

# MiVoice Office Call Recorder Quick Reference Guide

SEPTEMBER 2018

DOCUMENT RELEASE 5.1

QUICK REFERENCE GUIDE



# Call Recorder Quick Reference Guide

The following guide is designed to provide an introduction to the call recording search and playback features of the MiVoice Office Application Suite.

## Recordings

The recordings page provides access to search for recorded calls. The page is split into two sections; on the left side are search tools that can be used to search for specific calls or types of calls. On the right side is the recordings grid, this shows a list of all calls that match the current search criteria.

The screenshot shows the MiVoice Office Recordings interface. The left sidebar contains search filters: Business Units, Saved Filters, and Additional Filters. The main area is a grid of call records. Annotations point to various features:

- Date Range:** This controls the time period to search over.
- Segmented Calls:** Expand to see all the devices involved in a call.
- Filters - Title Bar:** Add/Edit/Delete saved filters here.
- Business Units:** Use one or more of these filter options to search for calls using different criteria.
- Filters - Selection:** Use one or more of these filter options to search for calls using different criteria.
- Additional Filters:** Use one or more of these filter options to search for calls using different criteria.
- Column Re-ordering / Sorting:** Drag columns to new location, resize or change sort order / direction.
- Column add / Remove:** Right-click on any column header to add or remove column.
- Play, Save, Email icons:** Use these functions to play, email or save recordings. Note: Visibility of these functions depends on user permissions.
- Refresh button:**
- Page Control:** Call records returned are pagged. Use the page controls to navigate.

**Calls:**

- In Progress
- Recorded
- Not Recorded

Started	Talk Time	Ring Time	Outside Number	Extension	User	Name	Call Type	Play	Save	Email
12/04/2017 09:14	00:00:51	00:00:02	No CLI available	9002	Whitstine Carol, ...	Whitstine Carol, ...	Internal			
12/04/2017 09:11	00:00:00	00:00:01	07711 223344	9073	Kate Smith	Kate Smith	Outbound			
12/04/2017 09:00	00:07:59	00:00:13	0161 543 1234	9028	Mark Terry	Mark Terry	Mixed			
12/04/2017 09:00	00:00:00	00:00:05	0161 777 8888				Inbound			
12/04/2017 09:00	00:00:00	00:00:00	No CLI available				Internal			
12/04/2017 09:00	00:01:52	00:00:05	0161 999 8888	9073	Kate Smith	Kate Smith	Inbound			
12/04/2017 09:11	00:00:01	00:00:01	No CLI available	9073	Mark Terry, Mark...	Mark Terry, Mark...	Internal			
12/04/2017 09:11	00:05:39	00:00:00	0161 444 8888	9028	Mark Terry	Mark Terry	Inbound			
12/04/2017 09:02	00:00:00	00:00:19	0161 654 3210	9002	Whitstine Carol	Whitstine Carol	Outbound			
12/04/2017 09:01	00:04:26	00:00:06	0161 000 1111	9019	Wile Parker	Wile Parker	Outbound			
12/04/2017 09:00	00:00:00	00:00:09	No CLI available	9006	Wenny Stark, Will S...	Wenny Stark, Will S...	Internal			
12/04/2017 09:00	00:00:00	00:00:02	0161 777 0000	9002	Whitstine Carol	Whitstine Carol	Outbound			
12/04/2017 08:58	00:02:01	00:00:03	No CLI available	9006	Wenny Stark, Kate ...	Wenny Stark, Kate ...	Internal			
12/04/2017 08:56	00:00:03	00:00:15	No CLI available	9073	Kate Smith	Kate Smith	Internal			

## Segmented Calls

The system creates a new call segment each time a call rings or gets answered by a different device on the telephone system. To help locate calls, they are grouped together so that a call's route through the telephone system can easily be tracked. The image above shows a segmented call that has been expanded to display each call segment.

## Call Status


The color of the text in the recordings grid denotes its status. Blue text indicates that a call is currently in progress on the telephone system (with the correct permission, these can be listened to live). Gray text indicates that a call was not recorded. Black text indicates that a call was recorded and is now finished.

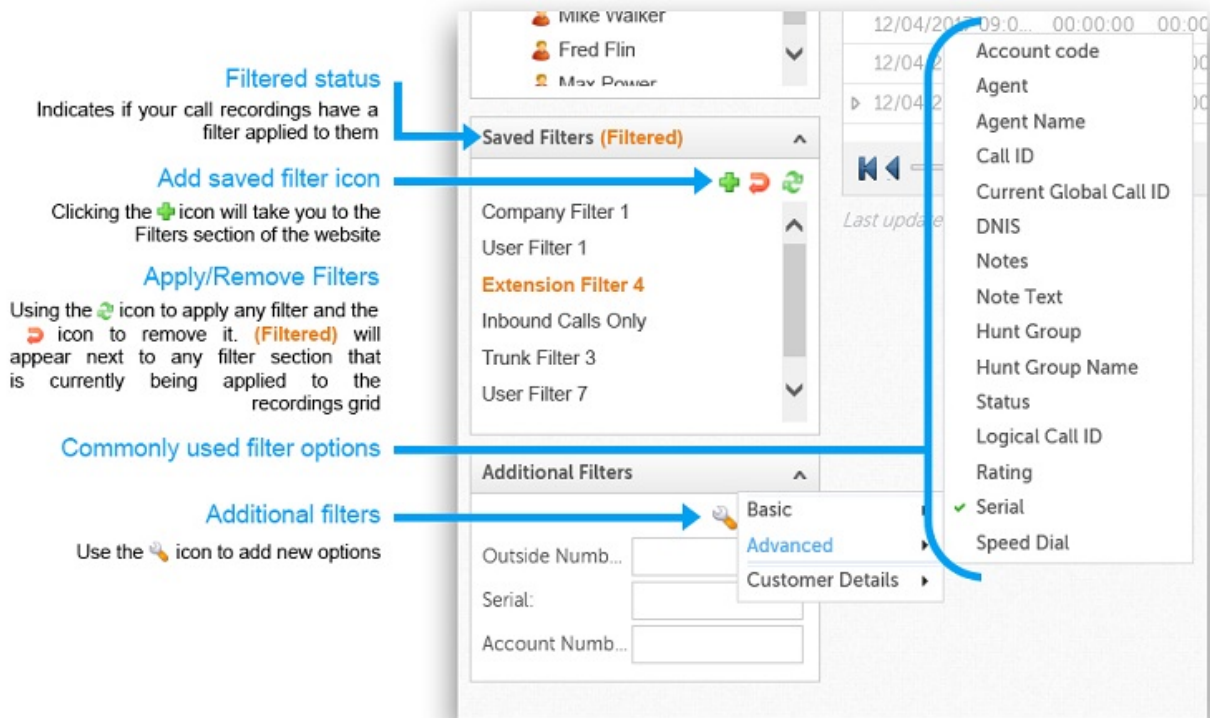
There are numerous reasons why a call may not have been recorded, hovering over the play icon with the mouse will display a tool-tip which will indicate why a call was not recorded.

## Date Range

The date range is used to select the time period to search for calls to show in the recordings grid. A limited number of calls can be displayed in the call grid, if the date range to be searched is large, it is recommended that additional filters are also applied to reduce the number of calls returned by the search.

## Searching for Calls

Using the search tools on the left side of the screen, it is quick and easy to find specific calls. The 'Business Unit' section can be used to search for calls for specific users or departments. The 'Saved Filters' section can be used to apply a filter that you or someone else has previously created. The 'Additional Filters' section can be used to create single use filters. One or more of these methods can be used to reduce the number of calls displayed in the recordings grid. Remember to use the refresh button  to apply any new filters.





### Business Units

This section shows the business units (departments/teams) and people within the organization. Applying a filter for a specific business unit will filter the recordings grid to show only calls made by people that are a member of the unit. Alternatively, individual users can be selected. Select more than one user by holding down the Ctrl or Shift key and selecting the users required.

### Saved Filters

Each user's personal filters and filters that have been shared by other users will be visible here. These can be applied to the recordings grid as required. To manage filters, navigate to the filters section (▼) of the website using the main title bar.

### Additional Filters

The most commonly used ad-hoc search criteria are displayed by default. Text can be entered into any of options displayed and applied to the recordings grid using the refresh button . Search options can be added or removed from this section using the spanner .

### Security/Permissions

Access to recordings and recordings management (Playback, Save, Email) can be strictly controlled using security profiles. Depending on the profile assigned, not all calls may be displayed in the recordings grid. If you cannot find a specific call, please contact your system administrator to ensure you have the correct permissions.

## Playback Window

The playback window will show whenever the play icon is selected in the recordings grid. The call details tab provides all the data the system has stored about the call. The segment selector in the top right of the page can be used to look at the details of individual segments. The (Agg)regate option shows the durations for all segments added together.

The screenshot shows the 'Call Recorder | Playing Recording' interface in Google Chrome. The browser address bar shows the URL: `pm5.yourcompany.net/Secure/Recordings/Playback/Playback.aspx?icid=1X31-07-20170418-YCO&database=CallRecorder`. The interface is divided into several sections:

- Call Details:** A tabbed interface with 'Call Details' selected. It contains sections for 'Basic', 'Advanced', 'Customer details', and 'Notes'.
  - Basic:** Call answered: 18/04/2017 14:14:14, Talk time: 04:33, DDI: 0161 123 4567, Extension ID: 9044, Trunk: 91028, Call ended: 18/04/2017 00:24, Ring time: 00:24, Outside number: 0161 555 6677, Extension name: Martin Granger, User: Martin Granger change.
  - Advanced:** Agent ID: 9044, Agent name: Martin Granger, Hunt Group: , Rating: ★★★★★.
  - Customer details:** Contact Name: , Name: , Fault Reference: , Misc: , Account code: , Account Number: , Order Number: . Each field has an 'edit' link.
  - Notes:** No results found. An 'Add Note' button is present.
- Notes Section:** A text area for adding notes to the call for future reference, visible to all users.
- Menu Button Options:** A dropdown menu with options: Save entire call, Save segment, Email entire call, Email segment, Add to folder, Show events, Add custom event, Add a note.
- Segment Area:** A 'Segment' selector at the top right with options: Agg, 1, 2, 3, 4, 5.
- Playback Bar:** A media control bar at the bottom with buttons for Play, Pause, Stop, and a progress slider. It also includes 'Speed' and 'Balance' controls.
- Save part of a call:** A context menu over the audio waveform with options: Add custom event, Save selection.
- Signature Tick:** A green checkmark icon at the end of the audio waveform indicating validation of the recorded file's digital signature.

## Call Navigation

Each segment of call is displayed along the bottom of the playback window in a different color. Playback of calls can be controlled using the media control buttons or by simply clicking at different locations along the timeline. The black lines within the colored segments is the 'Waveform' for the call. It indicates the existence of audio within the call. If a segment is displayed without any waveform at all, it has not been recorded.

## Saving/Emailing Calls (Permission dependant)

Entire calls or segments of calls can be saved or emailed to internal or external parties. Clicking the button in the bottom-left of the playback window displays the email and save call options. Alternatively, a section of a call can be saved by highlighting and right-clicking. Selecting 'Save selection' from the menu will save only the section of the call that has been highlighted (See the image above).

### **Folders**

Each user has their own folder structure that can be used to store important calls. Selecting the 'Add to folder' option from the bottom-left menu provides access to store the current recording for future reference. Folders can be accessed by clicking on the folder icon on the title bar.

### **Events**

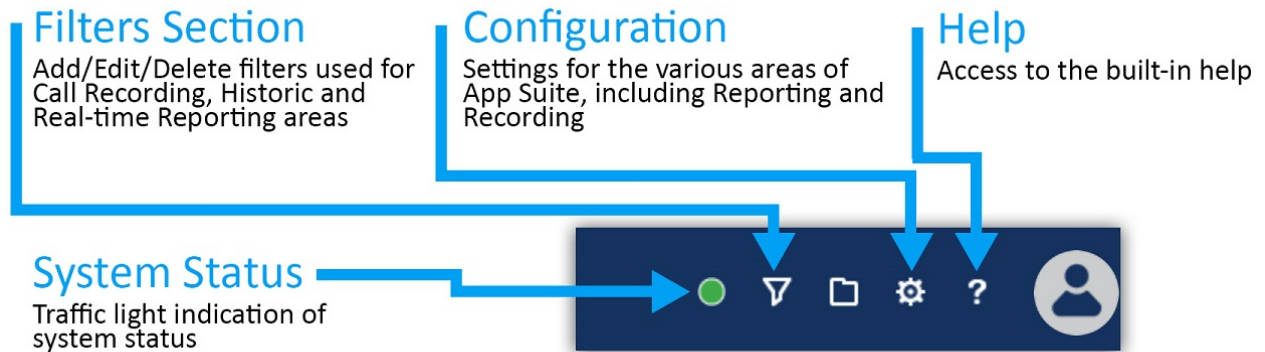
The system stores events information about all calls on the system. Events stored include; hold/retrieve, pause/resume and account code entry. In addition, users can add their own custom events to mark specific time lines within a call which they can then refer to later. Events can be accessed through the bottom-left menu on the playback bar.

### **Audit Trail**

The audit trail tab shows historical information about when calls are accessed and by whom. This includes when calls are played back via the user interface or when they are saved or emailed.

## Configuration

The title bar provides access to areas of the App Suite. The image below outlines each of the navigation icons:

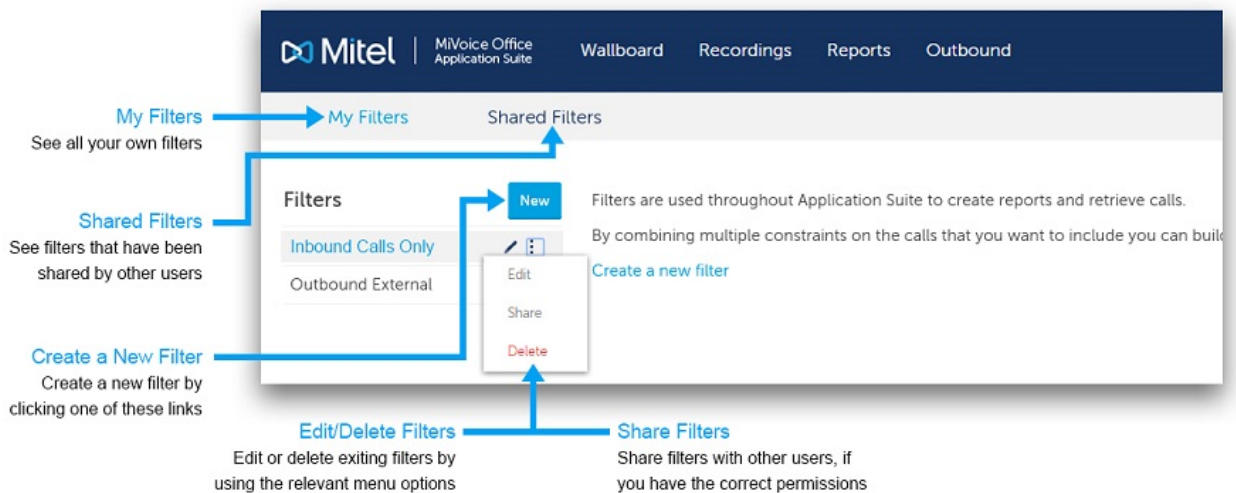


The configuration section and system status will only be visible with the correct permissions.

### Filters

The 'Filters' section of the website is used to manage all the saved filters on the system. Filters can be used with reports or recordings.

Each user has their own 'My Filters' section that provides a list of all filters they have created.



### Shared Filters (Permission dependant)

Filters can be shared between users to avoid duplicating work and to allow administrative staff to set up filters that can be used by everyone.

### Adding / Editing Filters

Each filter provides the ability to search on one or more details about a call. The details are grouped into tabs. The tabs are displayed with descriptions in the image below:

The image shows a search filter interface for the MiVoice Office Call Recorder. The interface has a top navigation bar with tabs: Details, Devices, Call Details, Duration, Customer Details, and Advanced. A green 'Save' button is in the top right corner. Below the tabs are several search input fields: Extension, Extension Name, Agent ID, Agent Name, Hunt Group, Hunt Group Name, and Trunk. Blue arrows point from descriptive text on the left to the corresponding tabs and input fields.

**Details**  
Give the filter a relevant name

**Devices**  
Search for calls made from or received at different devices on the system (See pattern matching options for more information)

**Call Details**  
Search using specific call details such as Outside Number, Direction, Status, DID/DDI..)

**Duration**  
Search for calls using call, ring or talk time duration

**Customer Details**  
Search for calls using contact name, speed dial name and custom tags

**Advanced**  
Search for specific notes on calls, by call Id or using specific properties such as Trunk to Trunk or Service Codes

## Special Characters

The use of special characters within the text boxes for a [Filter](#) enables the use of complex filter strings.

### All Fields

The following characters are supported:

Special Characters	Description
Exclamation mark (!)	Not equal to
Percent (%)	Fuzzy matching (equivalent to a SQL LIKE %)
Underscore (_)	Fuzzy matching of a single character
Comma (,)	Can be used to search for multiple values at the same time

### Device Fields

In addition to the special characters above, the following characters are supported when searching using a device based field (Extension, Agent, Trunk, Hunt Group):

Special Characters	Description
Plus sign (+)	Greater than or equal (e.g. 1000+ for extensions greater than or equal to 1000)
Hyphen (-)	Delimits a range of values to match (e.g. 1000-2000 for all extensions between 1000 and 2000 inclusive) or less than or equal to (e.g. -1000 for extensions less than or equal to 1000)

The example below shows what would be matched when entering combining multiple special characters using a comma:

- 1000-1005,!1003,1040,18%5,2000+

Matching endpoints: 1000, 1001, 1002, 1004, 1005, 1040, any that start with 18 and end with a 5, any with a value greater or equal to 2000.



Device numbers are stored as text so when using greater than or less than, it is compared on an alphabetic level not a numeric level





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