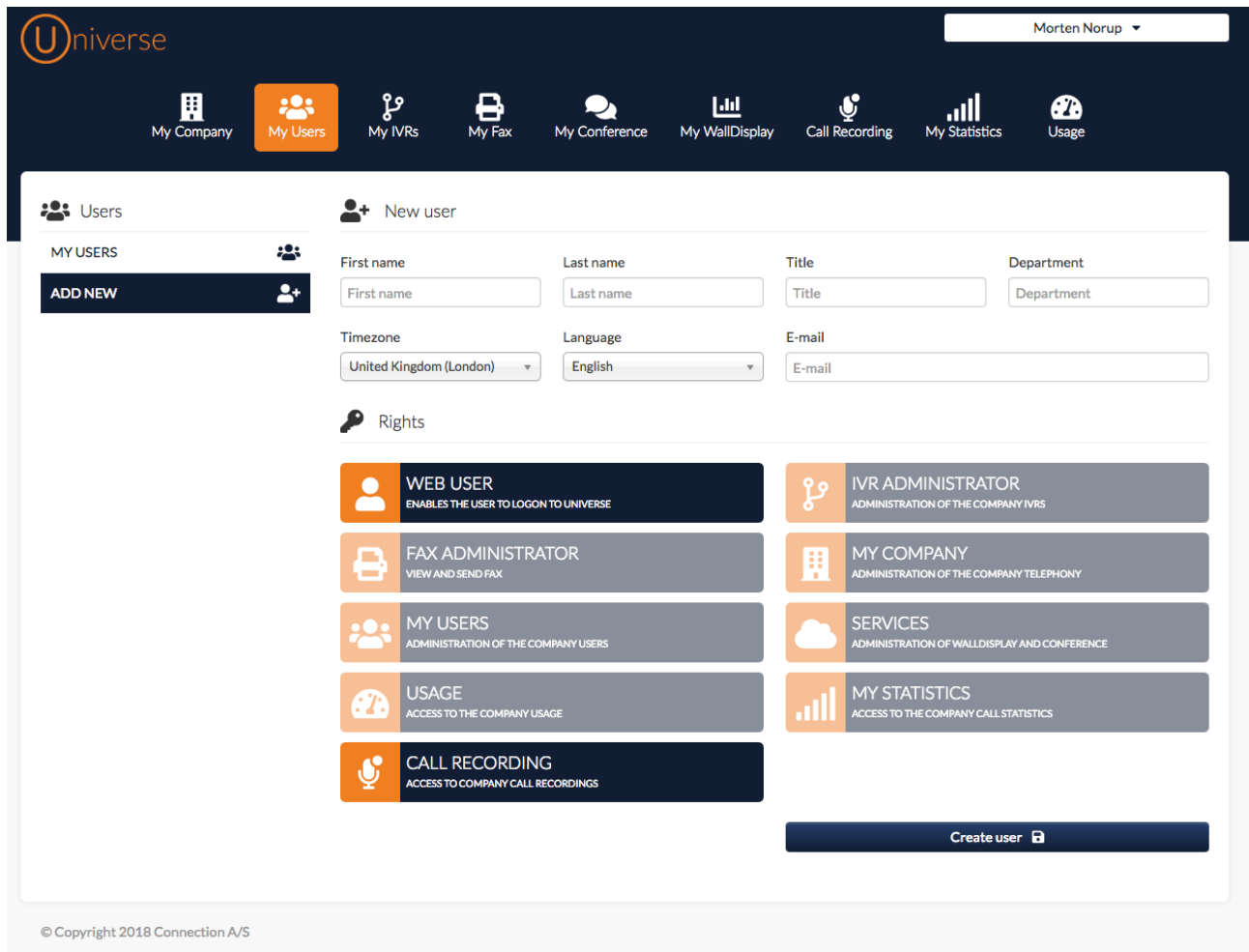


Call Recording Pro

Call recording is set up via an optional separate Right by the system Administrator once enabled for them by Firstcom (at additional cost). An Administrator can manage the company settings, plus listen to and download recordings via the built-in audio player.

The Administrator will find the Call Recording option under **My users -> Edit** so they can assign control to a user from there, or simply leave it so only the Administrator has access.



Note

The Right does allow Administrators and Users to listen to all recordings but not allow an Administrator to see or listen to any user's private 'on-demand' recordings.

Call Recording

On opening Call Recording as an Administrator there's a complete list of all company recordings.

The screenshot shows the 'Call Recordings' page in the Universe system. The top navigation bar includes 'My Company', 'My Users', 'My IVRs', 'My Fax', 'My Conference', 'My WallDisplay', 'Call Recording' (highlighted), 'My Statistics', and 'Usage'. The user 'Morten Norup' is logged in. The left sidebar contains 'CALL RECORDINGS' (selected), 'Call Recording settings', 'COMPANY SETTINGS', 'USER SETTINGS', 'SIP TRUNK SETTINGS', and 'SERVICE SETTINGS'. The main content area shows a table of recordings with the following data:

From	Destination	Recorded	Parts	
hmp 2 2	2476	14:26 03/12/2018	1	Listen to recording(s)
hmp 2 2	2476	14:37 03/12/2018	1	Listen to recording(s)
hmp 2 2	+hmp+firstcom.dk	14:22 03/12/2018	1	Listen to recording(s)
hmp 2 2	2476	14:29 03/12/2018	1	Listen to recording(s)
hmp 1 1	52 10 20 20	09:27 04/12/2018	1	Listen to recording(s)
hmp 1 1	52 10 20 20	09:21 04/12/2018	1	Listen to recording(s)
hmp 1 1	40 38 68 09	13:51 03/12/2018	2	Listen to recording(s)

The system provides flexibility in reviewing, finding, storing and deleting recordings so it is worthwhile getting familiar with the choices and navigation of screens.

Search

You can view particular recordings by searching in a **time period** (From and To), or **From** a particular source, or To a particular **Destination**, or a combination of these parameters.

Select all

Select all selects all recordings. To de-select, simply click **Select all** again. A selected recording is highlighted in grey.

If you have **selected all** you can de-select single recordings just by clicking them. A deselected recording is clear – not highlighted.

Select a Single Recording

You can select an individual recording by clicking on its row.

Delete

Delete selection deletes the selected – highlighted – recordings.

From

The calling (originating) person's number or name.

Destination

The called (destination) person's number.

Recorded

Time and date the recording happened. Note this will be the time the call started and the finish time can be interpreted by adding the call duration.

Parts

When a user pauses and resumes a call, it divides the call into two parts, thus creating 2 sound files. Example: Credit card information must not be recorded, so the user must pause the call while the customer reads out the information. Every time a recording is paused and resumed a new sound file is created. This ensures an accurate time stamp of each conversation with a User.

Delete

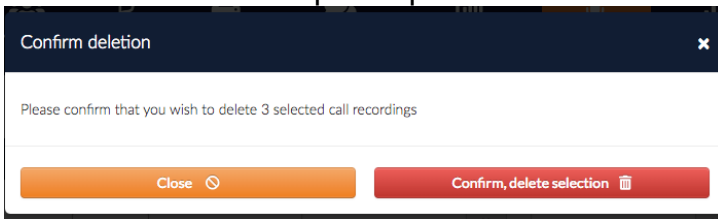
Here you see 3 recordings that have been selected – they are highlighted in grey. Now we will go on to delete the 3 selected via the red 'Delete selection' icon.

The screenshot shows the 'Call Recordings' page in the 'U' universe system. The page has a dark blue header with the 'U' universe logo and a user name 'Morten Norup'. Below the header is a navigation bar with icons for 'My Company', 'My Users', 'My IVRs', 'My Fax', 'My Conference', 'My WallDisplay', 'Call Recording' (highlighted), 'My Statistics', and 'Usage'. The main content area is titled 'Call Recordings' and features a table of recordings. The table has columns for 'From', 'Destination', 'Recorded', and 'Parts'. Three rows are highlighted in grey, indicating they are selected. At the top right of the table area, there are buttons for 'Select all' and 'Delete selection'. The 'Delete selection' button is highlighted in red. Below the table, there are pagination controls showing '1 2 3 4 5'.

From	Destination	Recorded	Parts	
hmp 2 2	2476	14:26 03/12/2018	1	Listen to recording(s)
hmp 2 2	2476	14:37 03/12/2018	1	Listen to recording(s)
hmp 2 2	+hmp+firstcom.dk	14:22 03/12/2018	1	Listen to recording(s)
hmp 2 2	2476	14:29 03/12/2018	1	Listen to recording(s)
hmp 1 1	52 10 20 20	09:27 04/12/2018	1	Listen to recording(s)
hmp 1 1	52 10 20 20	09:21 04/12/2018	1	Listen to recording(s)
hmp 1 1	40 38 68 09	13:51 03/12/2018	2	Listen to recording(s)
hmp 1 1	52 10 20 20	09:20 04/12/2018	1	Listen to recording(s)
hmp 1 1	52 10 20 20	09:28 04/12/2018	1	Listen to recording(s)
hmp 1 1	52 10 20 20	09:27 04/12/2018	1	Listen to recording(s)

The system will ask you for confirmation before you delete them. Note that the number of deletions is shown, which is useful if you're deleting several that are not adjacent in the list,

just to double check. Once deleted Firstcom cannot recover the recordings, hence this extra confirmation step is required.



Listen to recording

If you select **Listen to recording(s)** from the right-hand side menu, an audio player will pop up and you will have choices.

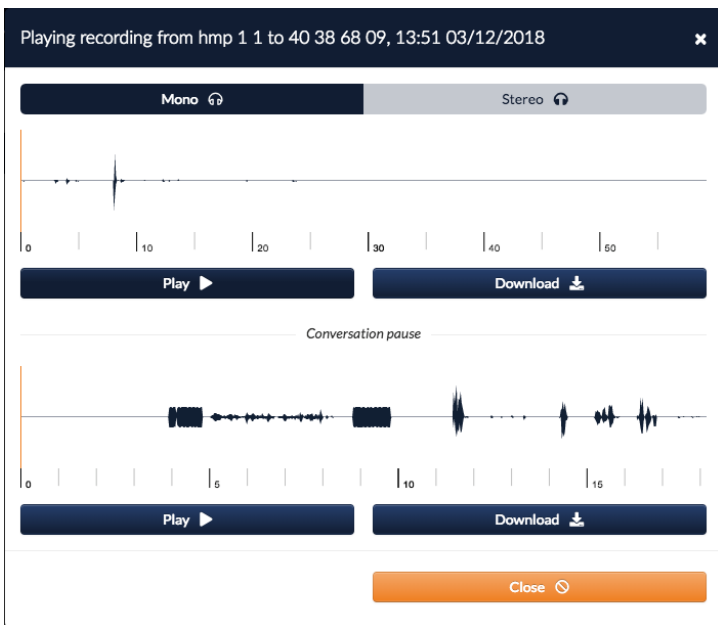
Playback

You can choose **mono** or **stereo** ahead of playing back the recording.

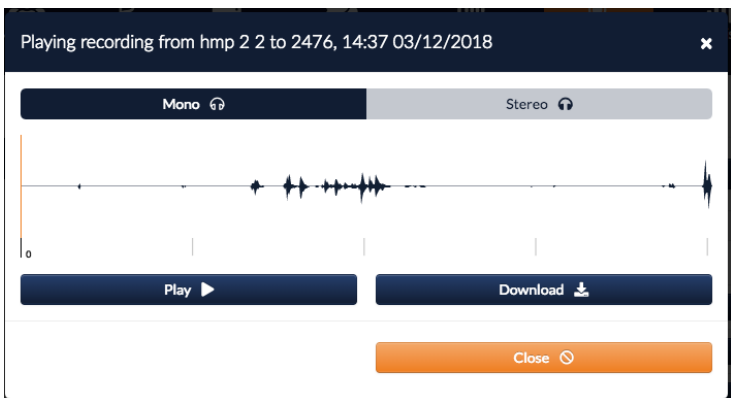
If the recording is in two parts, you will see both parts in the audio player and you can play them one at a time.

Download

You can download the recording when you need to have a local copy e.g. for training purposes.



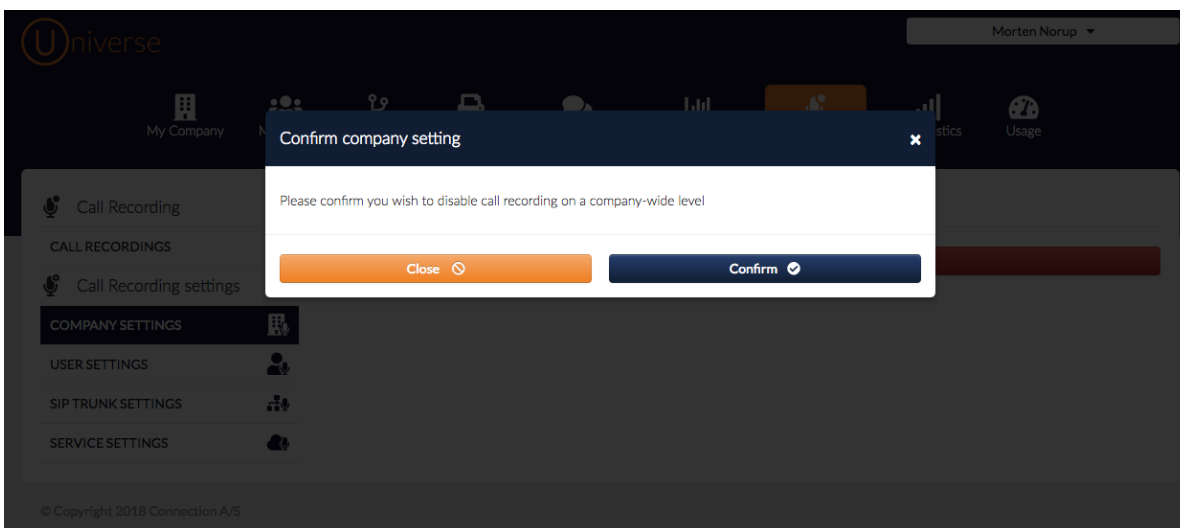
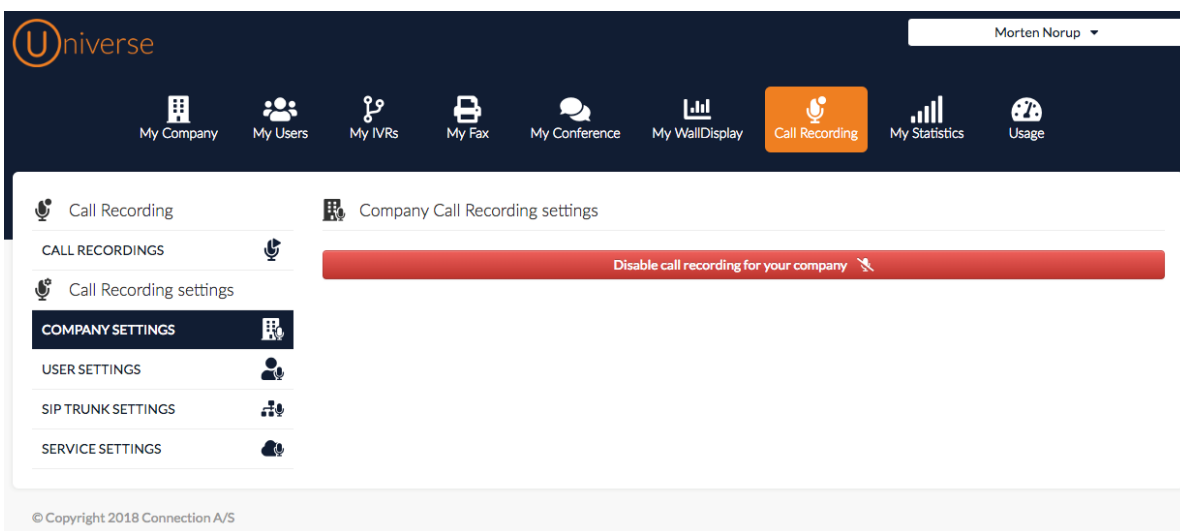
Example recording without pause (i.e. it is one single recording).



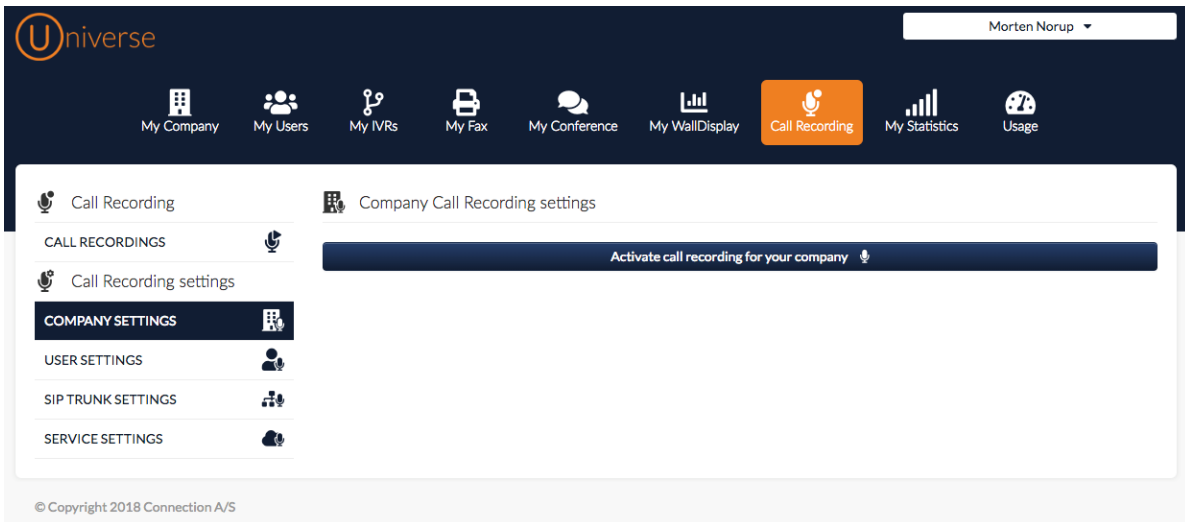
Company Settings

As an administrator you can disable and activate all company-wide recordings.

Note: This setting will not affect the user's private on-demand recordings.



Activating company-wide call recording is done here.



User settings

When company call recording has been activated, by default all calls to and from all users will be recorded, but you can change that to be more granular. Here is a general guide.

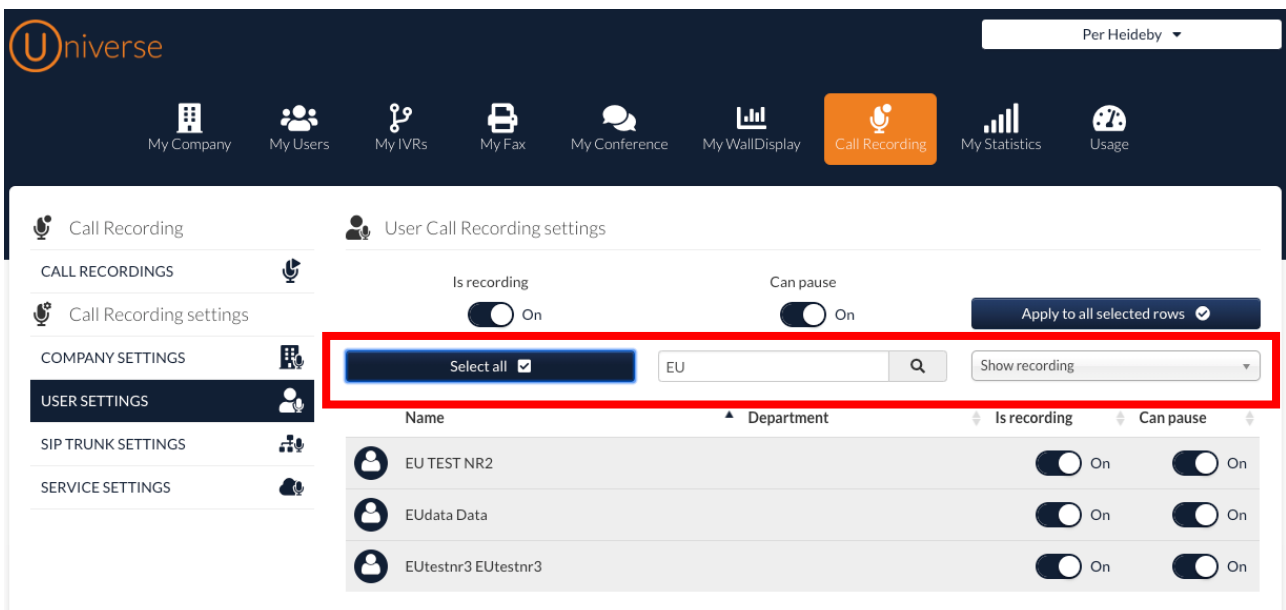
Select, search and filter

First select what you want to change. You can do that in three ways, note the 3 options in the tool header area highlighted in the red box:

1. Select all
2. Search (by Name or Department)
3. Filter on feature drop down list (recording, not recording, pause, not pause).

Or you can combine the three.

- Example:
- > Enter EU in the Search field
 - > From the drop-down selection, choose Show recording
 - > Tick Select all (to highlight in grey the entries)



Having checked the selection is what you need, you can act on your selection to apply settings.

Is recording (on or off)
Can pause (on or off)

In this example above, there is a Company wide ability to pause calls (**Can pause** is On), along with call recording (Is recording is On). However, the 3 individual users must not be able to pause recordings so we change **Can pause** to Off. Next, we need to click on **Apply to all selected rows**.

Name	Department	Is recording	Can pause
EU TEST NR2		On	On
EUdata Data		On	On
EUtestnr3 EUtestnr3		On	On

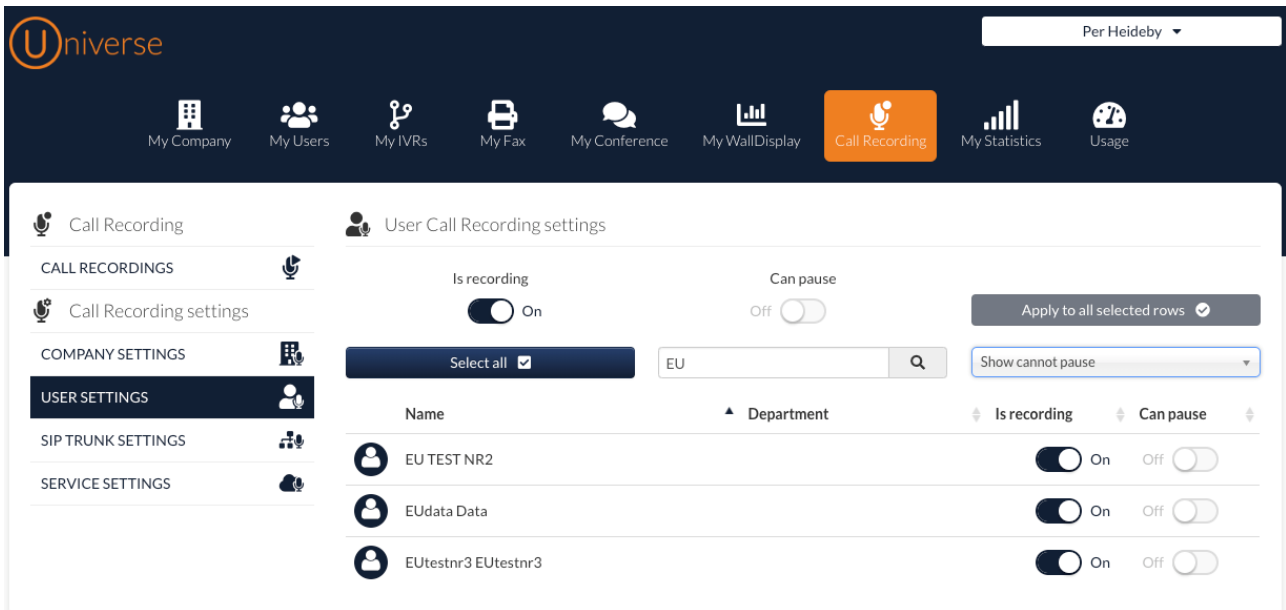
There will be a prompt that needs to be confirmed.

Please confirm you wish to set recording to **On** and pausing to **Off** for the following selection:

Name	Department
EU TEST NR2	
EUdata Data	
EUtestnr3 EUtestnr3	

Close [cancel icon] Confirm [checkmark icon]

Now, the selected users can longer pause calls.



Pausing a call

A user can pause a call if they have been allowed to by the Administrator.

To pause a call the user enters the code ****5**

To resume the call the user enters the code ****6**

The recording of a call can be paused and resumed multiple times before hanging up, as needed.

Recording calls arriving through an IVR

For incoming calls that are fed through an IVR which has a recording module active, the recordings will not show up under the company-wide Call Recording. The IVR recordings will show under the Recordings section of the 'My IVRs' administration area. This feature is not part of Call Recording PRO, it is part of the core Universe solution and does not need to be separately enabled.

Recording calls On Demand

All users have the ability to start and stop the recording of calls via the soft key prompts on their IP handset device. The recordings will not show up under the company-wide listing as they are personal to the user. This feature is not part of Call Recording PRO, it is part of the core Universe solution and does not need to be separately enabled.

Technical notes

- Call recording uses MP4 compression with a bit rate of 64kbits/s per channel.
- All recordings are stored in the EU region to support GDPR compliance.
- Browsers supported: Chrome, Firefox, Safari, Edge.
- Browsers not supported: IE.