ITSFiber

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

<u>URL</u>: 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.
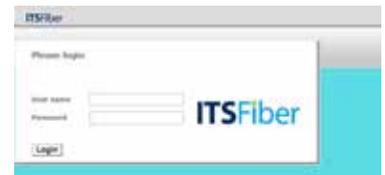
Browse Recordings

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.

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.

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.

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.

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