

CloudTalk Call Recording Quick Reference Guide

Logging Into the Portal

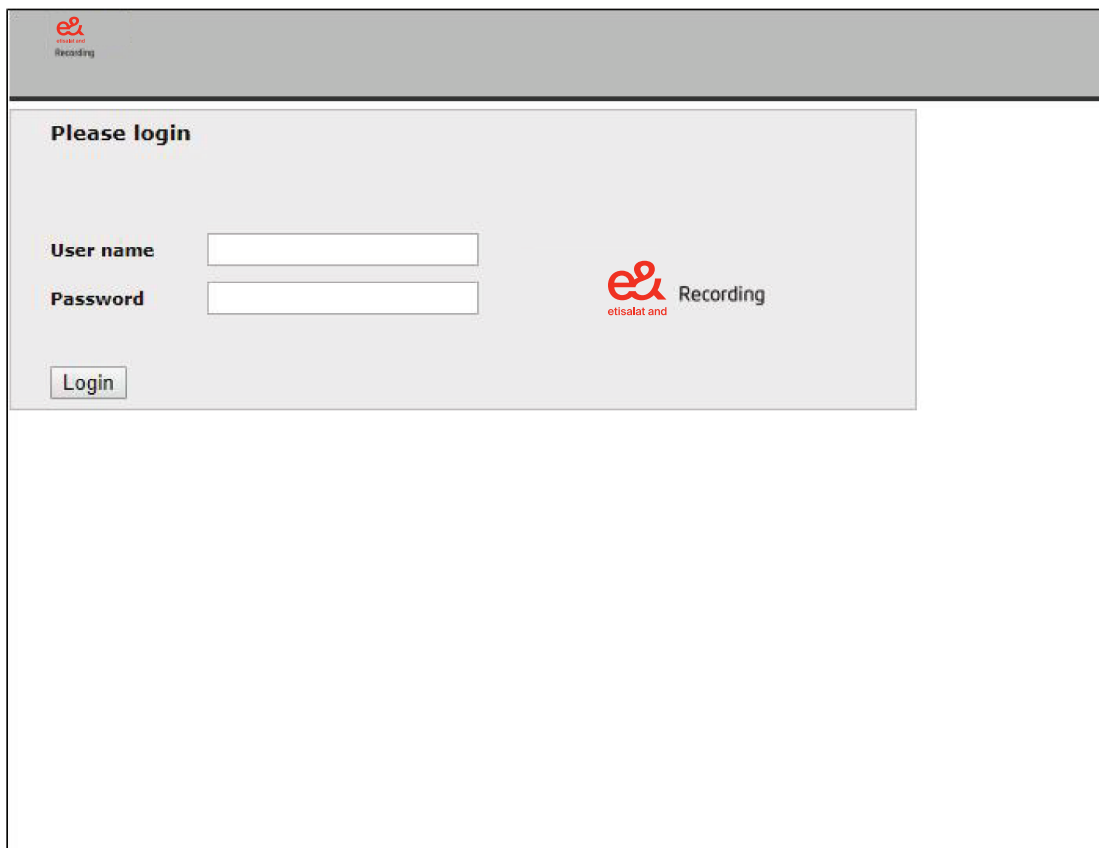
Before accessing the Call Recording service you will need a few fundamental pieces of information:

- The URL for the Call Recording Portal. This URL may be specific to your organization. Please consult your administrator for your specific URL.
- Your user name and password provided by your administrator.

Browse to the administrator provided URL. At the login screen enter your user name and password and click "Login". Depending on your level of access, you might only see your recordings as an agent/user or if enabled as a supervisor you will be able to see multiple agents/users and manage recordings. Functionality only to supervisor role will be explained below.

Enter Username
& Password

Click Login



The screenshot shows the login interface of the Call Recording Portal. At the top, there is a grey header bar with the 'etisalat and Recording' logo on the left. Below the header, the main content area has a light grey background. On the left side of this area, the text 'Please login' is displayed. To the right of this text, there are two input fields: 'User name' and 'Password'. Below these fields is a 'Login' button. To the right of the input fields, there is a logo consisting of the 'etisalat and' text and a stylized 'e&' symbol, followed by the word 'Recording'.

Call Recording Portal Login Page

Browse Recordings - Overview

Logging into the portal automatically opens the "Browse : Recordings" page. Search for recordings based-on multiple criteria and then play, tag, and if enabled as a supervisor can also forward, or download them.

- Enter criteria such as a date range, tags, remote parties, and more.
- This area shows call recording information such as date, time, duration, and a unique ID for each recording.
- Shows the local party making or receiving phone calls.
- Shows call information from the remote party.
- Shows actions that can be assigned to a recording such as tags and forwarding via e-mail. Selecting the check box includes the record in a bulk action.

etisalat

Recording

Browse

Live

Recordings

Tags

Audit Trail

Account

Logout

Welcome Supervisor1

Filter by

Search

Monitored only

Tag name

Tag text

ID

Min duration (secs)

Max duration (secs)

Local party

Remote party

IP addresses

Start date

End date

Outgoing Incoming Both

More metadata filters...

Calculate disk space

Reset

Search

Recordings

Reports

Pick action

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS			
	783	2019-04-10	12:53:36	478	johngrover@etisalat.ae		chihung@etisalat.ae	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	782	2019-04-10	12:19:08	33	johngrover@etisalat.ae		chihung@etisalat.ae	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	779	2019-04-10	12:07:14	183	johngrover@etisalat.ae		5559975443	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	778	2019-04-10	11:46:44	478	johngrover@etisalat.ae		marysinclair@etisalat.ae	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	777	2019-04-10	11:27:11	33	johngrover@etisalat.ae		5559975443	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	776	2019-04-10	10:42:19	280	johngrover@etisalat.ae		5552123456	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	775	2019-04-10	10:23:55	478	johngrover@etisalat.ae		5556789012	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	774	2019-04-10	10:11:32	70	johngrover@etisalat.ae		robertlavi@etisalat.ae	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	773	2019-04-10	09:37:21	300	johngrover@etisalat.ae		5559977432	John Grover			<input type="checkbox"/>	<input type="checkbox"/>
	772	2019-04-10	09:03:04	183	johngrover@etisalat.ae		5552341236	John Grover			<input type="checkbox"/>	<input type="checkbox"/>

20150629_174546_CKML.wav.crypt

00:00

02:36

Call Recording Browse Page

- Click the speaker icon to listen to the recording.
- Clicking on either the recording ID or the date opens a details page for the selected recording.
- The arrows indicate if the recorded call was inbound or outbound.

Search Call Recordings

Call Recording provides a powerful multi-criteria search feature. It allows you to search using one or multiple search criteria.

- Filter search by individual or group.
- Search additional notes or tag text associated with the recording.
- Search for recordings based on their minimum and maximum recording.
- Search for recordings from a specific date or range of dates.

Filter by

Search

Monitored only

☐

Tag name

Select tag

Tag text

ID

Min duration (secs)

Max duration (secs)

Local party

Remote party

IP addresses

Start date

End date

Outgoing

☐

Incoming

☐

Both

☒

More metadata filters...

Calculate disk space

Reset

Search

Search based on specific tags. Click "Select tag" to choose the tags from a dialog box and click "Select Tag Type".

3 Results

TAG TYPE NAME	
Compliment	<input type="radio"/>
Customer Issue	<input checked="" type="radio"/>
New Tag Type	<input type="radio"/>

Select tag type

Cancel

Quickly find a recording using its unique ID number.

Search based on local / remote party information (SIP ID, phone number, IP).

Filter the search results by type of call.


Input one or multiple search criteria and then click the "Search" button.

Playback Call Recordings

Easily playback recordings directly from the web browser.

Choose a recording and click the speaker icon to listen.

Playback controls for the recording.


 **Recording**

Browse **Live**

Recordings **Tags** **Audit Trail**

Account Logout

Welcome Supervisor1

Filter by 

Search

Monitored only ☐

Tag name

Select tag

Tag text

ID


Min duration (secs)


Max duration (secs)

Local party

Remote party

IP addresses

Start date 

End date 

Outgoing ☐ Incoming ☐ Both ☒


More metadata filters...



















































Calculate disk space

Reset





Search

Recordings Reports



Pick action 

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS			
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	778	2019-04-10	11:46:44	478	johngrover@etisalat.ae		marysinclair@etisalat.ae	John Grover				
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Download Recordings

Supervisors and administrators have two different methods for downloading recordings. Individual agent/users cannot download recordings.

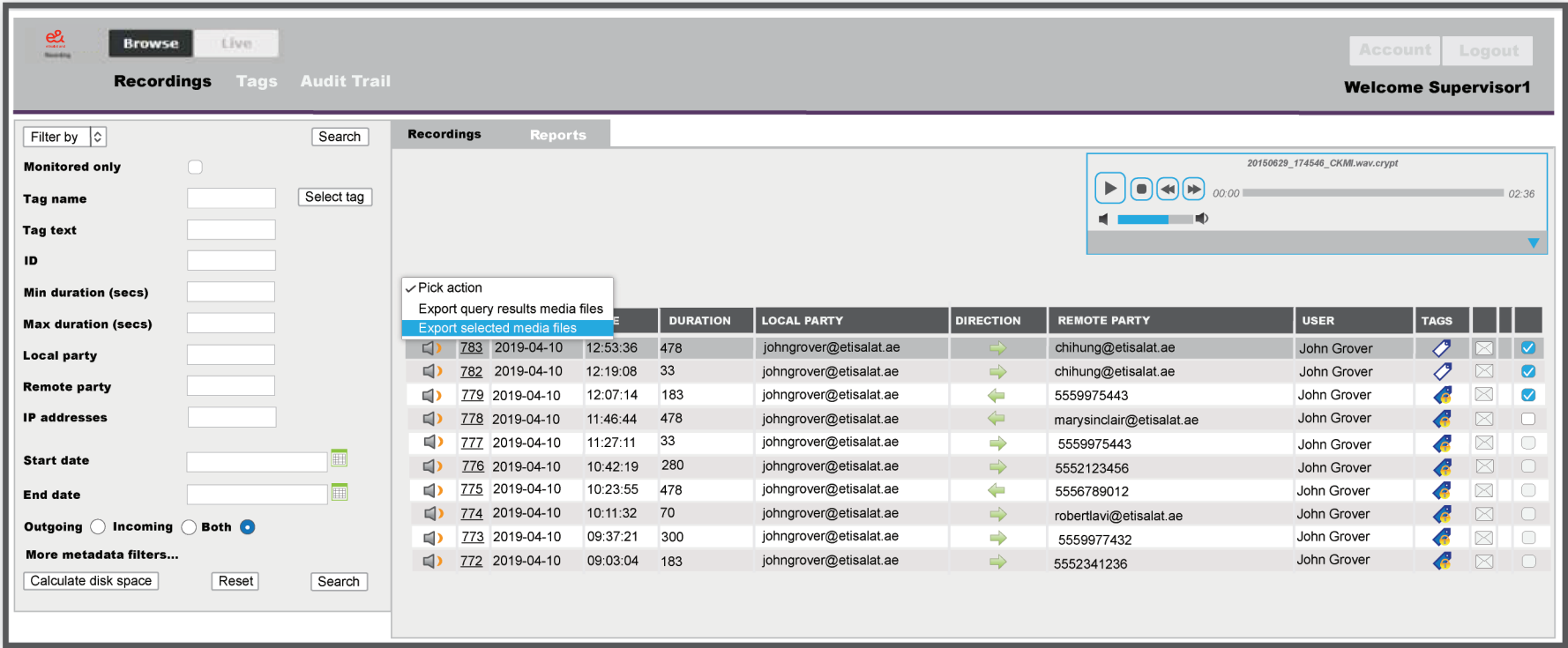
Download All the Media Files Associated with a Search Query.

- 1. Perform a search.
- 2. From the "Pick action" drop down menu choose "Export query results media files".
- 3. Choose a location and click "Save" This will download all of the media files from thatsearch.

Manually Select Files for Download

- 1. Perform a search.
- 2. Choose the files to be downloaded.
- 3. From the "Pick Action" drop down menu choose "Export selected media files".
- 4. Choose a location and click "Save".

Check the box of one or more recordings
you wish to download



Call Recording Browse Page

After selecting one or more recordings for download, the system can calculate the expected file size. Click "Calculate Disk Space" to start the calculation.

Choose "Export selected media files" or "Export query results media files from the drop down menu.

Creating New Tags and Tagging Recordings

Tags can be created and added to recordings to reflect common actions, experiences or potential search criteria. Tags can be added during a live call or after the call is complete. Tags can even be applied based on a specific point in the recording. Multiple tags can be added to the same recording to improve the granularity of future search results.

To create a new tag:

1. Click on "Tags" to open the Tags page.
2. Click "Create new". This will reveal the Tags edit screen.
3. Click "Edit" to start creating a new tag.
4. Enter the name and description (optional) of the new tag and click Submit.

Tags page interface showing a list of tags on the left and an 'Edit' form for a tag with ID 15, 'Happy Customer' on the right. The form includes fields for Tag type ID, Tag type name, Tag Type Display Name, Description, Creator, Owner, and Public tag. A 'Create new' button is visible at the bottom left.

To tag a recording:

1. Click on the tag icon of the recording to be tagged. This will open the tag dialog box.
2. Click on the "Tag type" drop down menu and choose the tag.
3. Enter the tag text to help describe the event being tagged.
4. Click "Add". Multiple tags can be added to a recording.
6. Click "Submit".

Tag dialog box interface showing the user 'John Grover' and the recording ID '338 - 20150629_174546_CKMI'. The 'Tag type' is 'Compliment' and the 'Tag text' is 'Customer said I was ve'. The 'Offset (secs)' is 20 and the 'Duration' is 49. There are 'Add', 'Submit', and 'Cancel' buttons at the bottom.

Recordings page interface showing a list of recordings in a table. The table columns include TYPE, ID, DATE, TIME, DURATION, LOCAL PARTY, DIRECTION, REMOTE PARTY, USER, and TAGS. A 'Pick action' dropdown is visible above the table. A media player is shown at the top right of the table area.

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS
783	2019-04-10	12:53:36	478	john grover@etisalat.ae	→	chihung@etisalat.ae	John Grover		
782	2019-04-10	12:19:08	33	john grover@etisalat.ae	→	chihung@etisalat.ae	John Grover		
779	2019-04-10	12:07:14	183	john grover@etisalat.ae	→	5559975443	John Grover		
778	2019-04-10	11:46:44	478	john grover@etisalat.ae	→	marysinclair@etisalat.ae	John Grover		
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Live Call Monitoring

Supervisors and administrators can monitor calls in real-time while they are being recorded. By default any user set-up for call recordings has their calls recorded automatically. Supervisors and administrators have the access to override the automatic recording settings and either keep, discard, or pause a recording. Recordings can also be paused during calls by any user to avoid capturing sensitive information such as credit card information.

Click the "Live" button to monitor live call recordings.

Click the keep button to keep the call recording of the call is complete.

Listen to calls in real-time.

Recording

Browse
















Live

Account

Logout

Welcome Supervisor1

USER LIVE MONITORING

USER ID	USER NAME	LOCAL PARTY	DIRECTION	REMOTE PARTY	ELAPSED	KEEP	DISCARD	MONITOR	PAUSE	STATUS	TAG	LIVE TAGS
5	Chi Hung	chihung@etisalat.ae	➡	555-123-4565	00:20:30					This conversation will be recorded		
23	Robert Lavi	boblavi@etisalat.ae	⬅	555-987-6543	00:00:17					This recording will be dropped		
44	Mary Sinclair	msinclair@etisalat.ae	➡	fdesk@etisalat.ae	00:12:37					(paused)		

Click the discard button to delete the call recording after the call is complete.

Click the pause button to pause recordings.

Tag call recordings in real-time to increase search ability.