



ITS Fiber Call Recording Quick Reference Guide

ITS Fiber Call Recording allows customers to record inbound and outbound calls for licensed employees.

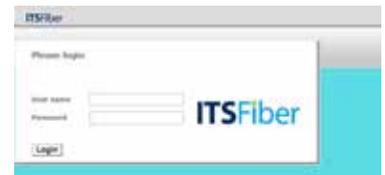
There are also a number of enterprise-level recording features built into our ITS Fiber Call Recording product, such as, archiving/deleting of recordings on a scheduled basis, call scoring and tagging for recordings, and live monitoring.

Log In to Portal

URL: <https://myrecordings.itsfiber.com/myrecorder>

If you are the Hosted PBX administrator, you will have received your administration account Login and temporary password information. If you have misplaced your administration account username or password, please contact ITS Fiber Business Services at itsfiber@itsfiber.com or 772-597-3423.

You will need to **change your password** upon first log in.



Browse Recordings

After logging in, you can click on the 'Browse' button in the upper left-hand corner of the page to perform a search for all available call recordings. The default search for recordings is all recordings from midnight (00:00:00) for the current day. A table containing the call recordings is displayed on the right-hand side of the page; each row in the results contains the call time, duration, device address, the direction the call was made (incoming vs. outgoing), the remote party, and the PBX user placing/receiving the call. Clicking the column headers will sort the table by the column in ascending/descending order.

Recordings | Reports

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Pick action

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS	GM
Incoming	56820	2017-10-26	07:23:19	118	1554bartim1	Incoming	1129	Hara Torti	[icon]	[icon]
Incoming	56918	2017-10-26	07:20:44	29	1543bermudezm1	Incoming	1136	Mariano Bermudez	[icon]	[icon]
Incoming	56862	2017-10-26	07:12:35	14	1432arroyop1	Incoming	7863120247	Paula Arroyo	[icon]	[icon]
Incoming	56915	2017-10-26	07:12:25	18	1543bermudezm1	Incoming	1454	Mariano Bermudez	[icon]	[icon]
Incoming	56866	2017-10-26	07:12:23	29	1543bermudezm1	Incoming	17869990400	Mariano Bermudez	[icon]	[icon]

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Play Recordings

To play recordings, click on the play button for a call recording. Just above the call recordings table a media player will begin playing the recording; Use the pause, stop, rewind, and fast-forward buttons to control the recording. You can adjust the volume or mute the recording, as well.



Search for Recordings

The recordings search box is on the left-hand side of the page. Common search criteria include start/end date, incoming/outgoing calls, minimum/maximum call duration, and remote party.

You can use a wildcard to match partial phone numbers in the **remote party** field. Wildcard examples:

305* for area code
*8500 for numbers ending in 8500
212 for numbers containing 212

Also, you can filter by User with the "Filter by" drop-down box. After specifying one or more search criteria, click the 'Search' button. To clear all search criteria, click the 'Reset' button.

Download or Delete Recordings

Identify the call recording you wish to download or delete and check the box to far-right of the row containing the call recording. From the pick action drop-down, select the 'Export' or 'Delete' action.

Pick action	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS	QM
Export query results media files	07:03:16	29	1540ermudom1		17869244137	Mariano Bermudez		
Export selected media files	07:03:14	14	1630robledo1		13054093302	Diana Robledo		
Delete query results	07:03:00	14	1507ayestey1		5615796416	Yermina Awetia		
Delete selected	07:04:26	17	1540ermudom1		1138	Mariano Bermudez		
	07:04:29	29	1540ermudom1		17869244165	Mariano Bermudez		
	07:03:00	21	1630robledo1		12055968762	Diana Robledo		
	07:03:55	18	1540ermudom1		17869244165	Mariano Bermudez		
	07:03:31	18	1507ayestey1		5615796416	Yermina Awetia		

If "Export" is chosen, a zip file containing all relevant recordings will be downloaded to the default location on your local system. When deleting, a confirmation screen will be displayed. Click 'Ok' to confirm the deletion or 'Cancel' to decline the deletion. Optionally, you can choose to only delete the file from the database or disk.

Live Recordings

At times it is useful to view the call recordings as they take place on the system. To do so, click the 'Live' button in the upper left-hand corner of the page. A table of users will be displayed. Inactive users show the elapsed time since the last call recording. For active users, the panel will display the user name, device, call direction (incoming vs. outgoing), remote party, elapsed call time, and buttons for keeping, discarding, and monitoring the call.

USER ID	USER NAME	LOCAL PARTY	DIRECTION	REMOTE PARTY	ELAPSED	KEEP	DISCARD	MONITOR	PAUSE	STATUS	TAG	LISTENING
7	Daniela Rodriguez	inactive		inactive	> 24h							
8	Mariana Alegre	inactive		inactive	> 24h							
1	Mariano Bermudez	mariano		3120551111	02:00							
4	Nicolas Burezi	inactive		inactive	> 24h							
5	Nicolas Martinez	inactive		inactive	> 24h							

How to Generate Reports

Here, all available reports can be generated.

Note the file types that can be generated. Reports may be filtered by date, as well as user group.

Once filters have been applied, click "Generate Report" and then choose the file type desired.

Report Name	PDF	HTML	CSV
Records' maximum results: 5000			
RECORDINGS REPORTS	[PDF]	[HTML]	[CSV]
Stats Report:	[PDF]	[HTML]	
Recordings Report:	[PDF]	[HTML]	[CSV]
Recordings per user report:	[PDF]	[HTML]	[CSV]
Recordings Report (by user):	[PDF]	[HTML]	[CSV]
QM Reports' maximum results: 20000			
QUALITY MONITORING SCORECARD REPORTS	[PDF]	[HTML]	[CSV]
Group Report:	[PDF]	[HTML]	[CSV]
Group Detailed Report:	[PDF]	[HTML]	[CSV]
User Report:	[PDF]	[HTML]	[CSV]
User Detailed Report:	[PDF]	[HTML]	[CSV]
Scorer Report:	[PDF]	[HTML]	[CSV]
Scorecard Results Details Report:			[CSV]

If you have any additional questions not addressed on this guide, call us at 772.597.3423, or visit: www.itsfiber.com