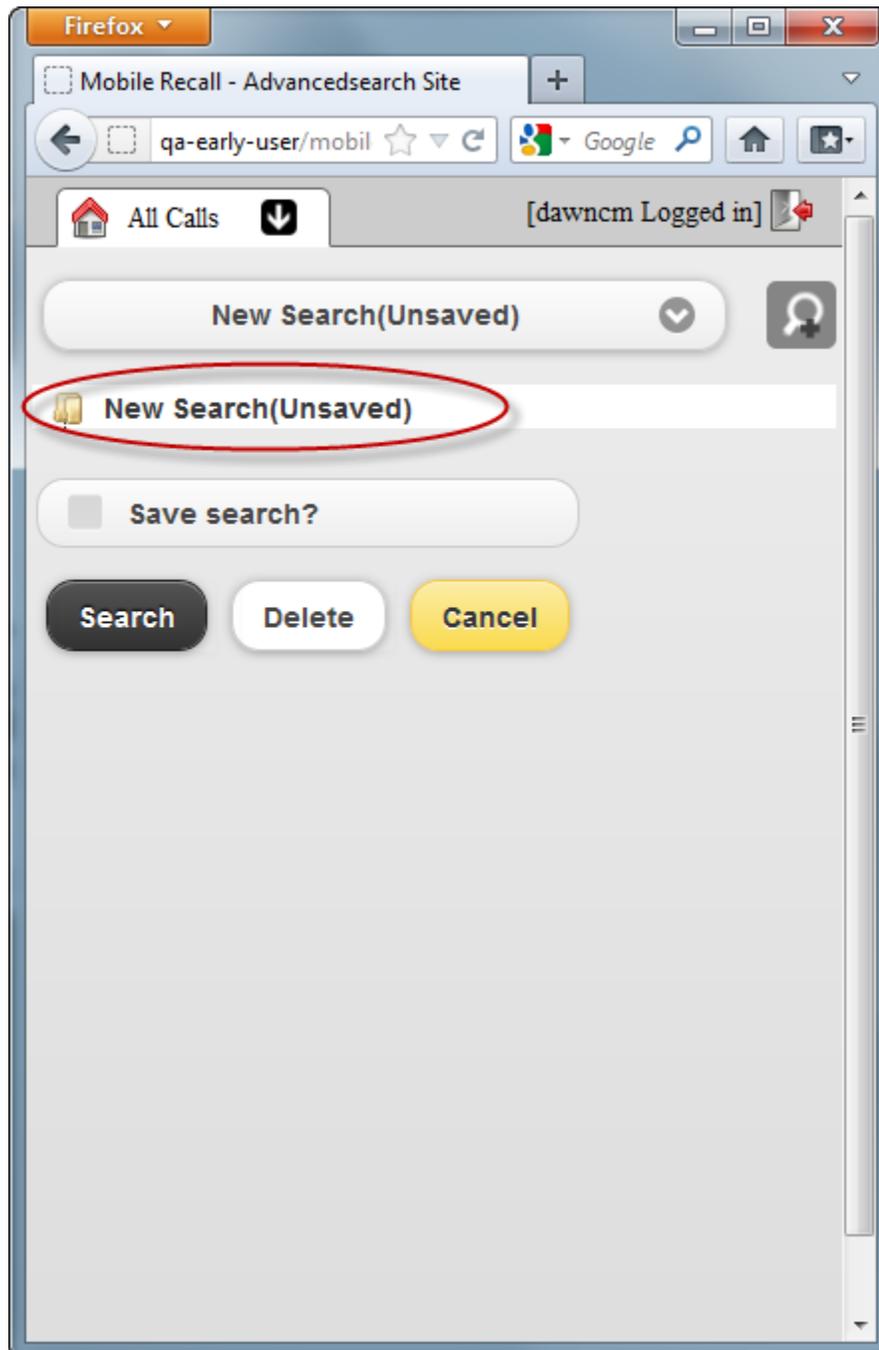
Add/Remove Columns

[next](#)

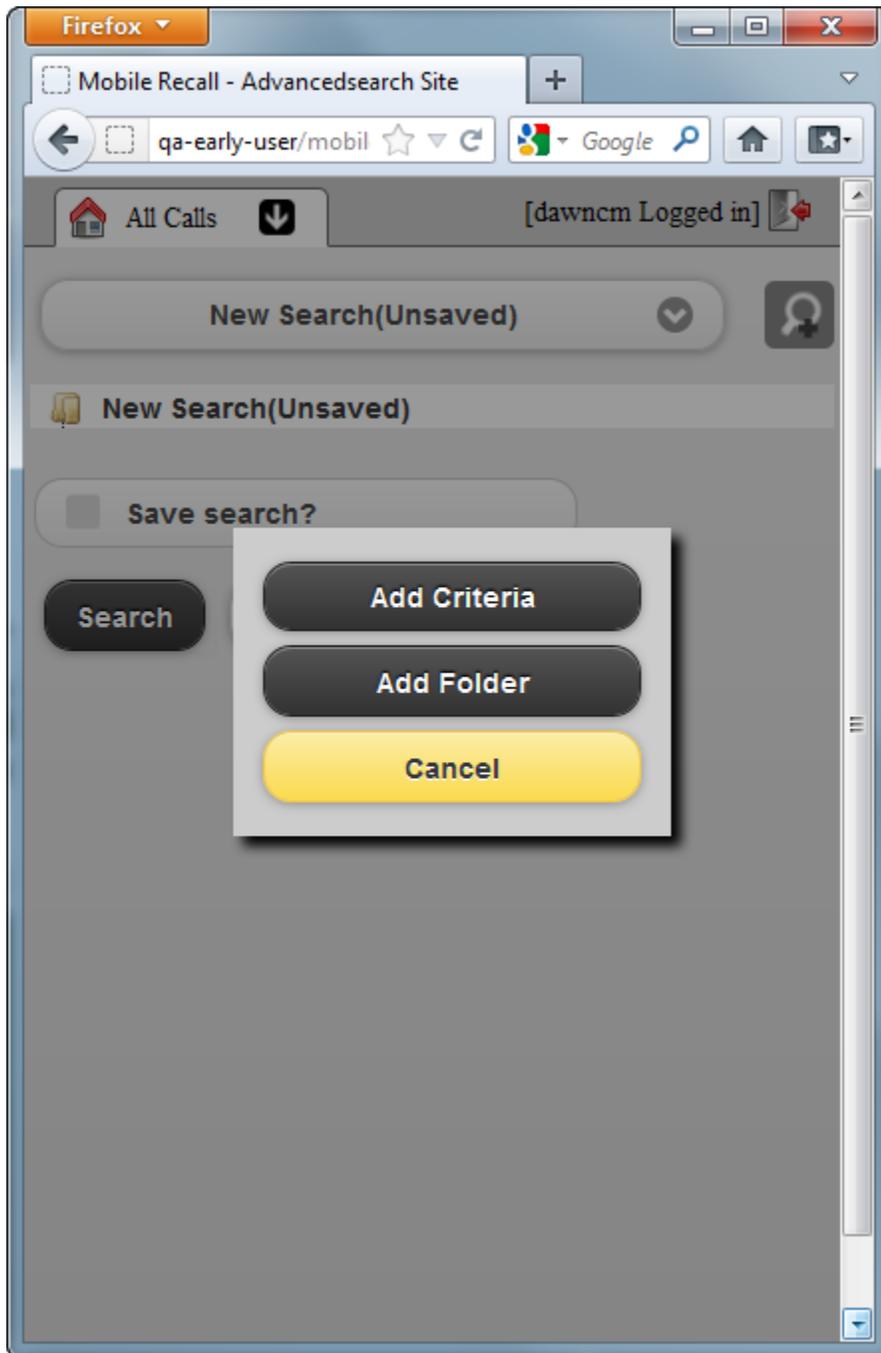
Ext	Start Date/Time	Duration
2503	04/11/2012 12:41 PM	00:03:31
1045	04/11/2012 12:19 PM	00:05:52
2503	04/11/2012 12:05 PM	00:00:27
2505	04/11/2012 11:57 AM	00:02:57
1612	04/11/2012 11:17 AM	00:03:35
1504	04/11/2012 10:57 AM	00:04:48
1514	04/11/2012 10:30 AM	00:20:27
2503	04/11/2012 9:51 AM	00:01:51
1605	04/11/2012 9:41 AM	00:01:05
2504	04/11/2012 9:12 AM	00:01:03
2503	04/11/2012 9:00 AM	00:00:54
2504	04/11/2012 8:42 AM	00:00:55
2504	04/11/2012 8:23 AM	00:01:06
2503	04/11/2012 8:05 AM	00:00:21
2503	04/11/2012 7:35 AM	00:00:48
1017	04/11/2012 7:12 AM	00:04:11
2503	04/11/2012 5:56 AM	00:00:44

ADVANCED SEARCH

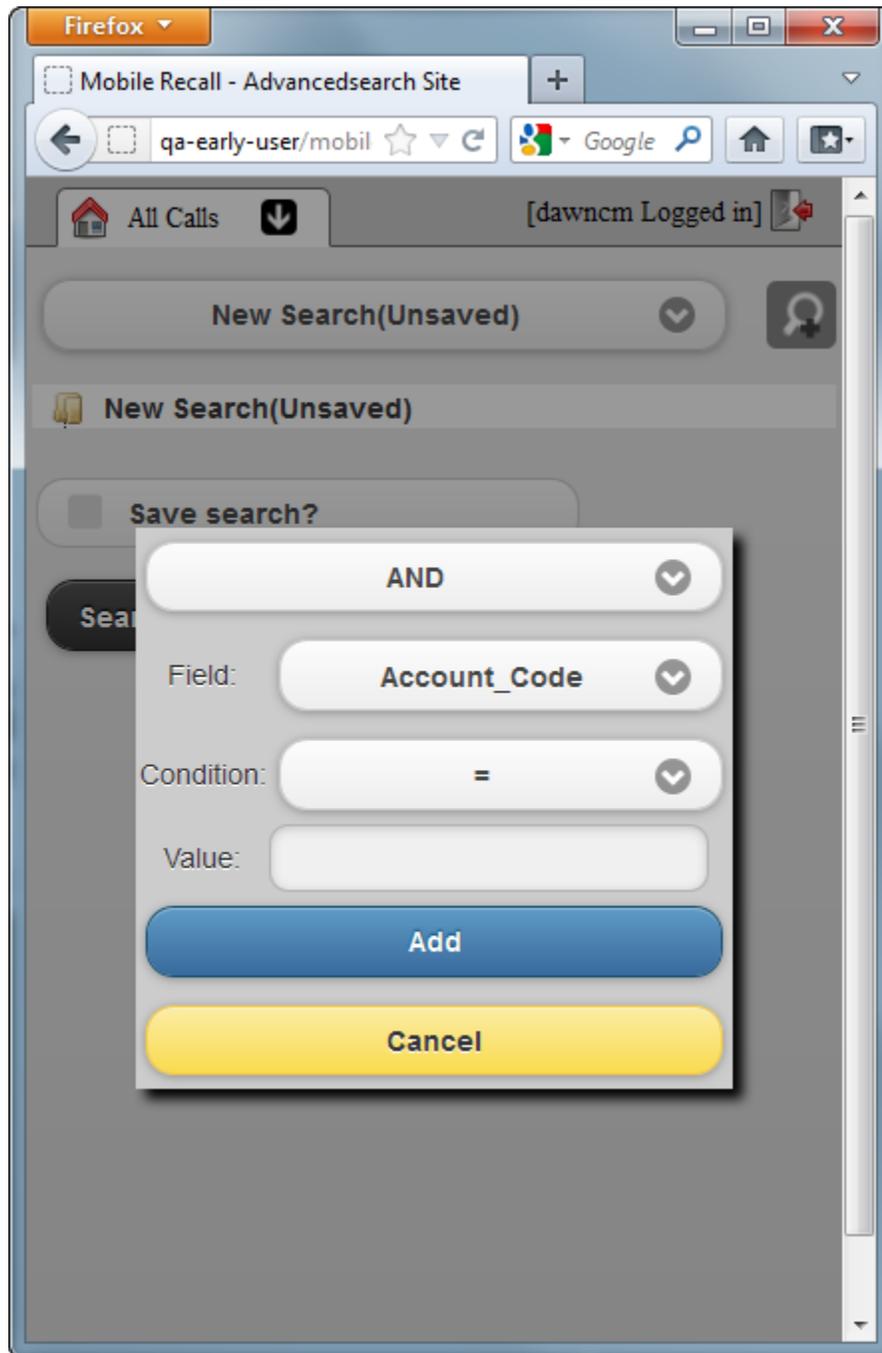
3. To create an advanced search, click the *New Search (Unsaved)*



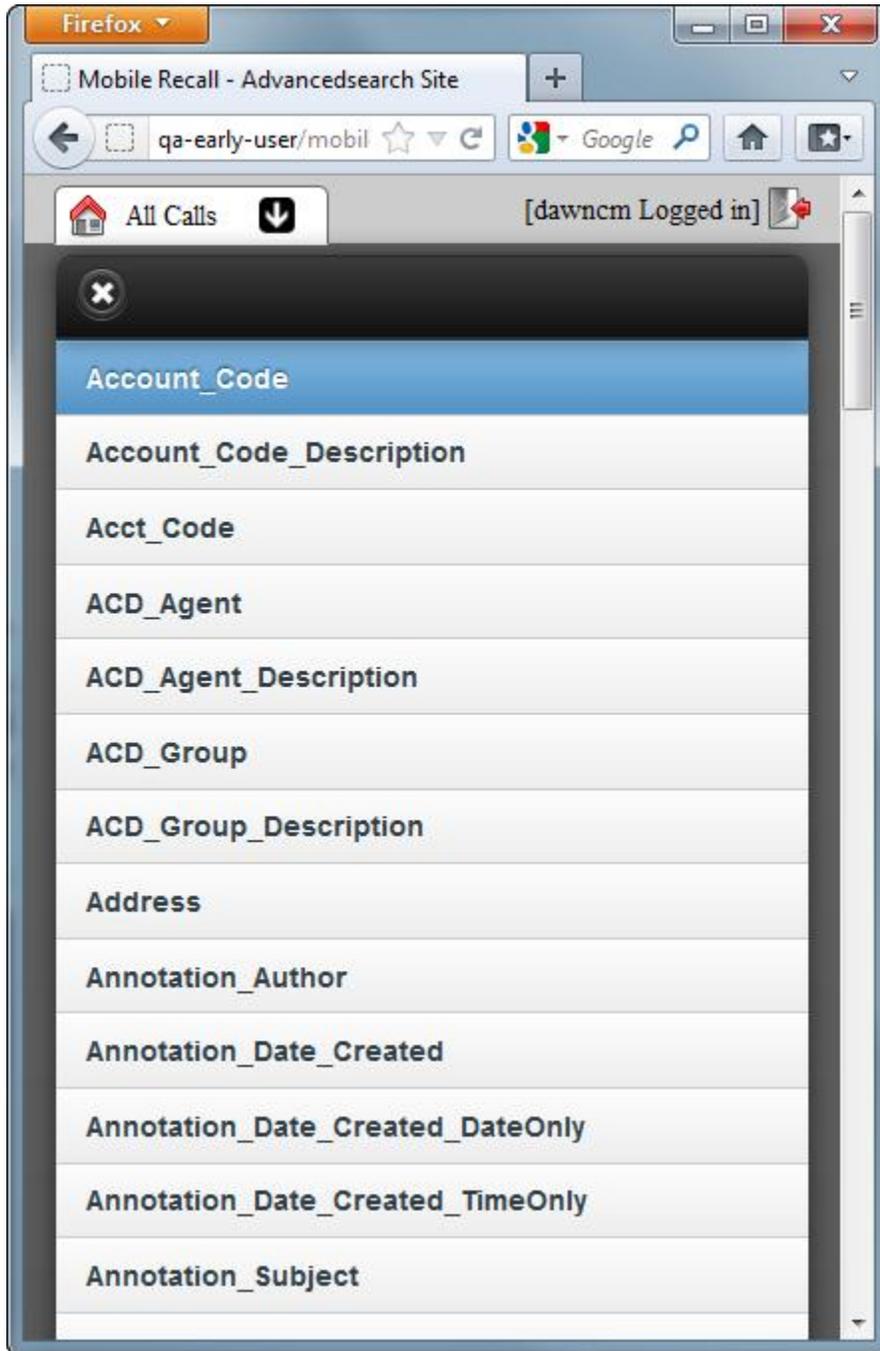
4. Click Add Criteria



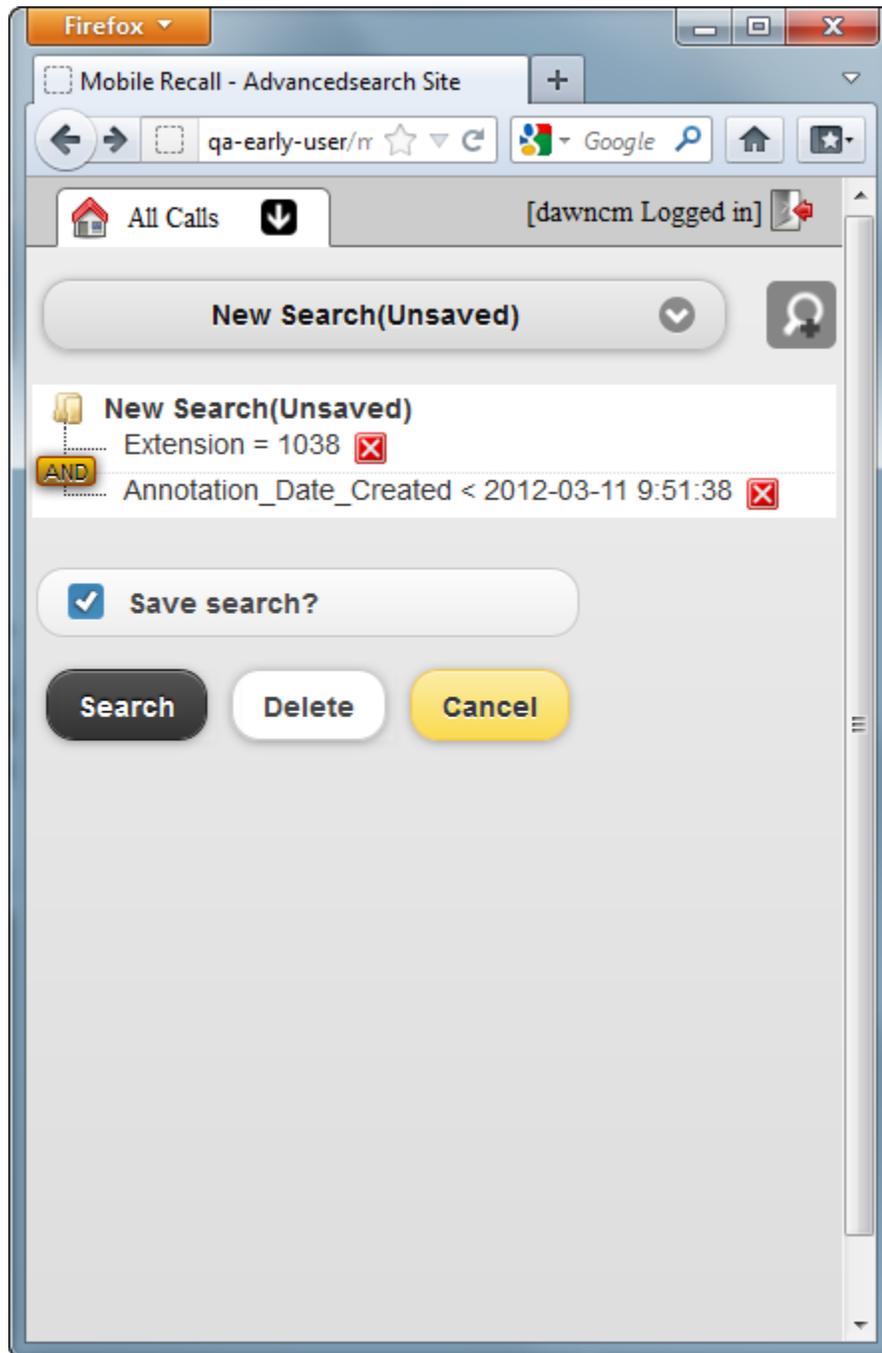
5. Make your selections using *Field*, *Condition*, and *Value*



6. Add your criteria

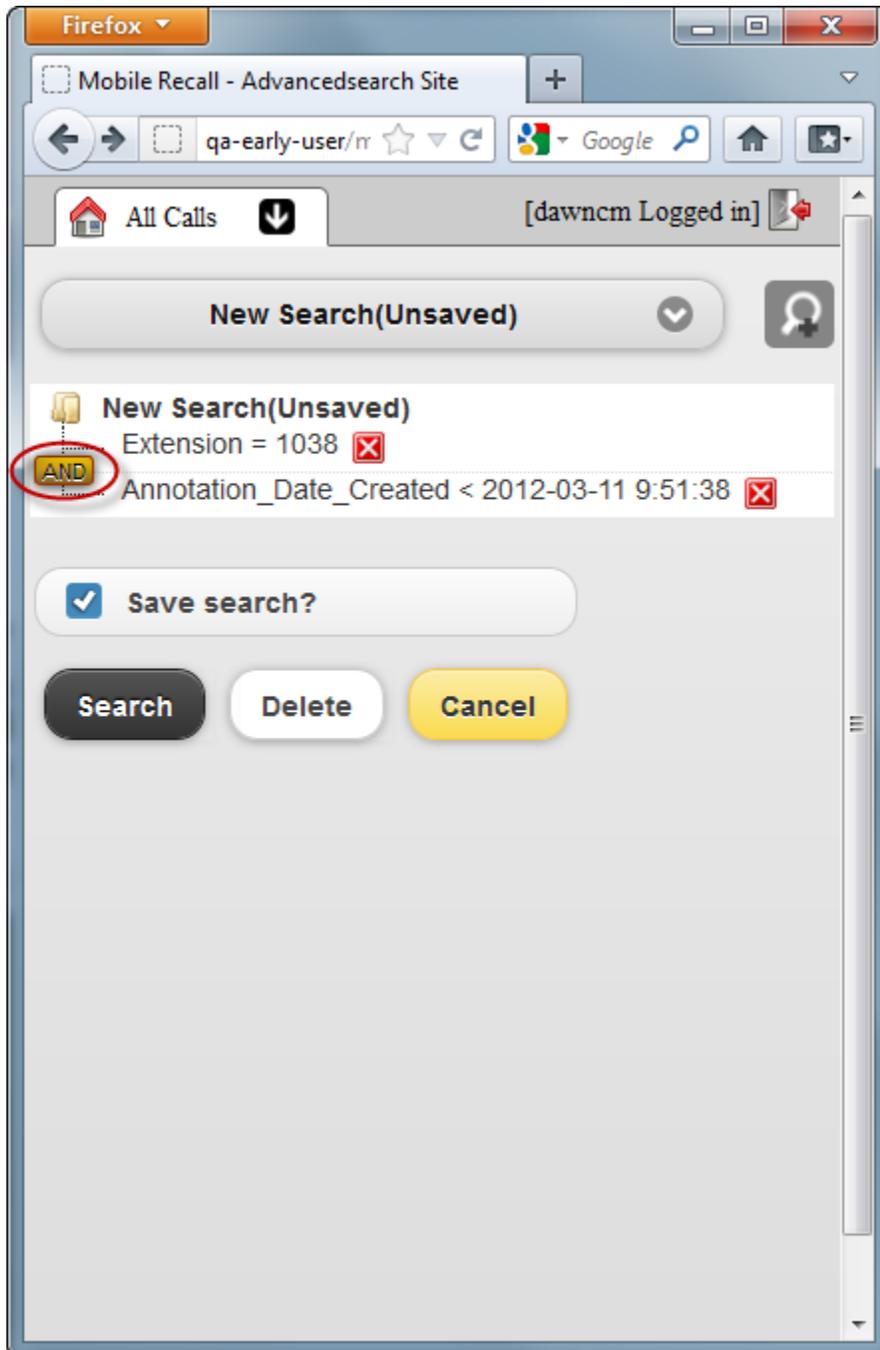


7. From here you can search, add more criteria, or save your search.

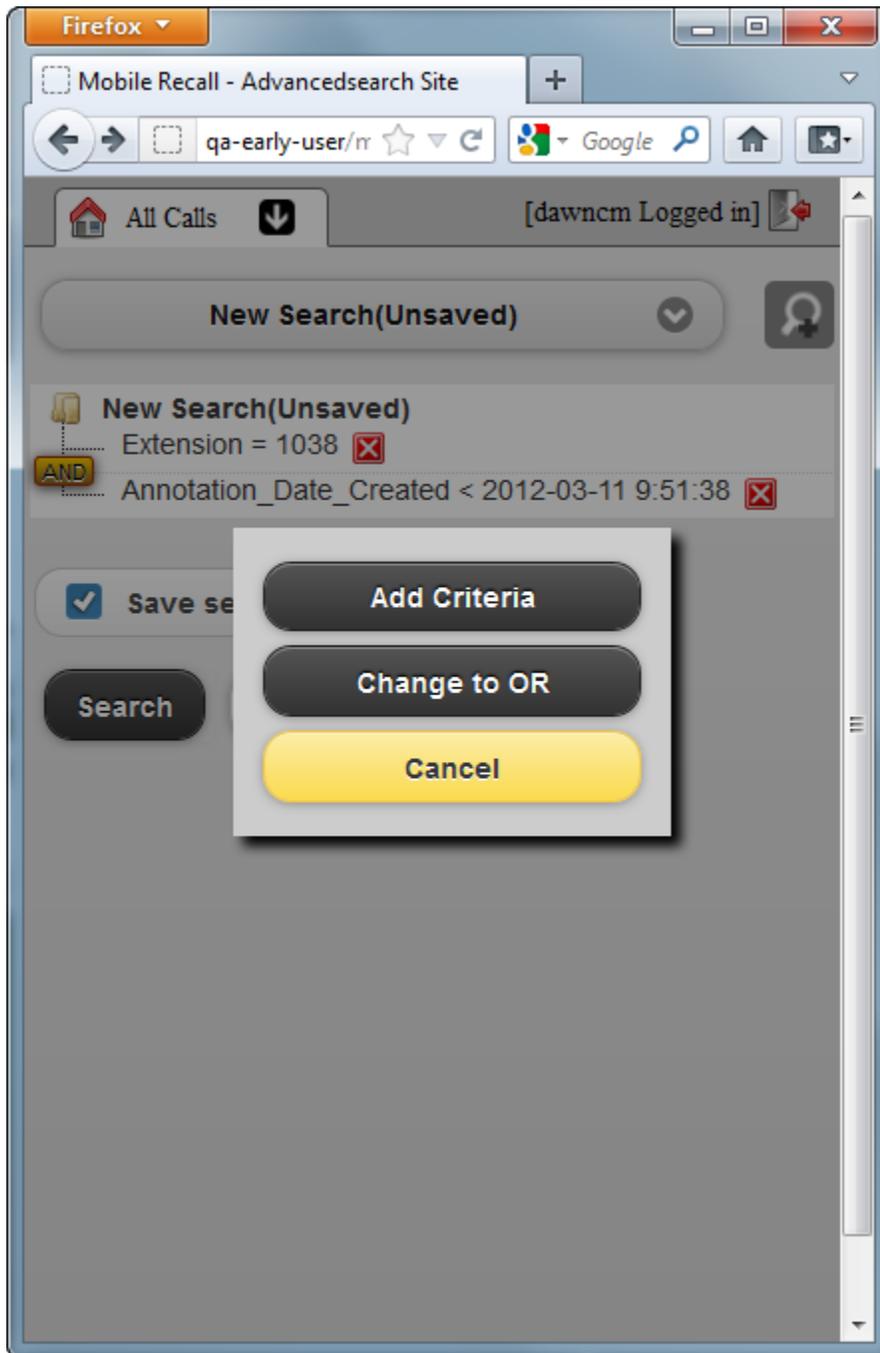


FOR EXAMPLE

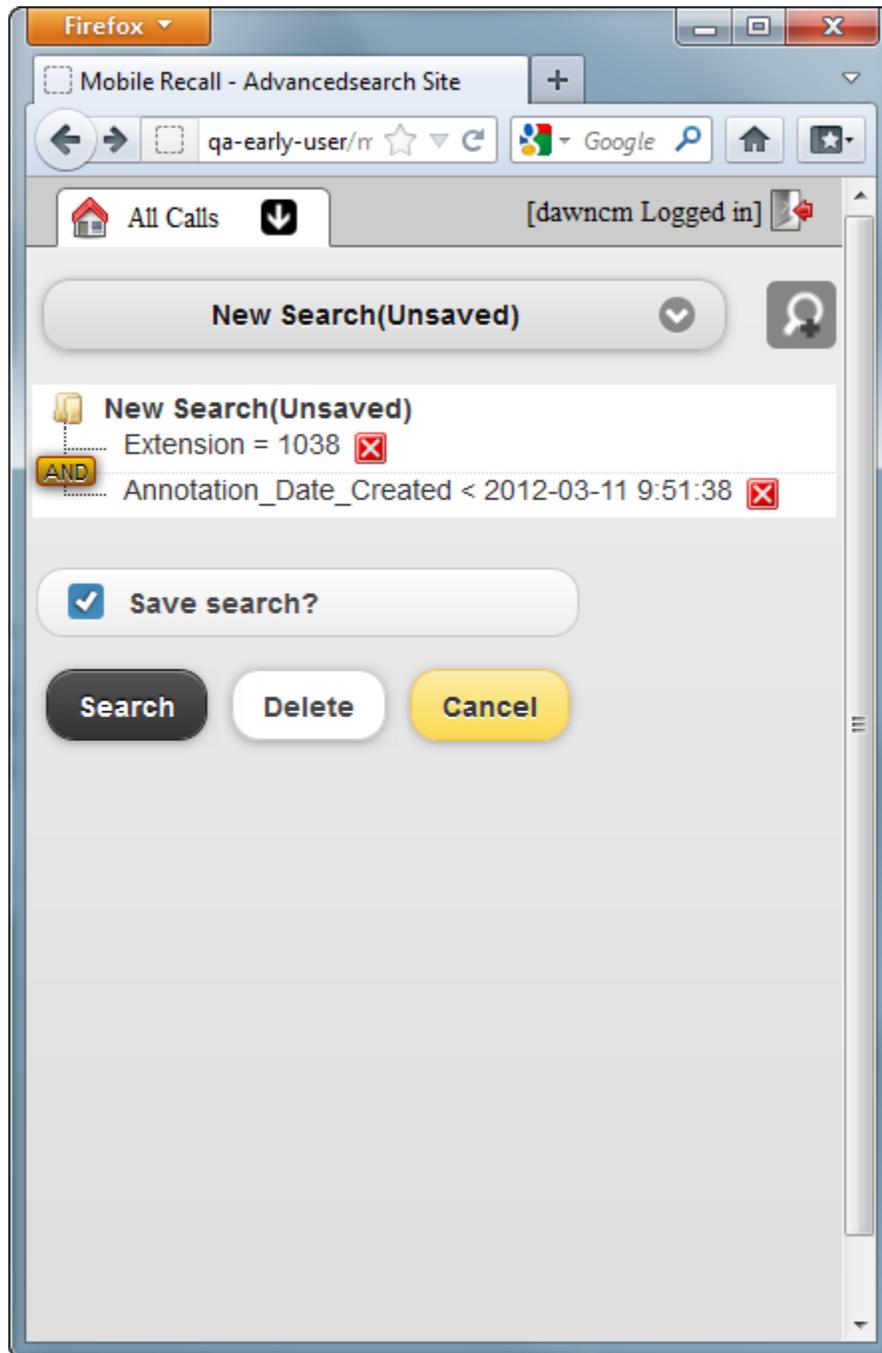
Notice the AND toggle → click on AND



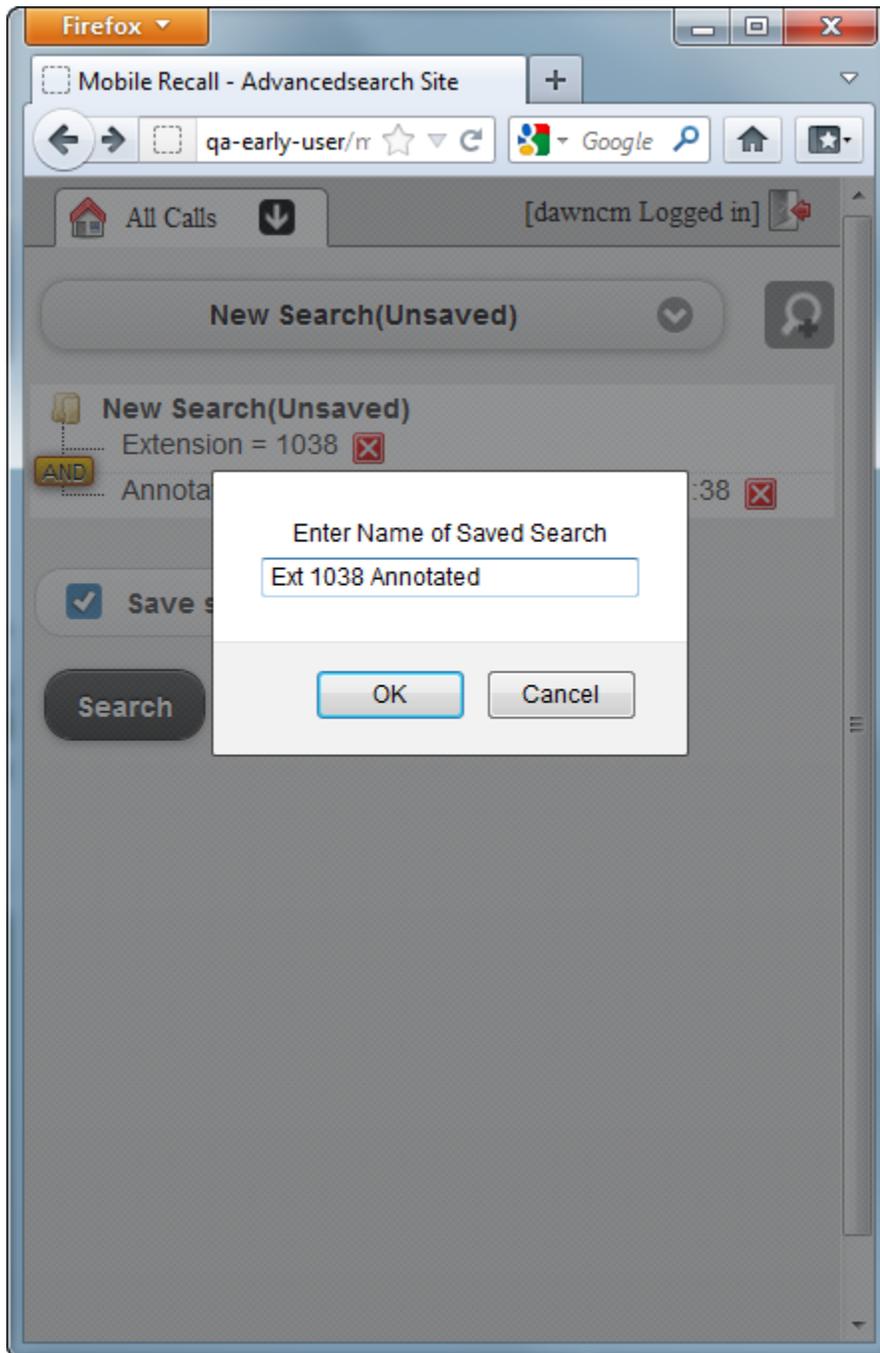
This will enable you to modify or expand the search criteria.



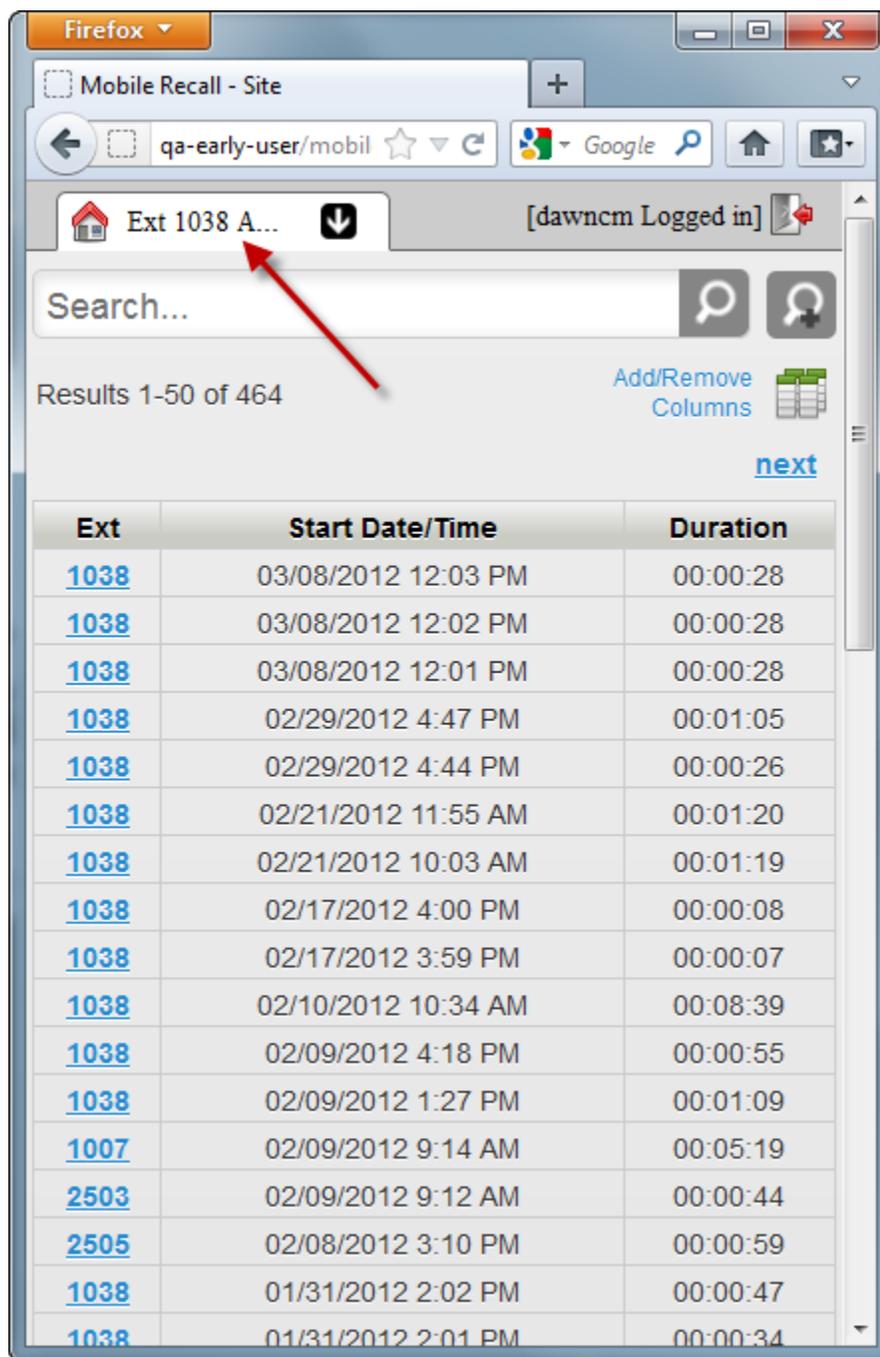
8. Save Search



9. Click Search



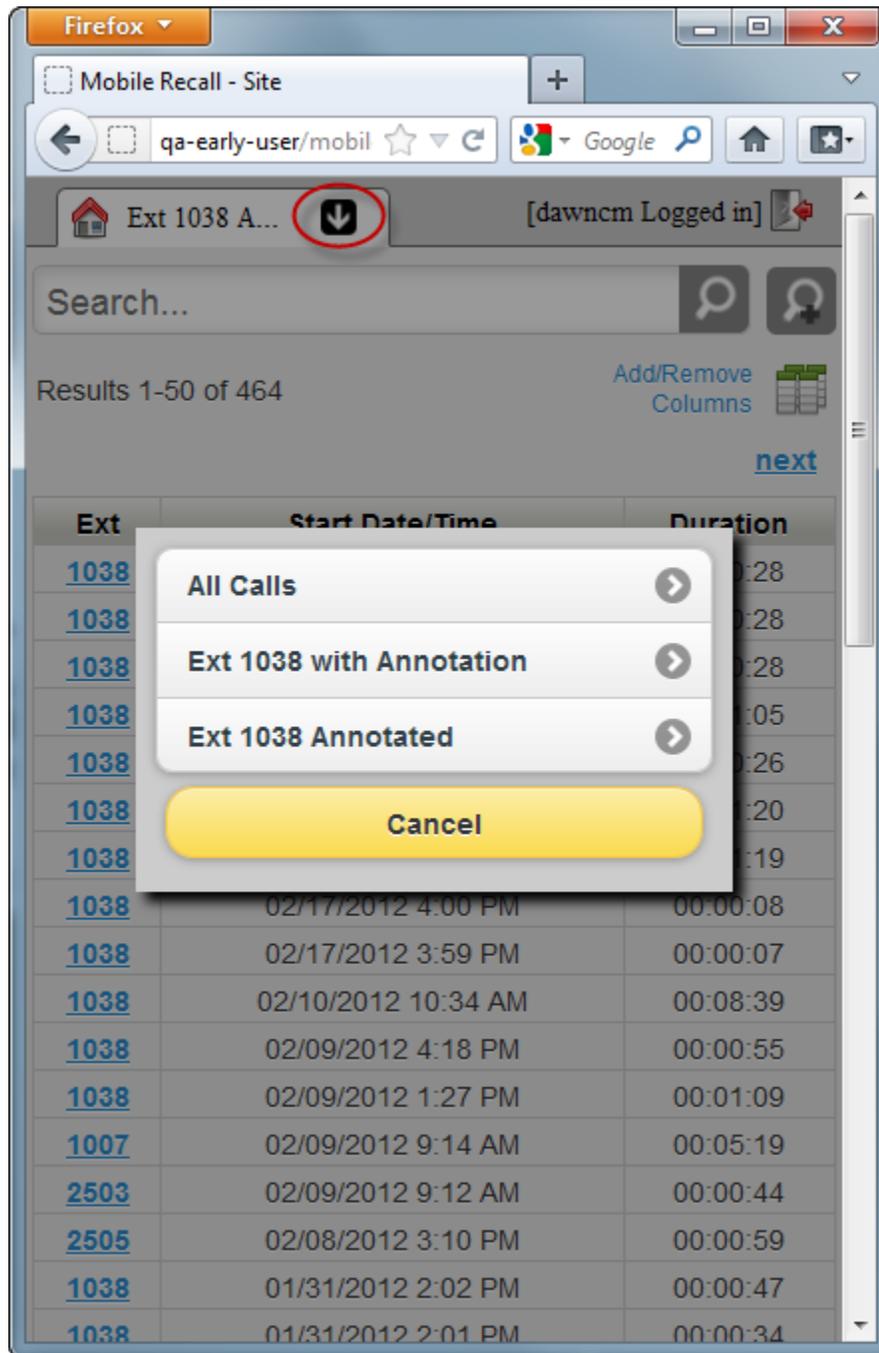
10. Enter the name of your Search and click OK



The screenshot shows a Firefox browser window with the address bar containing 'qa-early-user/mobil'. The page title is 'Mobile Recall - Site'. The search bar contains 'Ext 1038 A...' and is highlighted with a red arrow. The search results show 'Results 1-50 of 464'. A table of results is displayed below the search bar.

Ext	Start Date/Time	Duration
1038	03/08/2012 12:03 PM	00:00:28
1038	03/08/2012 12:02 PM	00:00:28
1038	03/08/2012 12:01 PM	00:00:28
1038	02/29/2012 4:47 PM	00:01:05
1038	02/29/2012 4:44 PM	00:00:26
1038	02/21/2012 11:55 AM	00:01:20
1038	02/21/2012 10:03 AM	00:01:19
1038	02/17/2012 4:00 PM	00:00:08
1038	02/17/2012 3:59 PM	00:00:07
1038	02/10/2012 10:34 AM	00:08:39
1038	02/09/2012 4:18 PM	00:00:55
1038	02/09/2012 1:27 PM	00:01:09
1007	02/09/2012 9:14 AM	00:05:19
2503	02/09/2012 9:12 AM	00:00:44
2505	02/08/2012 3:10 PM	00:00:59
1038	01/31/2012 2:02 PM	00:00:47
1038	01/31/2012 2:01 PM	00:00:34

11. Click on the arrow to display all saved searches



NOTE: Currently, saved searches in Mobile Recall do not sync to Tracer Management Studio

DELETE SEARCH CRITERIA OR ENTIRE SEARCH

1. To delete a search criteria, click on the X
 - a. This will prompt you to verify you want to delete the criteria



2. To delete an entire search, click the Delete button
 - a. This will prompt you to verify you want to delete the Search

