

# Recorded Calls Screen

The Recorded calls tab is the primary tab in the Call Recording Web UI that displays the captured media files.

The only people that should be Call Recording users are those who listen to phone calls, view calls, or administers the system. Call center agents don't normally have user profiles on Call Recording.

Typically, managers and team leaders must have user profiles on Call Recording because managers must be able to listen to entire groups and team leaders must be able to listen to their own teams.

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## Viewing Recorded Calls

To view recorded calls or video recordings. Log into Call Recording. By default, the application opens to the **Recorded calls** tab.

# Recorded Calls

The **Recorded calls** tab displays the calls and videos recorded by Call Recording.

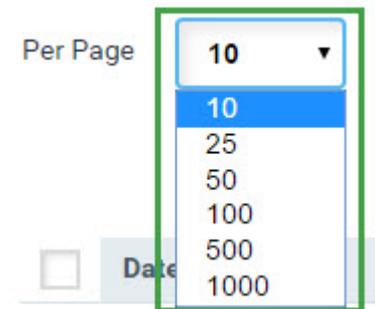
The screenshot shows the 'Recorded Calls' interface. At the top, there is a navigation bar with tabs: Recorded Calls, Restored Calls, Users, Recording Rules, Settings, About, Audit, and Log Out (admin). Below the navigation bar, there is a 'Per Page' dropdown menu set to '10', and a set of page navigation buttons (1, 2, 3, 4, 5) with '1 - 10 from 50' displayed. To the right, there are buttons for 'Send to email', 'Advanced Player', 'Export', 'Restore', 'Delete', and a 'Search' button. Below these is a 'Filtered by: Calls FROM' and a 'Clear Search' button. The main area contains a table with the following columns: Date, Start, End, Talk Time, From, To, and Description. The table lists 15 call records, each with a checkbox, a date (all 'Nov 29, 2016'), start and end times, talk time, and caller/recipient information. Each row also has a set of icons for actions like play, download, and delete.

<input type="checkbox"/>	Date	Start	End	Talk Time	From	To	Description
<input type="checkbox"/>	Nov 29, 2016	1:44:05 PM	1:45:24 PM	01:19	1001 (Harold Smith)	1008 (Iris Chandler)	
<input type="checkbox"/>	Nov 29, 2016	1:44:05 PM	1:45:51 PM	01:46	1011 (Rodgers Marla)	1009 (Shannon Brady)	
<input type="checkbox"/>	Nov 29, 2016	12:14:05 PM	12:15:57 PM	01:52	1007 (Deana Anthony)	1022 (Caroline Jayne)	
<input type="checkbox"/>	Nov 29, 2016	12:14:05 PM	12:15:46 PM	01:41	1023 (Jayne Jess)	1020 (Skinner Bryant)	
<input type="checkbox"/>	Nov 29, 2016	12:14:05 PM	12:15:52 PM	01:47	1021 (Mercado Hampton)	1006 (Roach Case)	
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:44:28 AM	0:23	1003 (Faith Blackwell)	1016 (Osborn Glenda)	
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:45:05 AM	01:00	1017 (Potter Odom)	1002 (Jeremy Dewey)	
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:45:55 AM	01:50	1018 (Lynnette Stephanie)	1019 (Beck Pickett)	
<input type="checkbox"/>	Nov 29, 2016	9:14:05 AM	9:14:10 AM	0:05	1004 (Tommy Barlow)	1012 (Phillips Alexander)	
<input type="checkbox"/>	Nov 29, 2016	9:14:05 AM	9:14:17 AM	0:12	1013 (Dewey April)	1015 (Garland Curry)	

Each row represents one call segment and shows basic call information.

## Changing the Number of Visible Records

You can change the call count displayed on a single page by changing the value in the **Count** drop-down menu:



## Listing the Pages

Use the arrow buttons to move through the pages of recorded calls.



The maximal number of displayed records is 10 times 1 000 calls. In case you have to browse more than 10 000 records ad once please use filters in order to delimitate the records of your interest.

## Sorting the Records

This section concerns how calls are displayed in the **Recorded calls** tab:

<input type="checkbox"/>	Date	Start	End	Talk Time	From
<input type="checkbox"/>	Nov 28, 2016	1:44:05 PM	1:46:01 PM	01:56	1004 (Tommy Barlow)
<input type="checkbox"/>	Nov 28, 2016	1:44:05 PM	1:46:02 PM	01:57	1012 (Phillips Alexander)
<input type="checkbox"/>	Nov 28, 2016	1:44:05 PM	1:45:44 PM	01:39	1014 (Selena Mike)

Calls automatically display in date and time order, beginning with the most recent call. You can change the order using the **up** and **down arrows** at the top of each column, such as **Date**, **Beginning**, **End**, **Talk Time**, **From**, **To**, and **Call ID**.

The calls displayed are dependent on the saved searches in the system. Click the Clean Searches button

Filtered by: Calls FROM

to display all available records.

By default, the visible columns are:

- The **Date** that the call occurred.
- The time that a call occurred. (**Beginning**)
- The call **End** time.
- The call **Talk Time**.
- The **From** column, which displays the extension from which the call was made.
- The extension **To** which the call was made.

You can change the columns you want to have in the **Recorded calls** tab by following the instructions here [Changing Which Columns Display in the Recorded Calls Tab](#).

## Call Icons

The recorded call icons enable various functions, such as playing calls, viewing call data, and exporting call and video files.

		Description
1005 (Socorro Russel)	    	<input type="text"/>
1013 (Dewey April)	    	<input type="text"/>
1015 (Garland Curry)	    	<input type="text"/>
1007 (Deana Anthony)	    	<input type="text"/>
1021 (Mercado Hampton)	    	<input type="text"/>
1023 (Jayne Jess)	    	<input type="text"/>

Call records can have the following icons(some of the call statuses use the same icons, hover your mouse over the icon to see the call status):

Icon	Name	Description
	Play audio	Launches the media player so that users can listen to the call.
	Call details	Opens the information window containing detailed call data. More detailed description of the information windows can be found here - <a href="#">Call details window</a>
	Export	Enables users to open or save the call file. For more detailed information see <a href="#">here</a> .
	Video	Mixes the video.
	Video mixed	Exports the call to user computers to play the call screen recording.
	Only one stream recorded	Warns users that only one side of the conversation is available for review.
	Incomplete stream saved	One of the streams is incomplete.
	Warning icon	Provides additional information when users place their pointer over the icon. A tooltip explains the reason for the warning (for example, "No stream recorded").
	Archived call	Indicates that the call is archived.
	Deleted call	Indicates that the call is deleted.
	Deleted call available for restoration	Restores deleted and archived calls for additional user actions.
	Restoring call	Shows that the call is in the process of being restored.
	Restored call	Shows that the call is restored and available for playback.
	Call unlocked	Indicates that the call can be deleted.

	Call protected	Indicates that the call is protected from deletion.
	Synchronized and used	Shows the status of synchronized calls in multi-server environments.
	Synchronized and not used	Shows that the call was processed by the Synchro tool but that no data were downloaded. This occurs when data from another recording cluster are present.
	Only external data were synchronized	Shows that the call was processed by the Synchro tool and only external data were synchronized. No media files downloaded.
	Synchronization failed	Shows that an error occurred during synchronization.
	Unmixed video	Shows that a Screen Capture video recording is available for the call but that the audio file for the call is unavailable.
	Video call recording available	Indicates that a video call recording is available for playback.
	Incomplete video call recording	Indicates that one of the video streams is incomplete.
	Selected for deletion	Indicates that a media file has been selected for deletion.

### Export

By pressing the **Export** button a compressed file will be downloaded named **calldata.zip**. The audio file is in the same format as it is stored on the Call Recording Server. MP3 will be exported as mp3, Waveform Audio File as WAV(E). Recording RAW data will be exported as PCAPs. The file naming convention is as follows: **recording\_date\_starting\_time\_from Nr\_to Nr.mp3**. In addition to the media files within the zip file, you'll find a text file named according to the date it was created (**yyyymmdd.txt**). This file contains information about all of the files that were exported.

## Call Details Window

This section describes the functionality associated with the **Call Details icon** within Call Recording. The icon provides users with access to additional information (attached data) related to a particular call.

In order to see the Call Details icon go the **Recorded Calls** tab in Call Recording and search for calls.

Date	Start	End	Talk Time	From	To	Call details	Description
Nov 28, 2016	3:14:05 PM	3:15:41 PM	01:36	1022 (Caroline Jayne)	1023 (Jayne Jess)		
Nov 29, 2016	12:14:05 AM	12:14:34 AM	0:29	1007 (Deana Anthony)	1022 (Caroline Jayne)		
Nov 29, 2016	6:14:05 AM	6:14:47 AM	0:41	1007 (Deana Anthony)	1022 (Caroline Jayne)		
Nov 29, 2016	12:14:05 PM	12:15:57 PM	01:52	1007 (Deana Anthony)	1022 (Caroline Jayne)		
Nov 28, 2016	3:14:05 PM	3:14:50 PM	0:45	1020 (Skinner Bryant)	1021 (Mercado Hampton)		
Nov 29, 2016	12:14:05 AM	12:14:15 AM	0:10	1023 (Jayne Jess)	1020 (Skinner Bryant)		
Nov 29, 2016	6:14:05 AM	6:14:10 AM	0:05	1023 (Jayne Jess)	1020 (Skinner Bryant)		
Nov 29, 2016	12:14:05 PM	12:15:46 PM	01:41	1023 (Jayne Jess)	1020 (Skinner Bryant)		
Nov 28, 2016	6:14:05 PM	6:15:34 PM	01:29	1018 (Lynnette Stephanie)	1019 (Beck Pickett)		
Nov 28, 2016	10:44:05 PM	10:45:35 PM	01:30	1018 (Lynnette Stephanie)	1019 (Beck Pickett)		

To determine the particular use of an icon, hover your mouse over the icon. A popup will tell you what it does.



The section devoted to [Call icons](#) provides an overview of all available icons.

Select a record that is of interest (or which contains the desired external data) and click the **Call details** icon:  
The **Call details** window opens and displays the available data keys and values for the call.



The **Call details** window opens separately from the active window and remains open until you manually close it. If you return to the Call Recording window without closing the **Call details** window the next time you click on the **Call details** icon, the existing instance will refresh with the new data but will remain in the background. Switch windows to view the new data.

If you have [video call recording](#) enabled you will also be able to view recorded video conversations in the **Call details** window.

### Call Segment Overview

**From:** 2037 **To:** 2036, **Start:** December 9, 2016 10:13 AM, **Talk Time:** 00:08, **Direction:** UNKNOWN

### Associated Segments

Segment ID:	From:	To:	Start / Talk Time:
<b>51</b>	<b>2037</b>	<b>2036</b>	<b>10:13 AM / 00:08</b>

### Segment Details

Call ID	51	Mixer Tool	✘
Segment ID	51	Protected From Deletion	✘
Call Status	No stream recorded.	Delete Tool	✘
Quality Management Use		Restore Tool	✘
Synchro Tool		Archive Tool	✘
Synchronization ID	16957684192.168.7.92:23830192.168.7.24:20082_1_1		

### Media Information

#### Custom Data

Key	Value
CALLED_URL	192.168.7.24:20082(1104)
CALLING_URL	192.168.7.92:23830(1104)
COUPLE_END_REASON	NORMAL
COUPLE_START_REASON	NORMAL
GROUP_ID	16957684
JTAPI_CALLED_CALL_LEG	29893044
JTAPI_CALLED_TERMINAL_SEP	SEP0023043393EE
JTAPI_CALLING_CALL_LEG	29893043
JTAPI_CALLING_TERMINAL_SEP	SEP000B46D9C5A6
JTAPI_CISCO_CALLMANAGER_ID	1
JTAPI_CISCO_GLOBAL_CALL_ID	180468
JTAPI_CISCO_ID	16957684
JTAPI_RECORDING_TYPE	AUTOMATIC
SPANLESS_CALLED_REC_ID	nearend
SPANLESS_CALLING_REC_ID	farend
SPANLESS_REC_ID	SEP0023043393EE

### Call Description

Save Description

The **Call details** window contains a variety of information related to the call, including:

- **Call segment Overview:** Which phone called who. Time and date of the Talk time and direction (inbound or outbound, for example).
- **Associated Segments:** Displays all related calls, including transfers which are part of the call.

- **Segment details:** Provides information related to segments, call records, as well as additional information related to the call.
- **Media Information:** Full path to the location where audio and video files are saved in the media storage. The lock icons indicate encryption status of the media files:  - the media files are not encrypted,  - the media files are encrypted.
- **Custom Data:** External data is information provided by the PBX or which comes from call centers such as extension number, agent ID, IP address and the like. External data can be used during the creation of recording rules. See [Using external data](#)
  - **JTAPI\_RECORDING\_TYPE** Starting with the ZQM 5.8 release you can find the recording method used:
    - **DISABLED** - For Cisco Enhanced Passive Recording.
    - **AUTOMATIC** - For Cisco Active Recording with JTAPI.
    - **SELECTIVE\_USER** - For Cisco Selective User Recording.
    - **SELECTIVE** - For Cisco Selective User Recording.\*
    - **SELECTIVE\_SILENT** - For Cisco Basic Selective Silent Recording.
  - **JTAPI\_START / STOP\_TIMESTAMP\_x** Starting with the ZQM 5.8 release you can find time stamps for all recording **start** and **stop actions** in Selective User Recording, and for the **call start** and **call end events** in the Basic Selective Recording and Cisco Active Recording with JTAPI.
- **Call Description:** Allows users to enter additional commentary, displayed alongside basic call data. The added commentary is later visible in the **Recorded calls** tab.

Date	Start	End	Talk Time	From	To	Description
Dec 9, 2016	10:13:43 AM	10:13:51 AM	0:08	2037	2036	
Nov 29, 2016	1:44:05 PM	1:45:24 PM	01:19	1001 (Harold Smith)	1008 (Iris Chandler)	
Nov 29, 2016	1:44:05 PM	1:45:51 PM	01:46	1011 (Rodgers Maria)	1009 (Shannon Brady)	good
Nov 29, 2016	12:14:05 PM	12:15:57 PM	01:52	1007 (Deana Anthony)	1022 (Caroline Jayne)	
Nov 29, 2016	12:14:05 PM	12:15:46 PM	01:41	1023 (Jayne Jess)	1020 (Blonnaer Bryant)	good crosssale
Nov 29, 2016	12:14:05 PM	12:15:52 PM	01:47	1021 (Mercado Hampton)	1006 (Roach Case)	
Nov 29, 2016	10:44:05 AM	10:44:28 AM	0:23	1003 (Faith Blackwell)	1016 (Osborn Glenda)	
Nov 29, 2016	10:44:05 AM	10:45:05 AM	01:00	1017 (Potter Odom)	1002 (Jeremy Dewey)	Welcome missing
Nov 29, 2016	10:44:05 AM	10:45:55 AM	01:50	1018 (Lynette Stephanie)	1019 (Beck Pickett)	
Nov 29, 2016	9:14:05 AM	9:14:10 AM	0:05	1004 (Tommy Barlow)	1012 (Phillips Alexander)	



\* The appearance of type **SELECTIVE** in the **JTAPI\_RECORDING\_TYPE** indicate a mis-configuration of the system. It appears in situation where the recording server finds a matching recording rule for an extension having selective recording profile configured. In such case the call is not recorded although and database record of it was created.

Please check the configuration of recording rules on the Call and Screen Recording Server and/or the configuration of Recording Profile on CUCM side.

# Playing Calls, Recorded Screens and Video Recordings

This section describes how to playback a call and video in the Call Recording Web UI.

# Playing Calls in the Integrated Media Player

1. Go to the **Recorded calls** tab:



2. Choose the call you wish to listen to and click the **audio icon** to launch the browser's integrated player at the bottom of your screen and open the stereo recording:



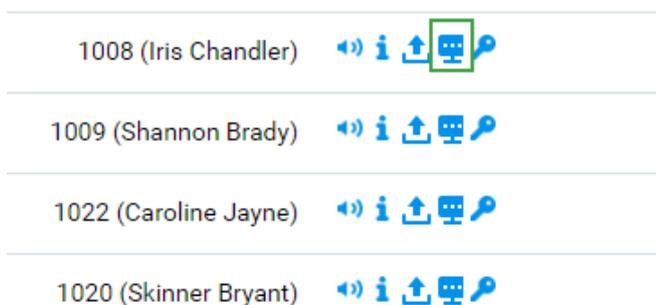
As shown the media player uses standard playback **control icons: play, pause, stop, fast forward, and volume.**



**i** To play more than one call use the Advanced PLAYER.

# Playing Recorded Screen

ZOOM Screen Capture enables users to watch video recordings of an agent's screens while concurrently listening to the call recording. Users can see and hear exactly what the agent saw and said.

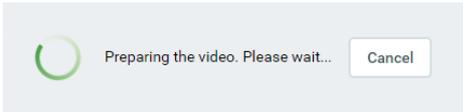


Click the video **icon** to mix the video with the audio file. Once the files are mixed the icon changes to (this change appears after reloading the **Recorded calls** tab):

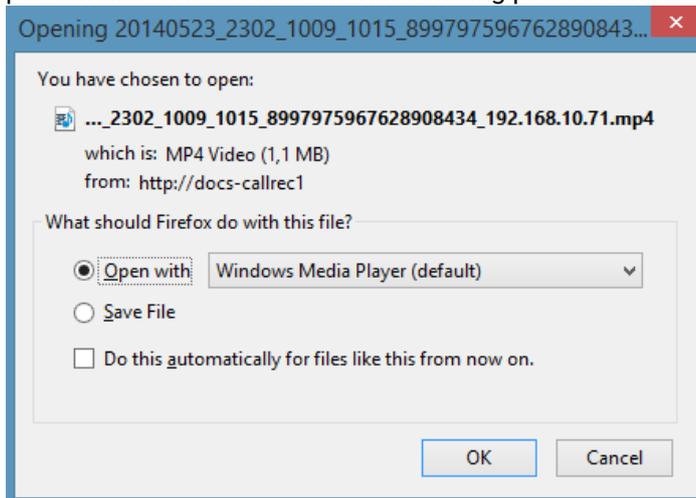
1008 (Iris Chandler)	    
1009 (Shannon Brady)	    
1022 (Caroline Jayne)	    
1020 (Skinner Bryant)	    

01:52	1007 (Deana Anthony)	1022 (Caroline Jayne)
01:41	1023 (Jayne Jess)	1020 (Skinner Bryant)
01:47		1006 (Roach Car)
0:23		1016 (Osborn Glenc)
01:00		1002 (Jeremy Dewr)
01:50	1018 (Lynnette Stephanie)	1019 (Beck Ploke)
0:05	1004 (Tamara Barbara)	1010 (Dhillon Almond)



The mixing process can take a while depending on the size of the media files and the QM Suite server performance. As soon as the video mixing process finishes the following window appears:



Messages vary depending on your browser. You must have the H.264 video codec installed to launch videos. For more information contact your system administrator.

 Segments that already contain the mixed video will display the mixed video icon: . Click on the **icon** to playback or download the video file.

## Playing Cisco Video Call Recordings

ZOOM supports recording of point-to-point video calls routed via the Cisco Unified Border Element. (CUBE)

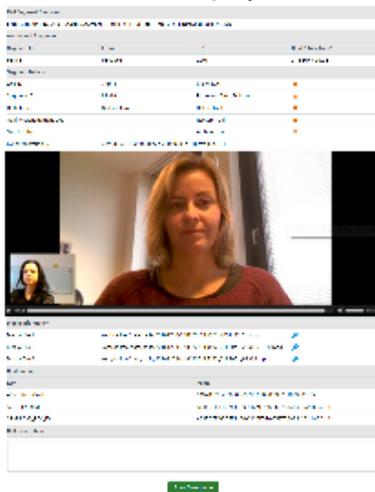
ZOOM video recording is a feature of ZOOM Quality Management Suite which utilizes the dial-peer forking feature of Cisco Unified Border Element (CUBE). QM Suite is able to record video calls forked by CUBE regardless what type of communication manager you use or whether or not the device is controlled by a Communication Manager.

To view recorded video conversations:

1. Go to the **Recorded calls** tab:
2. If your system has been properly **configured** and video recordings are saved within the system you will see a **web camera icon** on the **Recorded Calls** screen.



3. To replay the video conversation click on the Call Details icon. A new window will open.
4. The video can be played back from within the newly opened window.



- It is possible to switch views and see the recorded video of one party or the other, simply double-click video during playback to switch between screen views.
- Firefox is not supported for replay of video recordings.

# Playing Transferred and Conference Calls

Call Recording records traffic data between pairs of connected telephones or endpoints. An endpoint is anything that can make or receive a call and includes:

- Softphones where the phone is answered using a computer.
- Hard phones.
- Answering machines.
- Interactive voice response (IVR) systems where the caller must select options by using the phone keypad.

Each conversation typically has two separate audio tracks, one for each direction (producing stereo sound). The two audio tracks are referred to as a call couple, or simply as a segment.

A transferred call or conference call is actually a series of these segments.

This section concerns transfer and conference calls:

## Consultative Transfers

The following example involves three parties:

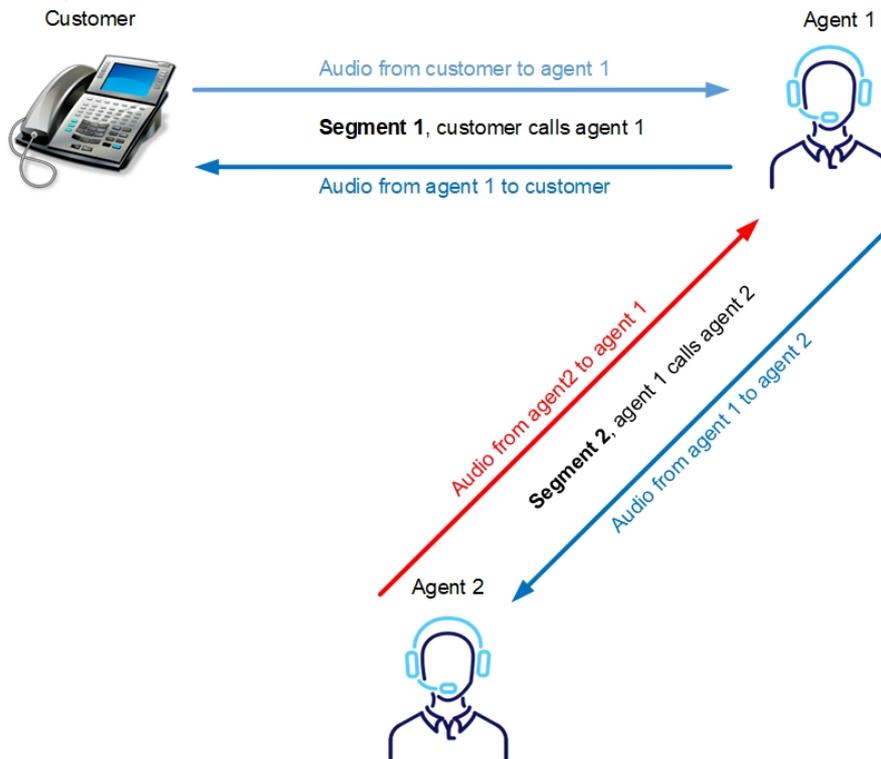
1. The customer calling from phone number 800800802
2. Agent 1 at extension 1009
3. Agent 2 at extension 1015

The consultative transfer call consists of three call segments:

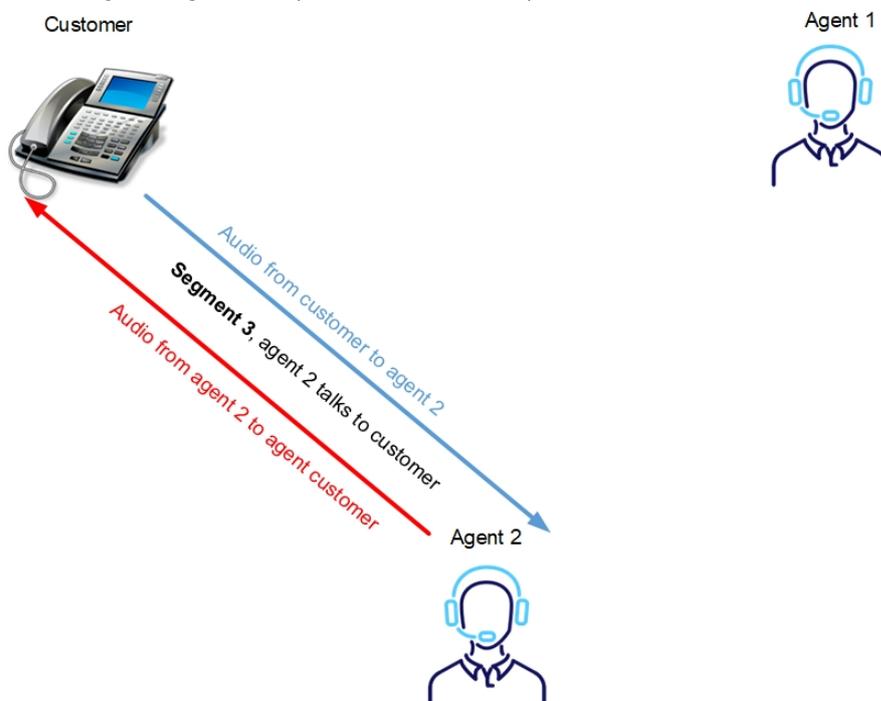
1. The customer calls Agent 1 to ask a question. Agent 1 answers the call and recording of **Segment 1** (800800802 > 1009) starts.



- Agent 1 doesn't know the answer but has a colleague that does. Agent 1 presses transfer and makes a consultative call to Agent 2. Recording of **Segment 1** finishes and recording of **Segment 2 (1009 > 1015)** starts.



- Agent 1 complete the transfer by pressing the transfer button. Recording of **Segment 2** finishes and recording of **Segment 3 (800800802 > 1015)** starts.



- Agent 2 speaks to the customer, solves the problem, and finishes the call. Recording of **Segment 3** finishes.

Consequently, we have three segments:

Recorded Calls	Restored Calls	Users	Live Monitoring	Recording Rules	Settings	About	Audit	Log Out (admin)	
of Page 500 1 1 - 62 from 62									
Send to email Advanced Player Export Restore Delete Search									
Filtered by: Calls FROM Clear Search									
<input type="checkbox"/>	Dec 1, 2016	12:54:43 PM	12:55:19 PM	0:36	2021 ((018)2021)	2662	32	49	5 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:54:10 PM	12:54:42 PM	0:32	2021	Conference16886339	32	48	4 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:54:10 PM	12:54:42 PM	0:32	2662	Conference16886339	32	47	3 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:54:08 PM	12:54:09 PM	0:01	2633 (018.2633-kuku MS10.5)	2021 ((018)2021)	2011	45	2 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:54:01 PM	12:54:06 PM	0:05	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	46	1 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:44:45 PM	12:45:02 PM	0:17	2021 ((018)2021)	2662	28	42	3 consultative transfer -witho...
<input type="checkbox"/>	Dec 1, 2016	12:44:36 PM	12:44:45 PM	0:09	2633 (018.2633-kuku MS10.5)	2021 ((018)2021)	2011	40	2 consultative transfer
<input type="checkbox"/>	Dec 1, 2016	12:44:19 PM	12:44:35 PM	0:16	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	41	1 consultative transfer
<input type="checkbox"/>	Dec 1, 2016	12:36:06 PM	12:36:21 PM	0:15	2123	2662	25	37	2 direct transfer -without ucc...
<input type="checkbox"/>	Dec 1, 2016	12:35:41 PM	12:36:04 PM	0:23	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	36	1 direct transfer
<input type="checkbox"/>	Dec 1, 2016	12:33:24 PM	12:33:50 PM	0:26	2633 (018.2633-kuku MS10.5)	2662	2011	35	2 hold
<input type="checkbox"/>	Dec 1, 2016	12:32:54 PM	12:33:12 PM	0:17	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	34	1 hold
<input type="checkbox"/>	Dec 1, 2016	12:31:00 PM	12:31:21 PM	0:21	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	33	basic cal
<input type="checkbox"/>	Dec 1, 2016	12:30:41 PM	12:30:50 PM	0:09	2633 (018.2633-kuku MS10.5)	2021 ((018)2021)	2011	32	

To listen to the entire call, select the check boxes of all three segments comprising the call and click

Advanced Player

Advanced PLAYER

## Blind Transfers

A blind transfer is similar to a consultative transfer except that no consultation occurs between the two agents because the customer is transferred directly.

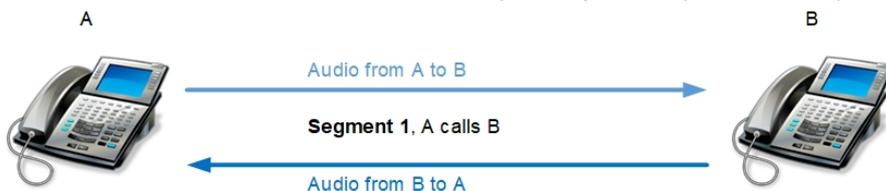
## Conference Calls

The following example involves three parties:

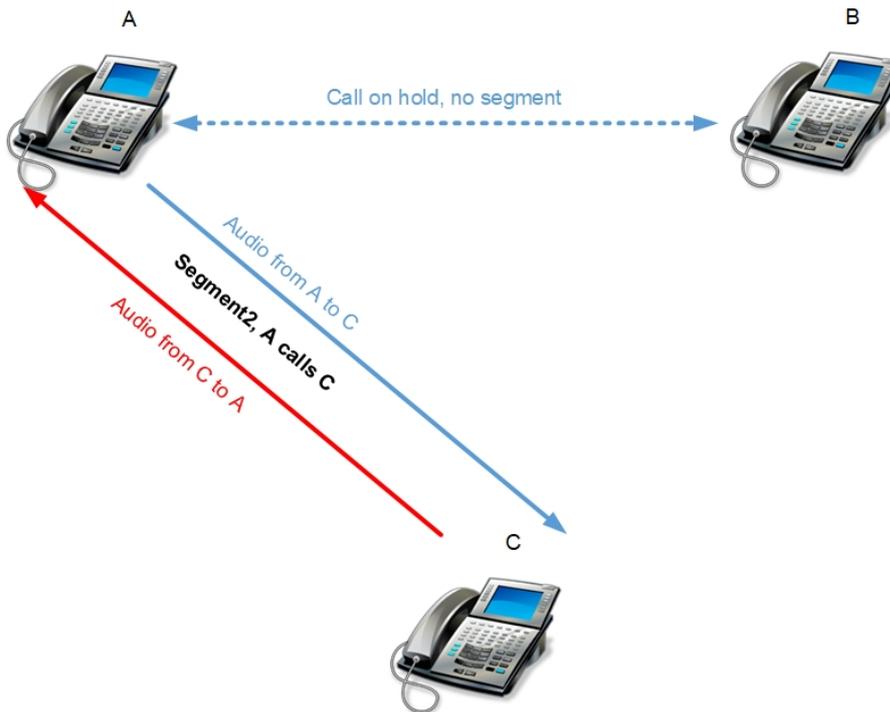
1. A at extension 1009
2. B at extension 1015
3. C at extension 1126

A, B, and C have a conference call to discuss a customer's technical query.

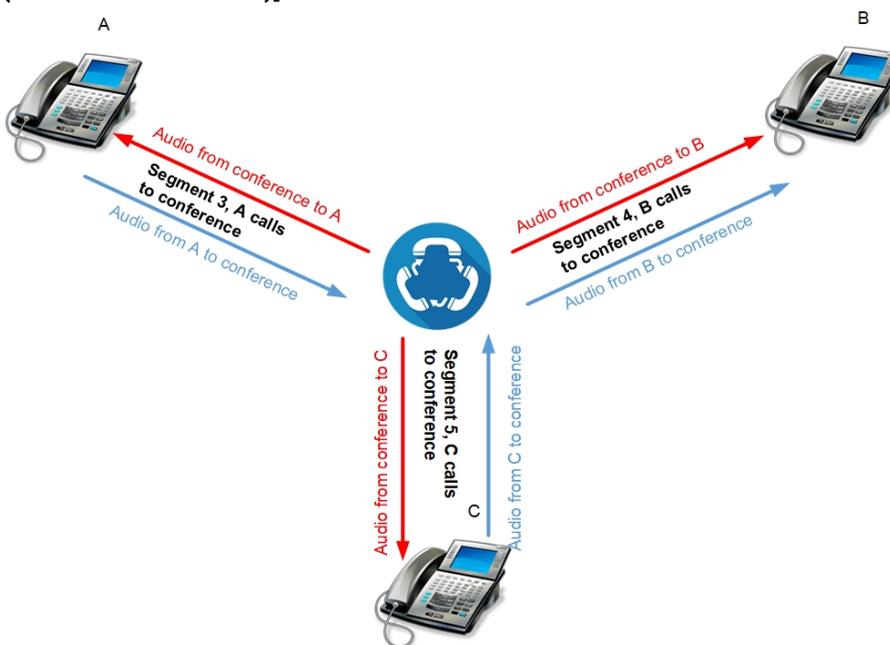
1. A calls B and B answers the call. Recording of **Segment 1(1009 > 1015)** starts.



2. A then presses the conference button and calls C. C answers the call while B is placed on hold. Recording of **Segment 1** finishes and recording of **Segment 2 (1009 > 1126)** starts.



3. A establishes the conference call by pressing the conference button. All three parties are now connected. Recording of **Segment 2** ends and recording of the conference call starts [**Segment 3 (1009 > ConferenceID)**].



4. A finishes the conference call by hanging up the phone. Recording of **Segment 3** finishes.

Consequently, we have three segments:

Recorded Calls	Restored Calls	Users	Live Monitoring	Recording Rules	Settings	About	Audit	Log Out (admin)	
<input type="checkbox"/>	Dec 1, 2016	12:54:43 PM	12:55:19 PM	0:36	2021 ((018)2021)	2662	32	49	5 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:54:10 PM	12:54:42 PM	0:32	2021	Conference16886339	32	48	4 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:54:10 PM	12:54:42 PM	0:32	2662	Conference16886339	32	47	3 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:54:08 PM	12:54:09 PM	0:01	2633 (018.2633-kuku MS10.5)	2021 ((018)2021)	2011	45	2 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:54:01 PM	12:54:06 PM	0:05	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	46	1 consult conf
<input type="checkbox"/>	Dec 1, 2016	12:44:45 PM	12:45:02 PM	0:17	2021 ((018)2021)	2662	28	42	3 consultative transfer -witho...
<input type="checkbox"/>	Dec 1, 2016	12:44:36 PM	12:44:45 PM	0:09	2633 (018.2633-kuku MS10.5)	2021 ((018)2021)	2011	40	2 consultative transfer
<input type="checkbox"/>	Dec 1, 2016	12:44:19 PM	12:44:35 PM	0:16	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	41	1 consultative transfer
<input type="checkbox"/>	Dec 1, 2016	12:36:06 PM	12:36:21 PM	0:15	2123	2662	25	37	2 direct transfer -without ucc...
<input type="checkbox"/>	Dec 1, 2016	12:35:41 PM	12:36:04 PM	0:23	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	36	1 direct transfer
<input type="checkbox"/>	Dec 1, 2016	12:33:24 PM	12:33:50 PM	0:26	2633 (018.2633-kuku MS10.5)	2662	24	35	2 hold
<input type="checkbox"/>	Dec 1, 2016	12:32:54 PM	12:33:12 PM	0:17	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	34	1 hold
<input type="checkbox"/>	Dec 1, 2016	12:31:00 PM	12:31:21 PM	0:21	2633 (018.2633-kuku MS10.5)	2662 (kuku2015 2662)	2011	33	basic call
<input type="checkbox"/>	Dec 1, 2016	12:30:41 PM	12:30:50 PM	0:09	2633 (018.2633-kuku MS10.5)	2021 ((018)2021)	2011	32	

Typically, the most pertinent segment of the call is the conference (**Segment 3**), whereas the first two segments are merely to set up the conference call.

# Adding and Editing Call Descriptions

This section describes how to add and edit call couple descriptions.

## Descriptions in the Recorded Calls Tab

To add or edit a description in the **Recorded calls** tab, click in the **Description** field:

1. Add descriptive notes to the call.
2. These notes are visible to all users who have access to the call recording if the appropriate **Call List** user privilege has been granted. We recommend adding initials to the notes to identify who wrote them.
3. To delete or edit the note, click inside the **Description** field and edit or delete the text. Users must have the **Edit note** privilege assigned to perform this action.

## Descriptions in the Call Details Window

Users can also add, delete, or modify call notes in the **Call details** window:

To	
2051	   
2051	   
2051	   
2051	   

To	
----	--

Click the **Call details icon** . A new window appears displaying the call data, enabling the user to add notes in the **Call description** section at the bottom of the window:

Media Information		
Media File 1	/opt/callrec/data/calls/20161129/datagen-3173874761017267534.mp3	
Media File 2	/opt/callrec/data/calls/20161129/datagen-785661144219613474.recd	
Custom Data		
Key	Value	
Call Description		
Good product knowledge		

1. Click in the **Call Description** box and type your notes. These notes display to all users who have access to the call recording if the appropriate **Call List** user privilege has been granted. We recommend adding initials to the notes to identify who wrote the notes.

 **INFO**

We recommend using consistent terms, for example: “Poor product knowledge”, “Customer complaint”, or “Upsell opportunity”. Add initials to the notes to identify who wrote the notes, this will be useful when reviewing them later.

2. Click **Save description**. The information is added to the call data record and stored in the database.
3. To delete or modify a note:

- Click the **Call details icon** .
- Click inside the **Call description** box. Delete or modify the notes.
- Click **Save description**. The information is updated to the call data record and stored in the database.

# Call Protection

Calls can be protected from deletion or selected for deletion. If selected for deletion then the call will be removed the next time the delete tool runs, the [Audit log](#) shows a record that the user has selected a call for deletion. If a call is marked as protected it can be deleted only after disabling the protection.

Protection and deletion can be enabled manually by a user or by Quality Management, this section covers both cases.

# Manually Protecting Calls from Deletion

To manually protect a call from deletion:

Click the call unprotected icon  to lock a call.

<input type="checkbox"/>	Date	Start	End	Talk Time	From	To		Description
<input type="checkbox"/>	Nov 29, 2016	12:14:05 PM	12:15:46 PM	01:41	1023 (Jayne Jess)	1020 (Skinner Bryant)		good crosssale
<input type="checkbox"/>	Nov 29, 2016	12:14:05 PM	12:15:52 PM	01:47	1021 (Mercado Hampton)	1006 (Roach Case)		
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:44:28 AM	0:23	1003 (Faith Blackwell)	1016 (Osborn Glenda)		
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:45:05 AM	01:00	1017 (Potter Odom)	1002 (Jeremy Dewey)		Welcome missing

The call protected icon appears:

<input type="checkbox"/>	Date	Start	End	Talk Time	From	To		Description
<input type="checkbox"/>	Nov 29, 2016	12:14:05 PM	12:15:46 PM	01:41	1023 (Jayne Jess)	1020 (Skinner Bryant)		good crosssale
<input type="checkbox"/>	Nov 29, 2016	12:14:05 PM	12:15:52 PM	01:47	1021 (Mercado Hampton)	1006 (Roach Case)		
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:44:28 AM	0:23	1003 (Faith Blackwell)	1016 (Osborn Glenda)		
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:45:05 AM	01:00	1017 (Potter Odom)	1002 (Jeremy Dewey)		Welcome missing

To remove protection from a call:

Click the call protected icon  to remove protection from a call. The call unprotected icon  appears.

# Selecting Calls for Deletion

When a user selects a call for deletion it is selected 'to be deleted'. The **Selected for Deletion** icon  displays beside the call in the Web UI when the screen is refreshed. Media selected for deletion is deleted by a background process which runs on a regular basis.

There are several reasons that media selected for deletion will remain visible or which will prevent deletion:

- If media is marked with the protected flag it is not possible to mark it for deletion and it will remain visible in the Web UI.
- Compliance related requirements will prevent deletion until the retention period expires. Media will remain marked 'selected for deletion' until the compliance related retention period ends, the media will then be deleted.
- If a call is selected for deletion and then flagged as protected, it will not be deleted until the protection is removed.
- If a call is selected for deletion and then used in an evaluation, it will not be deleted until the protection is removed.

This action is recorded in the Audit log.

# Protection by Quality Management

When Quality Management is deployed calls used in the application are flagged with a **Quality Management Usage** flag and are marked as **Protected**:

Segment Details			
Call ID	47	Mixer Tool	✘
Segment ID	47	Protected From Deletion	✔
Call Status	No Problem	Delete Tool	✘
Quality Management Use		Restore Tool	✘
Synchro Tool		Archive Tool	✘
Synchronization ID	bde6a467-cd63-7bb5-16d0-df047b4e8d0e		

The Quality Management Usage field can contain the following values:

- **Evaluation** - indicates that this call is used for evaluation in Quality Management
- **Survey** - indicates that this call has an attached survey in Quality Management
- **Training** - indicates that this call is used for training in Quality Management
- **Unsuitable for Evaluation** - indicates that this call was replaced or deleted from an evaluation and will not appear in random searches in evaluations

# Additional Functionality

This section describes additional functionality available from within the Recorded Calls Tab of Call Recording.

The icons are only clickable if a call or segment is selected on the users screen. The icons are greyed out until a selection has been made.

The screenshot displays the 'Recorded Calls' interface. At the top, there is a navigation bar with tabs for 'Recorded Calls', 'Restored Calls', 'Users', 'Live Monitoring', 'Recording Rules', 'Settings', 'About', 'Audit', and 'Log Out (Tom Jones)'. Below the navigation bar, there is a toolbar with icons for 'Send to email', 'Advanced Player', 'Export', 'Restore', 'Delete', and 'Search'. The 'Send to email' icon is highlighted with a green box. Below the toolbar, there is a table of recorded calls. The table has columns for 'Date', 'Start', 'End', 'Talk Time', 'From', 'To', and 'Description'. The first row is selected, and the icons in the toolbar are active. The first row of the table is highlighted with a green box.

Date	Start	End	Talk Time	From	To	Description
Apr 23, 2018	7:56:56 PM	7:57:03 PM	0:07	2044	2053 (018.2053)	
Apr 23, 2018	7:55:29 PM	7:55:33 PM	0:04	2044	2053 (018.2053)	

# Emailing Media Files

It is possible to send recordings as an email attachment from within the Web UI.

To email recorded calls as .mp3 file attachments:

1. Select the check boxes of one or more recorded calls to the right of the recorded calls **Date**:

Per Page: 10 < 1 2 3 4 5 ... > 31 - 40 from 76 Send to email Advanced Player

<input type="checkbox"/>	Date	Start	End	Talk Time	From	To	
<input checked="" type="checkbox"/>	Nov 29, 2016	12:14:05 PM	12:15:52 PM	01:47	1021 (Mercado Hampton)	1006 (Roach Case)	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:44:28 AM	0:23	1003 (Faith Blackwell)	1016 (Osborn Glenda)	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:45:05 AM	01:00	1017 (Potter Odorn)	1002 (Jeremy Dewey)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Nov 29, 2016	10:44:05 AM	10:45:55 AM	01:50	1018 (Lynette Stephanie)	1019 (Beck Pickett)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

2. Click **Send to mail**. The **Send calls to email** dialog displays.

**Send calls to email**

The files listed below will be attached. Please ensure that the recipient's email does not have a size restriction that would prevent delivery.

Start	From	To	Media type (file name)	Size (kB)	Attach
11/29/16 12:14 PM (Europe/Prague)	1021	1006	AUDIO (datagen-8872890961453132198.mp3)	315	<input checked="" type="checkbox"/>
			RECD (datagen-4379072658581345336.recd)	10345	<input checked="" type="checkbox"/>
			VIDEO (datagen-4379072658581345336.mp4)	8572	<input checked="" type="checkbox"/>
11/29/16 10:44 AM (Europe/Prague)	1003	1016	AUDIO (datagen-9059276254245788529.mp3)	64	<input checked="" type="checkbox"/>
			RECD (datagen-7191539921112314768.recd)	2240	<input checked="" type="checkbox"/>

Attachment Size (kB):

Recipients:

Message:

 You might need to remove the video files in order to reduce the size of the email. Do this by clearing the appropriate check box in the **Attach** column. The final attachment size will update.

3. Type the desired email addresses in the **Recipients** field, using commas to separate the addresses.
4. Type a message in the **Message body** field.
5. Click **Send**.

Call Recording checks if the total size of the files doesn't exceed 10MB and sends the attached calls to the email addresses entered.

If the size exceeds 10MB then you will see the message indicating this issue:

**"Maximum file size exceeded! Please reduce the size of attachments."**

 Please note that attempting to attach more than 10MB of data can cause errors in the Web User Interface.

 **Limited access feature**

User Groups can have the permission to send emails revoked by following the steps described under [Managing user groups](#).

Administrators should ensure that the email servers are configured to use secure channels and that *Users* are aware of the risks associated with sending data outside of the organization.

Administrators can configure email formatting by editing the file found at `/opt/callrec/etc/email.txt`.

## Advanced Player

Please refer to [Using Advanced Player](#) for more detailed information.

## Export

To export media to your local machine:

1. Select the check boxes of one or more recorded calls (on the left hand side of the screen):
2. Click **Export**.
3. A confirmation pops up asking "Do you want to export the selected calls?"

## Restore

Visible to users with the appropriate permissions (Administrators may configure these settings by following the steps described under [Managing user groups](#).)

For more information please refer to the page: [Using Restored Call Recordings](#)

## Deleting calls from the Recorded Calls tab

Visible to users with the appropriate permissions. If recordings are deleted all associated meta data is deleted as well.

To delete calls or couples:

1. Select the check boxes of one or more recorded calls (on the left hand side of the screen):
2. Click **Delete**.

3. A confirmation pops up asking "Do you want to delete the selected calls?"

Do you want to delete the selected calls?



4. Click **OK**
5. The selected rows will be selected for deletion by an Icon  in the Web UI.

 Files may be protected against deletion. See [Deletion Protection](#)