MiVoice Office Call Recorder Quick Reference Guide

Mitel

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.

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 colour 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). Grey text indicates that a call was not recorded. Black text indicates that a call was recorded and is now finished.

There are many 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.
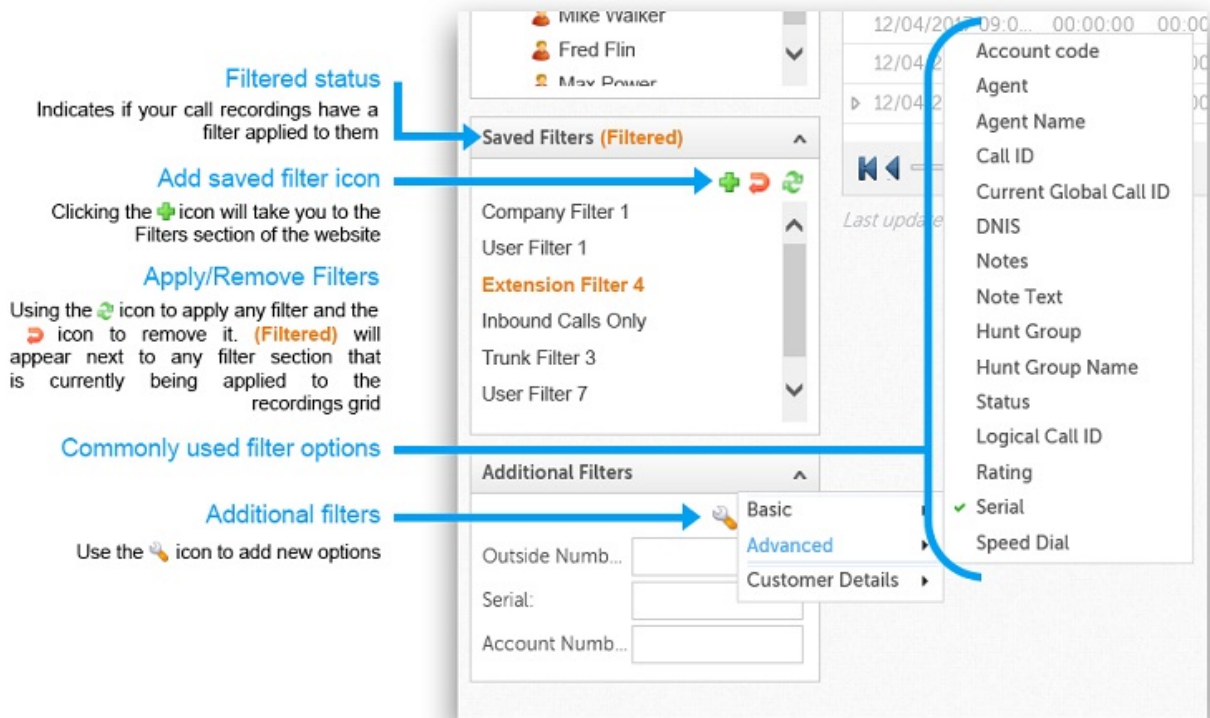
Business Units

This section shows the business units (departments/teams) and people within the organisation. 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.

Call Details
The details of the currently selected call segment will display here

Notes Section
Add notes to the call for future reference.
This can be seen by all users

Menu Button Options
Access additional features from the menu

Segment Area
Switch between call segments to see specific call details. (Agg)regate shows the details for the whole call

Playback Bar
Control playback of the call using the buttons or alternatively, click anywhere in the WAV form to jump straight to a point in the call

Save part of a call
Save part of a call by highlighting a section and right-clicking

Signature Tick
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 colour. 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 coloured 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:
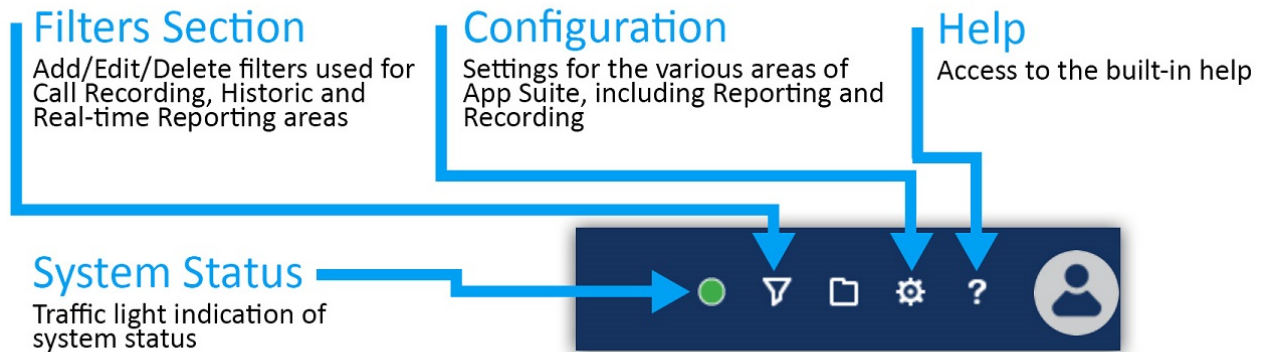
The configuration section and system status will only be visible with the correct permissions.

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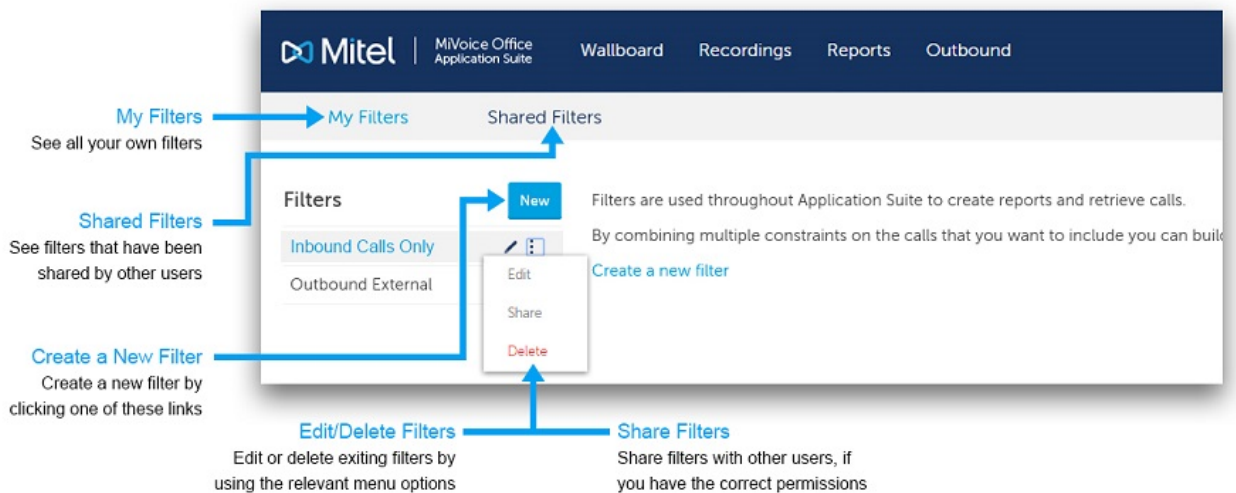
The 'Filters' section of the website is used to manage all the saved filters on the system. Filters can be used with reports or recordings.

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:

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

| Details | Devices | Call Details | Duration | Customer Details | Advanced | Save |

Extension

Extension Name

Agent ID

Agent Name

Hunt Group

Hunt Group Name

Trunk

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