

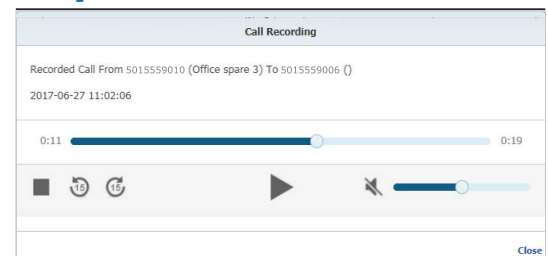
Call Recording



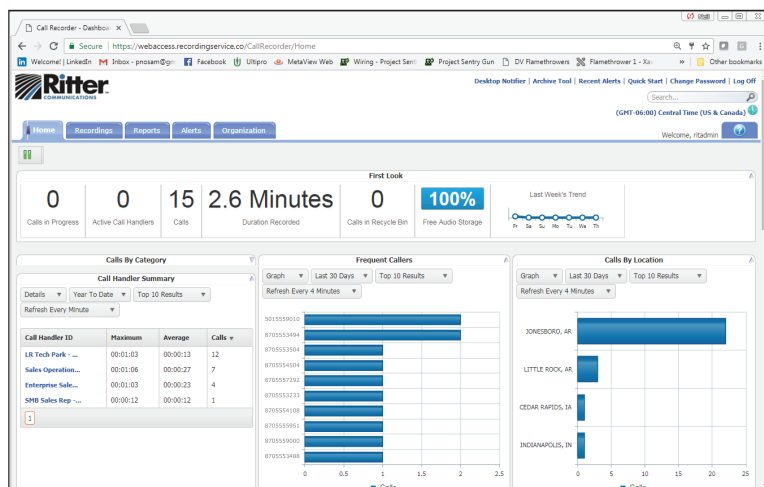
Call Recording gives companies the ability to automatically record both incoming and outgoing calls for a variety of quality assurance purposes as well as legal compliance.

- Available for all Managed Voice.
- Automatically record all incoming and outgoing calls on designated phone lines.
- Designated calls are routed to the hosted Call Recording Server on demand for secure retrieval and management.
- Recordings and reports are accessible from anywhere, with an internet connection.
- The secure storage server complies with all industry-leading security and compliance standards including PCI DSS (Global), ISO 9001 (Global), HIPAA (USA), CPNI (USA), SAS-70 (USA).
- Multiple options for storage available.
- You have the ability to punch-in and punch-out, meaning the agent recording the call may start and stop recording where privacy laws dictate confidentiality.
- All call audio is encrypted for additional security.
- Laws concerning the recording of calls vary from state to state, so each user will need to be familiar with the privacy laws where the calls originate and terminate.

Playback Window



Recordings are available on the secure online interface immediately after call termination.



Call Recording Dashboard

The online dashboard is the heart of the Call Recording service. It gives you the ability to run reports, listen to calls, create alerts, and manage your staff and their calls.



Call Recording

Call Recorder - Recordings

Secure | https://webaccess.recordingservice.co/CallRecorder/Recordings

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Desktop Notifier | Archive Tool | Recent Alerts | Quick Start | Change Password | Log Off

(GMT-06:00) Central Time (US & Canada)

Home | Recordings | Reports | Alerts | Organization

Welcome, rtdamin

Recorded Calls | Recycle Bin | Calls In Progress

Filter

Results Per Page: 50 | Delete | Download | Export | Export All

(No Category) | Apply Category | Manage Categories | CRM Client Settings | Select Columns | Refresh Grid

15 Recorded Calls

Number	Day	Date	Time	From Number	From Caller ID	To Number	Redirected From	Duration	Recording	Annotate	CRM	Email	Comments	Category
Enterprise Sales Rep - LR Tech Park	Fri	2017-06-30	01:48:17 PM	5015554108		1870551993		00:00:10						Personal
LR Tech Park - Spare Phone	Fri	2017-06-30	07:53:26 AM	5015559010	Office spare 3	8705553494		00:00:03						(No Category)
LR Tech Park - Spare Phone	Fri	2017-06-30	07:53:45 AM	5015559010	Office spare 3	1870553494		00:00:05						(No Category)
LR Tech Park - Spare Phone	Fri	2017-06-30	07:52:59 AM	8705553494		15015559010		00:00:04						Business
LR Tech Park - Spare Phone	Fri	2017-06-30	07:52:56 AM	5955559000		5015559010		00:00:06						(No Category)
LR Tech Park - Spare Phone	Fri	2017-06-30	07:52:42 AM	8705553494		15015559010		00:00:13						(No Category)
LR Tech Park - Spare Phone	Thu	2017-06-29	10:19:16 AM	5015559010	Office spare 3	8705557459		00:00:09						Business
LR Tech Park - Spare Phone	Thu	2017-06-29	10:17:47 AM	5015559010	Office spare 3	8705557459		00:00:18						(No Category)
LR Tech Park - Spare Phone	Thu	2017-06-29	09:29:05 AM	5015559010	Office spare 3	8705557459		00:00:14						(No Category)
Enterprise Sales Rep - LR Tech Park	Tue	2017-06-27	11:02:06 AM	5015559010		5015559006		00:00:18						Personal
LR Tech Park - Spare Phone	Tue	2017-06-27	11:02:06 AM	5015559010	Office spare 3	5015559006		00:00:18						(No Category)
LR Tech Park - Spare Phone	Tue	2017-06-27	10:40:58 AM	5015559010	Office spare 3	5015559005		00:00:08						(No Category)
Sales Operations Manager - LR Tech Park	Tue	2017-06-27	09:50:34 AM	5015559007	Brittany	5015559005		00:00:10						(No Category)
Sales Operations Manager - LR Tech Park	Tue	2017-06-27	09:47:47 AM	5015559007	Brittany	5015559005		00:00:10						(No Category)
Sales Operations Manager - LR Tech Park	Fri	2017-06-09	09:27:00 AM	5015555951		5015559007		00:00:10						(No Category)

Recordings tab

The Recordings tab displays the recorded calls, call data, and more. From this interface, you can listen to calls and make notes or categorize them, as well as delete, download, or export them.

Reports tab

The reports interface is a powerful tool for tracking employee engagement. You can view standard reports by phone number, employee, redirection, date/time, duration, and category. Each reports features relevant filter criteria based on the type of report you are running, with the option to view as a chart and export data.

Call Recorder - Reports

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Filter

By Number: From Number, To Number, From Caller ID, To Caller ID

By Employee: Location

By Redirection: Comment Text

By Date/Time: Message Text

By Category: Match Search Criteria As Entered

Call Handler Number Search: Enter one or more digits to search for a call handler number.

Apply Changes | Reset All

Export | Chart | Chart Items: 5 | 1 of 1

Reports

Call Handler Activity	Call Handler	Description	Calls	Average Duration	Minimum Duration	Maximum Duration
Calling Locations	+15015559010	LR Tech Park - Spare Phone	10	00:00:09	00:00:03	00:00:18
Calls By Category	+15015559007	Sales Operations Manager - LR Tech Park	3	00:00:10	00:00:10	00:00:10
Daily Usage	+15015559006	Enterprise Sales Rep - LR Tech Park	2	00:00:14	00:00:10	00:00:18
Frequent Callers						
Hourly Usage						