



JUSAN

INNOVATIVE CLOUD TECHNOLOGY

reca 

RECALL

MULTITENANT

INSTALLATION AND ADMINISTRATION
GUIDE

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1- INSTALLATION STEPS

Download the Recall installation kit from: ftp://88.12.19.213/Official_Kits/CD_Recall and go through the following installation sequence:

1.- Install SQL

2.- Install StreamLineDB data base

3.- Install Recording Manager Web

The recording capture service "GetRecordingFromFTPSvc" must be installed manually, as explained below:

4.- Copy the software "GetRecordingFromFTPSvc" to the folders:

C:\Program Files\Jusan\ GetRecordingFromFTP_T1

C:\Program Files\Jusan\ GetRecordingFromFTP_T2

As many folders as tenants we want to handle.

5.- From the MSDOS console, with administrator rights, install the services with the command line:

```
SC CREATE GetRecordingFromFTPSvc.exe binPath="C:\Program
Files\Jusan\GetRecordingFromFTP_T1\GetRecordingFromFTPSvc.exe" DisplayName=" Jusan Recall
MT Tenant 1" start= auto
```

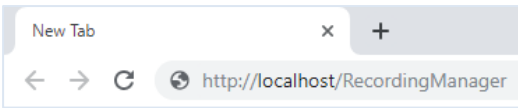
Repeat the operation for each tenant to be installed.

6.- Configure the FTP server to Access the different tenants, edit the file GetRecordingFromFTPSvc.exe.conf within each of the sites/tenants that were created, and enter the proper parameters.

Parameters FTP Server:

Domain ftp server	> key="domain" value="127.0.0.1"
Port ftp server	> key="port" value="22"
User ftp server	> key="user" value="test"
Password ftp server	> key="password" value="1234"

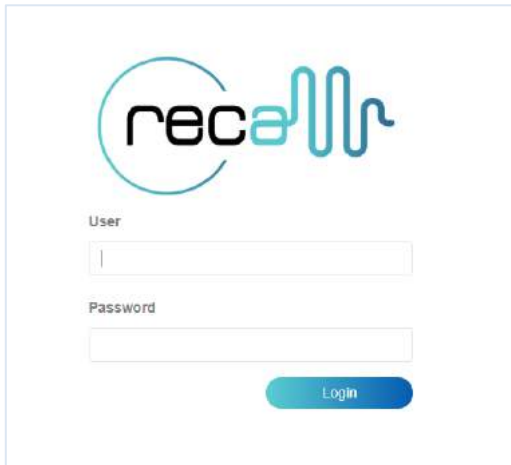
2- ACCESS RECORDING MANAGER ADMINISTRATION




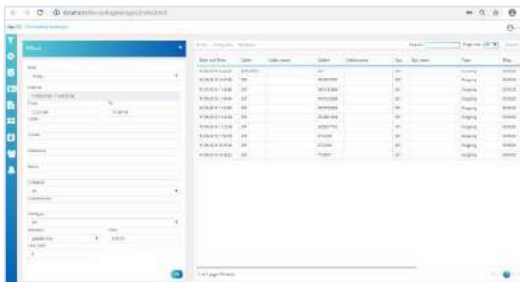
Enter the following URL in your Chrome web browser:
<http://localhost/RecordingManager>



The login window will appear.



Enter a valid login (default user/password are admin/admin) and click on the button  .



The configuration and general monitoring screen appears as follows.

3- MANAGEMENT OF RECORDINGS AND FUNCTIONALITIES



Filters

The recordings from the different tenants may be viewed according to the filters.

Date and Time	Caller	Caller name	Called	Called name	Ext.	Ext. name	Type	Ring	Duration	Category	Commentary	GURD	Tenant	Validations
17/06/2019 12:42:25	037547970		201		201		Incoming	00:00:00	00:02:52	IMPORTED			Bynet MT T2	No
17/06/2019 12:41:28	200		0502517282		200		Outgoing	00:00:00	00:00:50	IMPORTED			Bynet MT T2	No
17/06/2019 11:54:53	201		0907252889		201		Outgoing	00:00:00	00:00:34	IMPORTED			Bynet MT T2	No
17/06/2019 11:54:48	201		0907252889		201		Outgoing	00:00:00	00:00:01	IMPORTED			Bynet MT T2	No
17/06/2019 11:50:25	201		0507252589		201		Outgoing	00:00:00	00:00:24	IMPORTED			Bynet MT T2	No
17/06/2019 11:42:04	201		0828011444		201		Outgoing	00:00:00	00:08:12	IMPORTED			Bynet MT T2	No
17/06/2019 11:23:39	201		0505577300		201		Outgoing	00:00:00	00:01:25	IMPORTED			Bynet MT T2	No
17/06/2019 11:00:39	201		5727208		201		Outgoing	00:00:00	00:04:11	IMPORTED			Bynet MT T2	No
17/06/2019 10:41:38	201		5727208		201		Outgoing	00:00:00	00:00:59	IMPORTED			Bynet MT T2	No
17/06/2019 10:29:32	201		7107877		201		Outgoing	00:00:00	00:03:28	IMPORTED			Bynet MT T2	No

Settings

Email settings

Host: User:
 Password: From: no_reply@fidelity-system.es
 Port: 25 SSL: No

System Settings

Call No Direction: No Fidelity mode: No
 Advanced contacts: No Recall Scoring: No
 Recall Multi-tenant: Yes Compression Type: PCM
 Recordings path: C:\recordings Automatic deletion (days): 0
 Audio encryption: No Alarms - Refresh time (min.): 5
 Alarms - Minimum disk space(%): 10 Alarms - Minutes: 15
 Alarms - Look for IDs: Yes Alarms - Email destinations:

Buttons: Close, OK



Settings

Press the “setting” icon, followed by the sequence “CTRL SHIFT L” and configure the system “Recall Multitenant Mode”, as well as the other parameters such as mail server, compression, alarms, etc...

Tenants

Buttons: Add, Edit, Delete

Search:

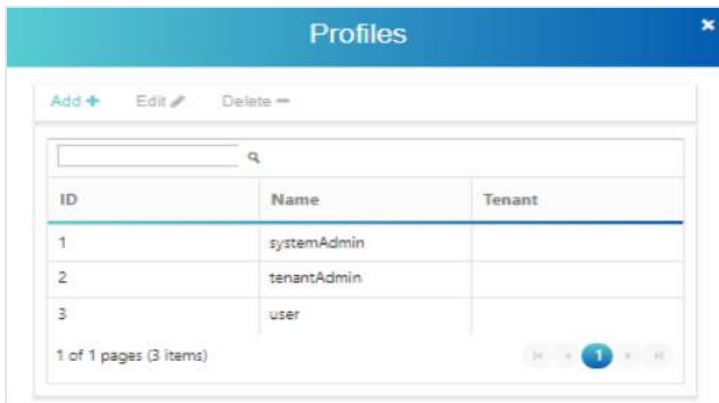
ID	Name	URL
1	Bynet MT T1	http://localhost/RecordingManager/index.html?tenant=1
2	Bynet MT T2	http://localhost/RecordingManager/index.html?tenant=2

1 of 1 pages (2 items)



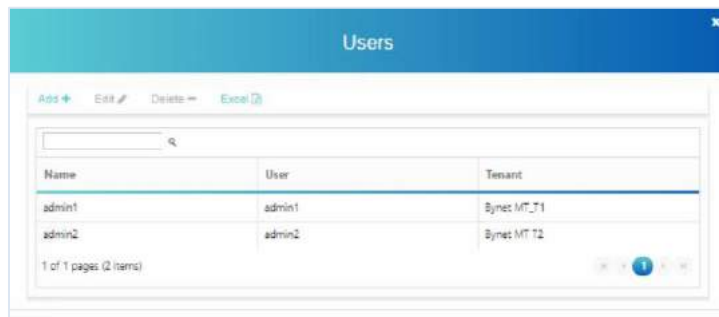
Tenants

Having selected “multitenant” in the Settings, the different tenants may be created with their access URL using the “Clients” icon.



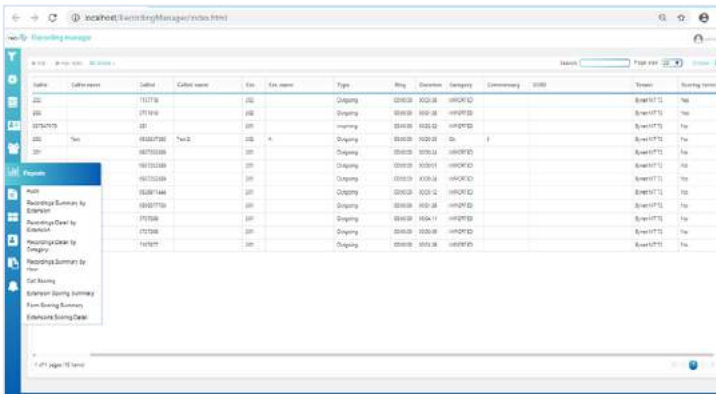
Profiles

Select "profiles" and create the different user profiles. ID 1 y 2 are fixed and generated by the system.



Users

Select "users" in order to create the different users for each tenant.



Reports

Select “reports” to access the different reports provided by the system.

Recall Reports

Recordings Summary by Extension

Period: 2019-06-01 00:00:00 - 2019-06-30 23:59:59
 Extensions: 201,202

Extension	Total	Incoming	Outgoing	Duration	Average Duration
201	104	35	69	4:59:21	0:02:52
202	24	16	8	0:41:46	0:01:44
Total	128	51	77	5:41:07	0:04:37

Recall Reports

Recordings Summary by Hour

Period: 2019-06-01 00:00:00 - 2019-06-30 23:59:59
 Extensions: 201,202

Extension	Total	Incoming	Outgoing	Duration	Average Duration
08:00 - 09:00	9	3	6	0:16:40	0:01:51
09:00 - 10:00	25	10	15	2:16:35	0:05:27
10:00 - 11:00	17	8	9	0:30:08	0:01:46
11:00 - 12:00	18	5	13	0:51:47	0:02:52
12:00 - 13:00	23	10	13	0:35:44	0:01:33
13:00 - 14:00	16	9	7	0:31:05	0:01:56
14:00 - 15:00	9	4	5	0:20:10	0:02:14
15:00 - 16:00	10	1	9	0:17:38	0:01:45
17:00 - 18:00	1	1	0	0:01:20	0:01:20
Total	128	51	77	5:41:07	0:20:47

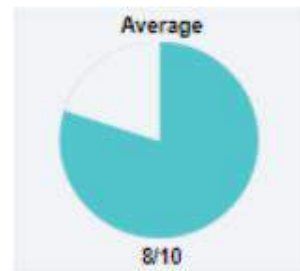


Extension Scoring Summary

Evaluation		Call	
Extension	Form	Time frame	Number of Calls
202	Test	6/17/2019 - 6/17/2019	2

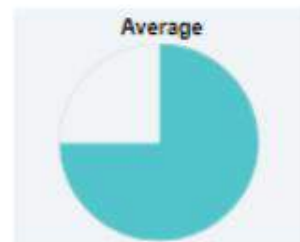
Questions Test 1

Question	Yes	No	Score
Audio quality	<input type="radio"/>	<input type="radio"/>	5.5
Customer was satisfied	<input checked="" type="radio"/> 100%	<input type="radio"/> 0%	8.5
Overall agent attitude	<input type="radio"/>	<input type="radio"/>	10
Call length	<input type="radio"/>	<input type="radio"/>	10



Questions Test 2

Question	Yes	No	Score
Question 1	<input type="radio"/>	<input type="radio"/>	5.5
Question 2	<input checked="" type="radio"/> 50%	<input checked="" type="radio"/> 50%	9.5
Question 3	<input type="radio"/>	<input type="radio"/>	9.5



Audit

Interval: 17/06/2019 - 17/06/2019 User: All Excel

Date and Time	User	Action	Entity	Value	Result	Tenant
17/06/2019 14:32:54	admin	Edit comment	Calls	B	OK	
17/06/2019 14:32:54	admin	Edit Category	Calls	Ok	OK	
17/06/2019 14:32:54	admin		Calls	A	OK	
17/06/2019 14:32:54	admin	Edit Caller	Calls	Test	OK	
17/06/2019 14:32:54	admin	Edit Called	Calls	Test 2	OK	
17/06/2019 14:32:05	admin	Download	Calls		OK	
17/06/2019 14:31:53	admin	Listen	Calls		OK	
17/06/2019 14:18:33	admin	Login	Users	admin	OK	
17/06/2019 14:00:30	admin	Login	Users	admin	OK	
17/06/2019 13:23:56	admin	Login	Users		OK	

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Audit

Selecting the “audit” icon, we can view the actions of the different users.

Categories

Add category Delete category

Name	Tenant
To Check	Bynet MT_T1
Problematic	Bynet MT_T1
To check	Bynet MT_T2
Problematic	Bynet MT_T2
Ok	Bynet MT_T1
Ok	Bynet MT_T2

1 of 1 pages (6 items)



Categories

Selecting the “categories” icon, we can create and delete the different categories (predefined recording tags) for the different tenants.

Contacts

Add Edit Delete Excel

q

Name	Email	Company	Mobile	Landline	Tenant
Jusan SA	Jusan@jusan.es	Jusan SA		0034914560110	
Jusan Servicio Técnico	hotline@jusan.es	Jusan SA		0034914560120	

1 of 1 pages (2 items)



Contacts

Selecting the “contacts” icon, we can create, edit and delete the different contacts (name, phone, email, etc.) for the different tenants.

Scoring forms

Add Edit Delete Enable / Disable Excel

q

Name	Active	Discharge date	Low date	Tenant
Test	☑	17/06/2019 14:22:29		

1 of 1 pages (1 items)



Scoring

The “scoring” is used to created evaluation forms.

Task	Date and Time	Level	Call Id	Description	Tenant
	17/06/2019 13:37:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 13:38:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 13:27:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 13:22:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 13:17:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 13:12:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 13:07:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 13:02:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 12:52:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2
	17/06/2019 12:47:20	20	0	There is no recorded calls from extensions [201.202]	Synet MT T2

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Alarms

Selecting the “alarms” icon, we may create and view different types of alarms, create the different tasks, as well as define holidays and working hours.

localhost/RecordingManager/index.html

Recording manager

Search Page size 20 2/16

Date and Time	Caller	Caller name	Called	Called name	Ext.	Ext. name	Type	Ring	Duration	Category	Commentary	GRID	Tenant
17/06/2019 13:42:48	202		7187778		202		Outgoing	00:00:00	00:00:38	IMPORTED			Synet MT T2
17/06/2019 13:42:38	202		3791010		202		Outgoing	00:00:00	00:01:38	IMPORTED			Synet MT T2
17/06/2019 13:42:28	007547970		201		201		Incoming	00:00:00	00:02:52	IMPORTED			Synet MT T2
17/06/2019 12:41:28	202		0922377382		202		Outgoing	00:00:00	00:00:50	IMPORTED			Synet MT T2
17/06/2019 11:54:53	201		0907252589		201		Outgoing	00:00:00	00:00:34	IMPORTED			Synet MT T2
17/06/2019 11:54:48	201		0907252589		201		Outgoing	00:00:00	00:00:01	IMPORTED			Synet MT T2
17/06/2019 11:52:25	201		0907252589		201		Outgoing	00:00:00	00:00:24	IMPORTED			Synet MT T2
17/06/2019 11:42:04	201		0928811444		201		Outgoing	00:00:00	00:00:12	IMPORTED			Synet MT T2
17/06/2019 11:33:38	201		0905577700		201		Outgoing	00:00:00	00:01:29	IMPORTED			Synet MT T2
17/06/2019 11:00:38	201		8107008		201		Outgoing	00:00:00	00:04:11	IMPORTED			Synet MT T2
17/06/2019 10:41:38	201		8107008		201		Outgoing	00:00:00	00:00:58	IMPORTED			Synet MT T2
17/06/2019 10:28:22	201		7107827		201		Outgoing	00:00:00	00:03:26	IMPORTED			Synet MT T2

1 of 1 pages (12 items)

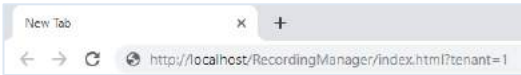
Alarms

- Alarms
- Tasks
- Holidays
- Schedules

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4- RECORDING MANAGER ACCESS FOR DIFERENTS TENANTS

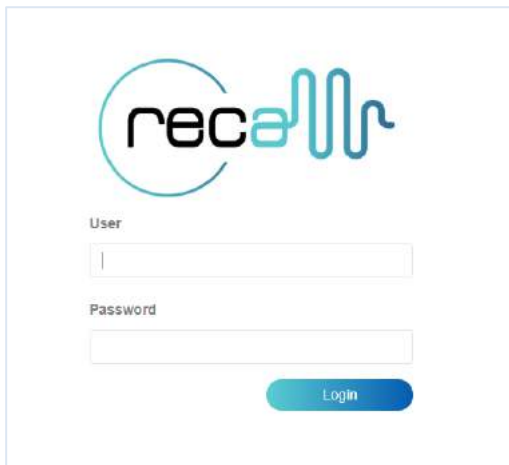
4.1 TENANT 1



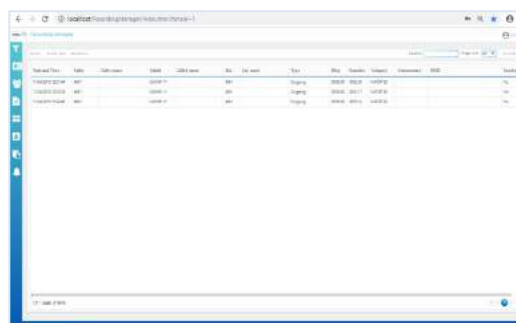
Enter the following URL in your Chrome web browser:
<http://localhost/RecordingManager/index.html?tenant=1>



The login window will appear.

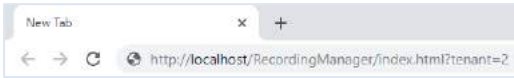


Enter User: admin1 and Password: admin1 to Access the recordings of Tenant 1.



The Recording Manager Web window will be shown.

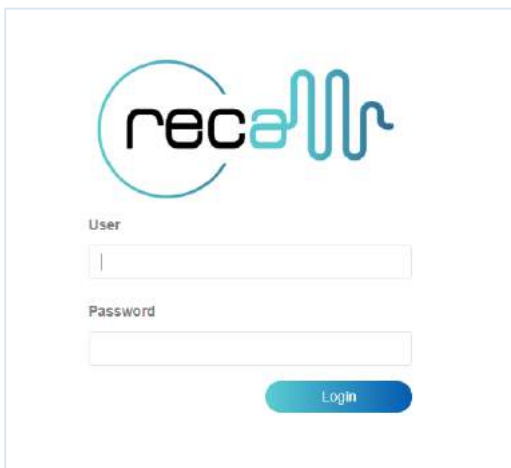
4.2 TENANT 2



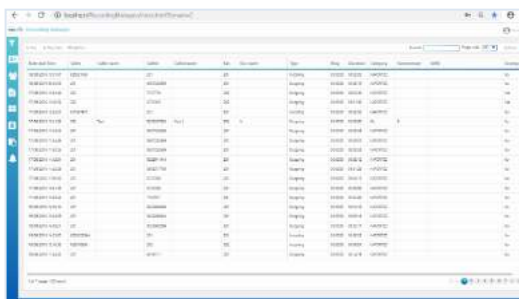
Enter the following URL in your Chrome web browser:
<http://localhost/RecordingManager/index.html?tenant=2>



The login window will appear.



Enter User: admin2 and Password: admin2 to Access the recordings of Tenant 2.



The Recording Manager Web window will be shown.

JUSAN S.A.

Jusan is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in more than 40 countries and certified by top market players.

Jusan designs, sells and supports solutions for Call Centers, Call Recording, CTI, Vocal Servers and Call Billing and Traffic Analysis, through a network of partners and distributors, and closely cooperates with leading carriers and manufacturers for the certifications of interoperability between its applications and the most prestigious telephone systems in the market.

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Reference: D505JUSUX01ES