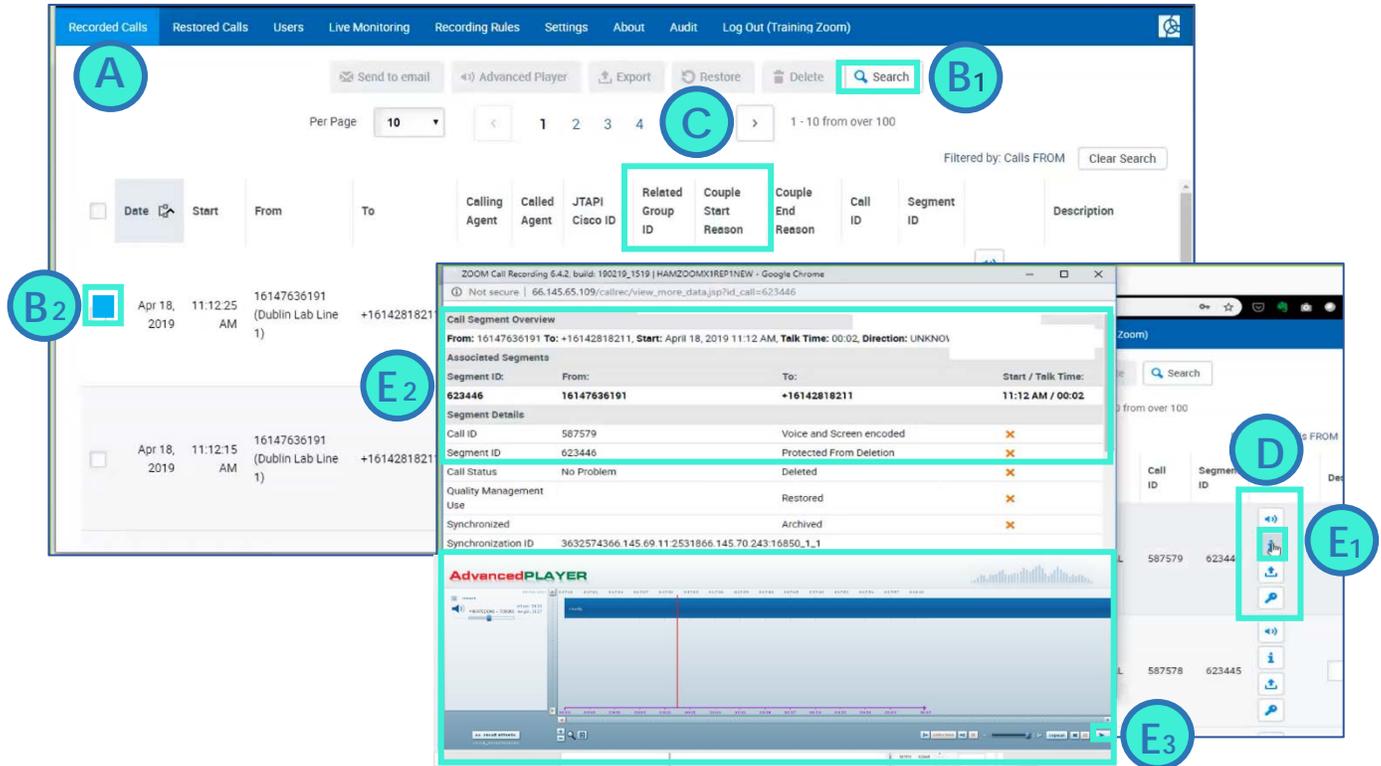


# Call and Screen Recording

Upgrade Changes to CallREC



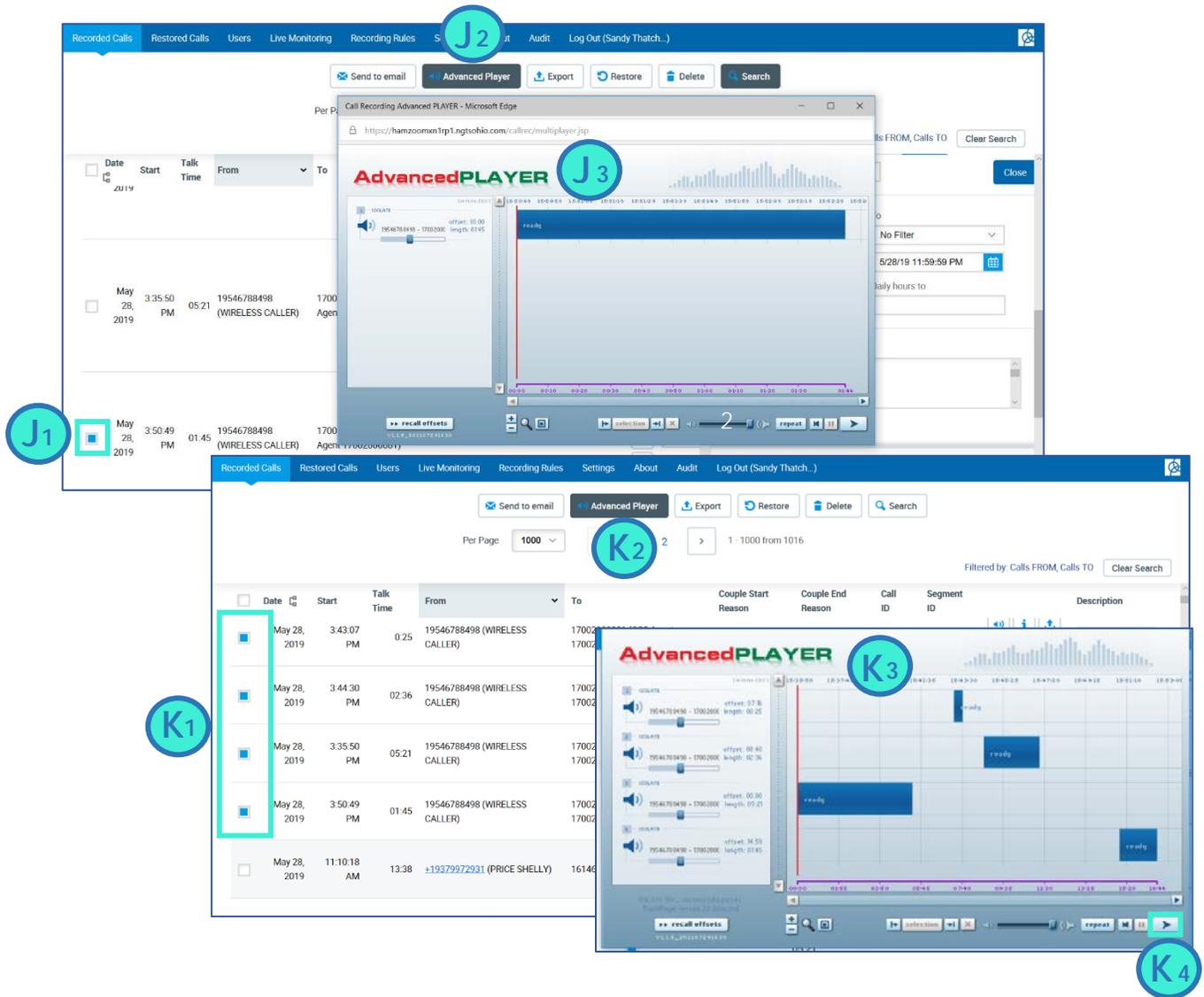
CALL & SCREEN RECORDING – QUICK REFERENCE GUIDE



1. RECORDED CALLS SCREEN – NEW LOOK & NEW FEATURES	
New URL	There will be a new URL to login to after the upgrade. The project manager will include that in the upgrade communication.
Login Credentials	Continue to use your existing Username and Password.
Major Changes	In the past, you had to search to find the different segments (legs) of a call when the caller was placed on hold, transferred (warm) or conferenced. Now, with this upgrade, the associated call legs of the call are joined together into one audio file as long as you access this information in Call Details. The <b>Advanced Player</b> button  , which is new to the Recorded Calls screen, is HTML based versus JAVA. Quality Monitoring (QM) is accessed from a different URL and is no longer a tab for QM in Call Recording
A – Menu Bar	<ul style="list-style-type: none"> <li>Click on the <b>Recorded Calls</b> tab to view call activity</li> </ul>
B – Recorded Calls Buttons	<ul style="list-style-type: none"> <li>When the Recorded Calls screen is first opened, the <b>Search</b> button is the only one that can be used until a call is selected (B1); the other buttons are greyed out. Click the <b>checkbox</b> <input type="checkbox"/> to select a call. (B2) Checkbox turns blue <input checked="" type="checkbox"/> and other buttons are active and ready to use.</li> </ul>
C – Column Labels	<ul style="list-style-type: none"> <li><b>Couple Start Reason</b> describes how a call was routed to the agent and the <b>Couple End Reason</b> that tells what the agent did with the call. Reasons can be normal, hold, transfer, conference, etc. A Normal reason is assigned to a call directly routed to the agent’s call center and that was completed by the agent without being transferred, conferenced or placed on hold.</li> </ul>
D – Call Icons	<ul style="list-style-type: none"> <li>The recorded call icons enable various functions, such as playing calls, viewing call data, and exporting call and video files. Click an <b>icon</b> to access. The main ones are: Play Audio , Call Details , Export , Video  (screens)  &amp; Call Unlocked </li> </ul>
E – Call Details Window	<ul style="list-style-type: none"> <li>Click the <b>Call Details</b> icon  (E1). A <b>built-in Adobe Flash player</b> has been added to pull in all associated audio files to the Call Details Window. The <b>Call Segment Overview</b> provides the caller’s number, the answering party’s number (agent), date/time when the call started, talk time and direction; if known, whether it was an inbound or outbound call. (E2) In this example, this call has one segment; the <b>Advanced Player</b> displays the audio file. Click the <b>Play Audio Recording</b> button (right arrow) to listen to the conversation. Custom data is listed below the player (E3).</li> </ul>



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3. RECORDED CALLS SCREEN – ADVANCED PLAYER BUTTON	
<p><b>J –</b> Advanced Player Button - 1 call with 1 segment</p>	<ul style="list-style-type: none"> <li>To activate the <b>Advanced Player</b> button  , <b>click</b> the checkbox <input type="checkbox"/> for a call. Once it turns a solid blue <input checked="" type="checkbox"/> , this button becomes active and ready to use .</li> <li>As shown in this example, when only <b>one checkbox is clicked (J1)</b>, and the <b>Advanced Player</b> button is <b>clicked (J2)</b> only one leg (segment) of the call is displayed in the <b>Advanced Player</b>.</li> </ul>
<p><b>K –</b> Advanced Player Button - 1 call with 4 segments</p>	<ul style="list-style-type: none"> <li>After performing a search, such as for a specific date, called agent, etc., <b>click</b> the <b>From</b> column label (K1) rather than hunting for all of the segments of a call when the <b>Couple Start Reason</b> or <b>Couple End Reason</b> is something other than <b>Normal</b>.</li> <li>The call records are sorted so all legs (segments) of a call and listed together. <b>Click all of the checkboxes</b> for the related call segments, then <b>click</b> on the <b>Advanced Player</b> button (K2).</li> <li>The results show the different segments related to the call and are joined together in one audio file (K3). <b>Click</b> the <b>Play</b> button to listen to the entire call (K4)</li> </ul>