

Hosted PBX

CALL RECORDING
DOCUMENTATION

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Browse tab – recordings page -

- This is the main screen you see upon logging-in.
- Playback recordings, export recordings, perform multi-criteria filtered searches.

The screenshot shows the OrekaTR interface with the following elements and annotations:

- Filter Searches:** A vertical label on the left side of the filter panel.
- Filter by:** A dropdown menu at the top of the filter panel.
- Export or Delete Query Results:** A callout box pointing to the 'Pick action' dropdown menu.
- Recording Playback:** A callout box pointing to a media player interface on the right side of the screen.
- Tagging of calls, 1-click send file by email Evaluation scorecards:** A callout box pointing to the 'TAGS' and 'QM' columns in the table.

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIR	REMOTE PARTY	USER	TAGS	QM
📞	69216	2013-05-31	02:01:03	331	1551gedismanm1	➡	3125551234	Mariano Gedisman	📄	📧
📞	69198	2013-05-31	11:01:32	29	1547baizanp1	➡	3125551234	Pablo Baizan	📄	📧
📞	69193	2013-05-31	09:01:21	18	1432arroyop1	➡	3054908708	Paula Arroyo	📄	📧
📞	69192	2013-05-31	09:01:21	14	1432arroyop1	➡	3054908708	Paula Arroyo	📄	📧
📞	69191	2013-05-31	08:56:31	15	1645capovilla1	➡	3054908708	Lucia Capovilla	📄	📧
📞	69188	2013-05-31	08:54:21	29	1196canelase1	➡	1146	Efrain Canelas	📄	📧
📞	69186	2013-05-31	08:51:48	29	1554tortim1	➡	7863630450	Mara Torti	📄	📧
📞	69185	2013-05-31	08:51:46	18	1554tortim1	➡	1782	Mara Torti	📄	📧
📞	69187	2013-05-31	08:51:29	17	1524burattin1	➡	7862805485	Nicolas Buratti	📄	📧
📞	69184	2013-05-31	08:51:23	21	1432arroyop1	➡	7862805485	Paula Arroyo	📄	📧
📞	69182	2013-05-31	08:49:08	14	1554tortim1	➡	1782	Mara Torti	📄	📧
📞	69183	2013-05-31	08:48:57	18	1543bermudezm1	➡	9547095115	Mariano Bermudez	📄	📧
📞	69181	2013-05-31	08:48:33	15	1432arroyop1	➡	1052	Paula Arroyo	📄	📧
📞	69180	2013-05-31	08:47:36	118	1645capovilla1	➡	9542909737	Lucia Capovilla	📄	📧

Search Results – filtered by multiple criteria

This search filters & drills down using multiple criteria:

- Group (Customer Care)
- Call that was tagged as "Sale Made" by Supervisor
- Duration (15-30 seconds)
- Remote Party (Miami area code)
- Time/Date (between May 1st & May 31st)
- Call Type (Incoming Calls)

Delivering the specific search results you require

13 Results

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIR	REMOTE PARTY	USER	TAGS	GM
📞	69128	2013-05-31	08:03:07	29	1528arteagaf1	←	3055936137	Frank Arteaga	🔍	📧
📞	69037	2013-05-31	06:50:32	17	1507ayestay1	←	3056509665	Yanina Ayesta	🔍	📧
📞	68835	2013-05-28	11:41:39	18	1645capovilla1	←	3055177910	Lucila Capovilla	🔍	📧
📞	68786	2013-05-28	10:54:22	29	1645capovilla1	←	3056334231	Lucila Capovilla	🔍	📧
📞	68747	2013-05-28	10:07:14	17	1432arroyop1	←	3053354899	Paula Arroyo	🔍	📧
📞	68671	2013-05-28	08:56:33	15	1432arroyop1	←	3059686880	Paula Arroyo	🔍	📧
📞	68334	2013-05-27	11:55:07	21	1645capovilla1	←	3055672822	Lucila Capovilla	🔍	📧
📞	68237	2013-05-27	10:50:25	17	1432arroyop1	←	3055764960	Paula Arroyo	🔍	📧
📞	68186	2013-05-27	10:24:21	29	1621vacherandm1	←	3052193346	Maximiliano Vacherand	🔍	📧
📞	68103	2013-05-27	08:59:41	18	1507ayestay1	←	3059311239	Yanina Ayesta	🔍	📧
📞	68034	2013-05-27	08:00:16	21	1528arteagaf1	←	3057741477	Frank Arteaga	🔍	📧
📞	68027	2013-05-27	07:57:24	17	1507ayestay1	←	3059312948	Yanina Ayesta	🔍	📧
📞	63123	2013-05-12	10:58:48	18	1621vacherandm1	←	3059686880	Maximiliano Vacherand	🔍	📧

Browse tab – recordings page – Search Pane

- Filter by
- User
- Group
- Program
- Service
- None

Drop Menu

OrekaTR
TOTAL RECORDER
Browse
Live
Admin

| recordings | | tags | | audit trail |

Filter by ▼

Filtering by group: Customer care

Monitored only

Tag name

Tag text

Segment ID

Min Duration

Max Duration

Local Party

Remote Party

IP Addresses

Start Date 📅

End Date 📅

Outgoing Incoming Both

Audio Screen Both All

More metadata filters...

More Quality Monitoring filters...

Search

Select tag

Calculate disk space

Reset

Search

Tag examples

OrekaTR
TOTAL RECORDER
Reverse
Live
Admin

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TAG TYPE NAME	
Account Number	<input type="radio"/>
Angry Caller	<input type="radio"/>
Cancellation	<input type="radio"/>
Miscommunication	<input type="radio"/>
Monitored	<input type="radio"/>
New Tag Type	<input type="radio"/>
Quick tag	<input type="radio"/>
Sale made	<input type="radio"/>
Unprofessional Response	<input type="radio"/>
upsell made	<input type="radio"/>

select tag type
cancel

perform multi-criteria filtered searches

- This search drills down using multiple criteria:
- Group (Customer Care)
 - Calls tagged as "Sale Made" by Supervisor
 - Duration (2-5-minutes)
 - Remote Party (Miami area code)
 - Time/Date (July 1st)
 - Call Type (Incoming Calls)

Call Detail page – Tags

Metadata (customizeable)

OrekaTR TOTAL RECORDER
Browse
Live
Admin

| recordings | | tags | | audit trail |

RECORDING DETAIL

Export
back

Segment ID	69167
Tape ID	69167
file name	test.wav
Service name	orkaudio-recorder.isncom.com
Tape offset	0
Time	2010-09-13 12:51:29.0
Duration	217
Local party	1524burattin1
Local Entry Point	
Remote party	7862805485
Direction	IN
User ID	4
User Name	Nicolas Buratti
Local IP	192.168.4.70
Remote IP	192.168.4.223

Program Names

back

TAG CREATION:

Tags
Scorecards

6 Results

TAG TYPE	TEXT	OFFSET			
Angry Caller		8	view	play	delete
Miscommunication		105	view	play	delete
Quick tag		0	view	play	delete
Sale made		70	view	play	delete
Unprofessional Response		20	view	play	delete
Upsell missed		150	view	play	delete

There is no selected tag to display.

Tag selection & Tag Information
Bookmark specific events during calls (when a sale was made, when a client became upset, etc.)

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digitcom.ca | tel 416 783 7890 | fax 416 783 8962
250 Rimrock Road, Toronto, Ontario, M3J 3A6

Tags page – Bookmarks assigned to particular pieces of certain recordings

There is no selected tag type to display.

ID	TAG TYPE NAME	view
9	Account Number	view
4	Angry Caller	view
12	Cancellation	view
10	Miscommunication	view
1	Monitored	view
19	New Tag Type	view
20	Quick tag	view
5	Safe made	view
11	Unprofessional Response	view
6	upsell made	view

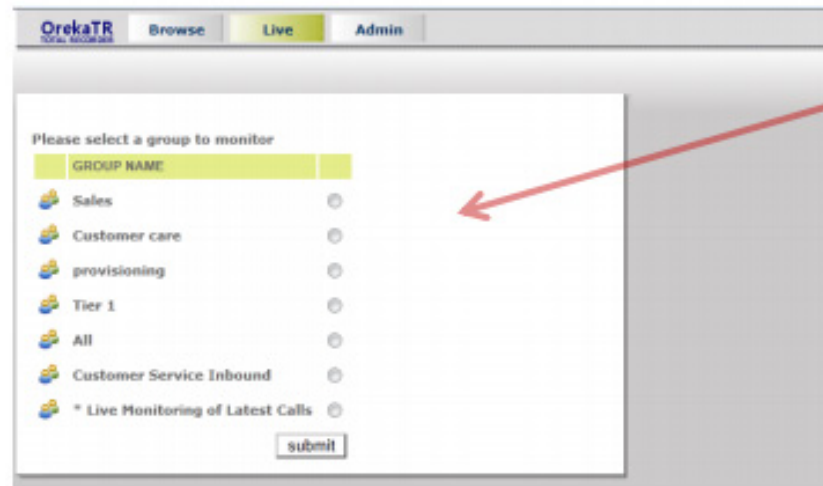
create new

Audit Trail – Provides a timestamp log of everything that has happened in the system - logins, deletions, changes, played, etc.

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USER	ACTION	ENTITY	ID	AD	SUBENTITY	ID	TIME
adminfn adminfn	logon	User	adminfn adminfn	to	Group	Administrators	2011-02-22 18:41:31.0
adminfn adminfn	logon	User	adminfn adminfn	to	Group	Administrators	2011-02-22 18:41:26.0
adminfn adminfn	played	Segment	69192				2011-02-21 20:35:16.0
adminfn adminfn	played	Segment	69193				2011-02-21 20:35:16.0
adminfn adminfn	played	Segment	69193				2011-02-21 20:34:43.0
adminfn adminfn	played	Segment	69192				2011-02-21 20:34:43.0
adminfn adminfn	played	Segment	69193				2011-02-21 20:32:58.0
adminfn adminfn	played	Segment	69192				2011-02-21 20:32:58.0
adminfn adminfn	played	Segment	69187				2011-02-21 20:14:16.0
adminfn adminfn	logon	User	adminfn adminfn	to	Group	Administrators	2011-02-21 20:04:38.0

Live Monitor



Select a group from this list

you will see the groups current activity...from here you can monitor live calls

The screenshot shows the 'Live' tab with the 'Sales' group selected. The page title is 'USER LIVE MONITORING' and the subtitle is 'Monitoring group: Sales'. Below the title is a table with columns: USER ID, USER NAME, LOCAL PARTY, DIRECTOR, REMOTE PARTY, ELAPSED, HOLD, DISCARD, MONITOR, PAUSE, STATUS, TAG, and LIVE TAGS. The first row is highlighted in red and shows a user named 'Horacio Cedeman' with a 'MONITOR' button that is currently active.

USER ID	USER NAME	LOCAL PARTY	DIRECTOR	REMOTE PARTY	ELAPSED	HOLD	DISCARD	MONITOR	PAUSE	STATUS	TAG	LIVE TAGS
2	Horacio Cedeman	1553profisam3		3125551234	00:49					-		
3	Pablo Dezan	inactive		inactive	= 24h					-		
4	Nicolas Burelli	inactive		inactive	= 24h					-		
5	Nicolas Martinez	inactive		inactive	= 24h					-		
6	Mara Torti	inactive		inactive	= 24h					-		
7	Daniela Rodriguez	inactive		inactive	= 24h					-		
8	Mariela Alegre	inactive		inactive	= 24h					-		
9	Pilar Rieagno	inactive		inactive	= 24h					-		
10	Lucila Capovilla	inactive		inactive	= 24h					-		
11	Yanina Aprata	inactive		inactive	= 24h					-		
15	Javier Fernandez	inactive		inactive	= 24h					-		