JUSAN

INNOVATIVE CLOUD TECHNOLOGY

RECALL
RECORDING MANAGER

USER GUIDE
Version Software 2.01

INDEX

1- GENERAL OVERVIEW

All Recall models share the same management software for searching, filtering and listening the recordings according to different criteria: date and time, number dialed, calling number, extension, call type, duration and category. The software also allows copying the selected recordings to a different location, sending them by email, or adding tags and comments.

Recording Manager Web is installed in the Recall Server Computer and it can be opened from other computers using an internet browser.

The Recording Manager Web app window is divided into 3 different areas:

① **FILTERS**

This menu allows to define filters and to combine search parameters on any field to easily locate recordings and to make a more comprehensive and specific search.

② **CALLS**

Displays the details of the selected calls and offers additional management menu to listen, tag, archive or share the selected recordings.

③ **TOOLS**

This configuration menu contains general options and settings such as definition of categories, management of users and contacts and definition of customized reports.

2- STARTING RECORDING MANAGER

To open the app, open an **internet browser** and enter the following address:

http://<Server>/recordingmanager/

…being <Server> the server computer name or server IP Address*.

Example 1:   **http://RecallServer/recordingmanager**
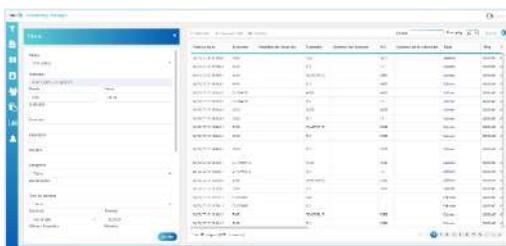Example 2:   **http://192.168.0.123/recordingmanager**

(*) Contact your local system administrator for further details.

The login window will appear.

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

The Recording Manager Web window will be shown.

3- MENUS AND TOOLBARS

3.1 FILTERS MENU

Use the filters section to make your searches more effective.

Enter the recordings parameters to search in the available fields and click on the button to list the recordings according to the selected filters. The filters section will be then minimized and the resulting recordings will be shown in the below recordings area.

To close the filters section, click on the button in the upper left corner or on the close button , and the section will be minimized accordingly.
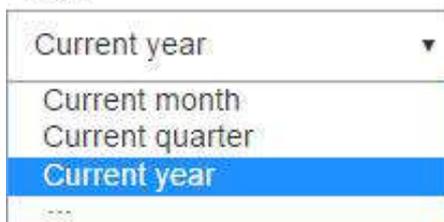
Date
Select the date range from among the offered options.

Interval
To establish a specific period, click to open a calendar and select the desired dates.
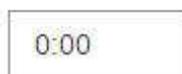
Schedule
Select a specific time slot or select from 0:00 to 23:59 if this filter is not required.

Caller telephone number
Enter the phone number from which the call was made.

Called telephone number
Enter the phone number which received the call.

Name
Enter the name of the contact from which the call was made or the name of the extension which received the call.

Extension
Enter the extension number from which the call was made or the extension number which received the call.

Category
Select the desired Category, or select "All" if this filter is not required.

Commentary
Enter the desired Commentary.

Call Type
Open the menu and select the desired type of the call or "All" if this filter is not required.

* Please check with Technical Support any questions regarding other parameters.

3.2 FUNCTIONS KEYS

▶ Play
Play
To play the selected recording.

▶ Play video
Play video
Plays the recording of the PC screen *.

☰ Options ▾
Options
Drop-down menu of actions for recordings.

▌Save
Save
To Save the voice file of the selected recording.

🎧 Audit
Audit
To List the users who listened the selected recording.

✔ Verify
Verify
To verify the digital watermark of the selected recording.

★ Scoring
Scoring
It allows you to evaluate or revalue the selected recording.

━ Remove scoring
Remove scoring
Removes the evaluation made on a recording.

🗑 Delete
Delete
To delete the selected recordings.

✏ Edit
Edit
To Assign a category to the selected recording.
To Add comment to the selected recording.
To Add caller name to the selected recording.
To Add called name to the selected recording.
To Add extension name to the selected recording.

Search: [   ]
Search
Locate recordings according to parameter.

⬇ Excel
Excel
To Export the current view to an Excel file.

🔄
Refresh
To Refresh the selection with the existing filters.

* Only available with the optional Recall ScreenCast version.

* Watermark is available depending on the recording solution.

3.3 TOOLS MENU



Users

his option allows to create and to administrate the users allowed to access the system and the recordings.

To add a new User, click on [Add +] and enter his name and password. Then select the permissions for this user by clicking on the relevant options (example: Add categories, Delete calls, Export, etc). Finally, select the data columns this user will display with Recording Manager. Then click [OK] to confirm.

To modify an existing user, click on [Edit ✎] and do the required changes. Then click [OK] to confirm.

To delete an existing user, click on [Delete −] Then click [OK] to confirm.
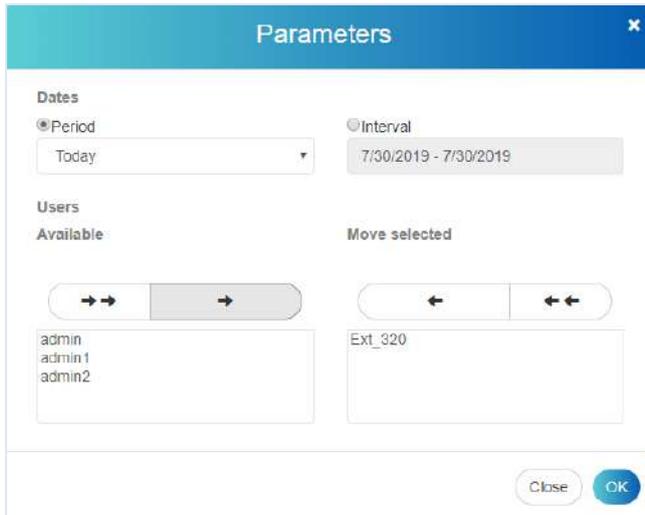
Reports

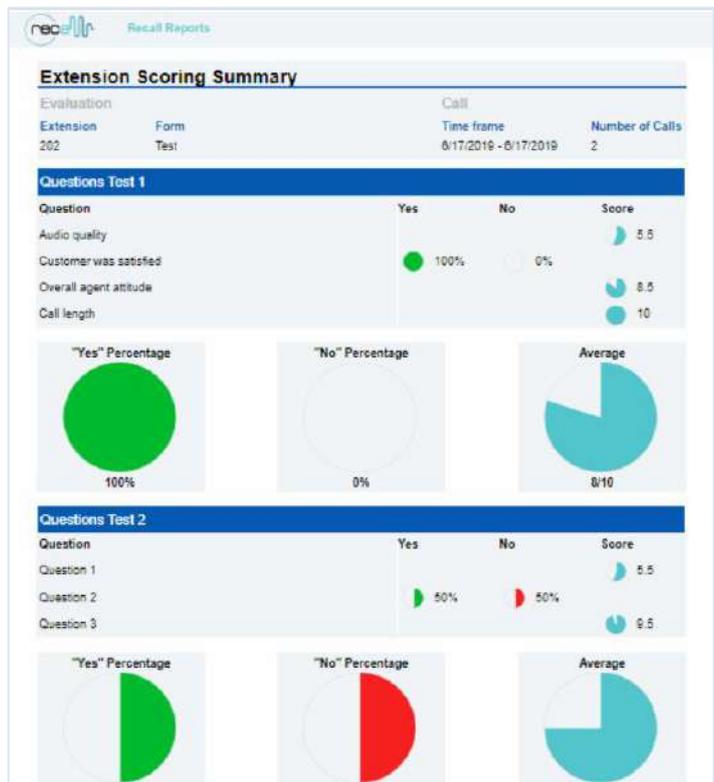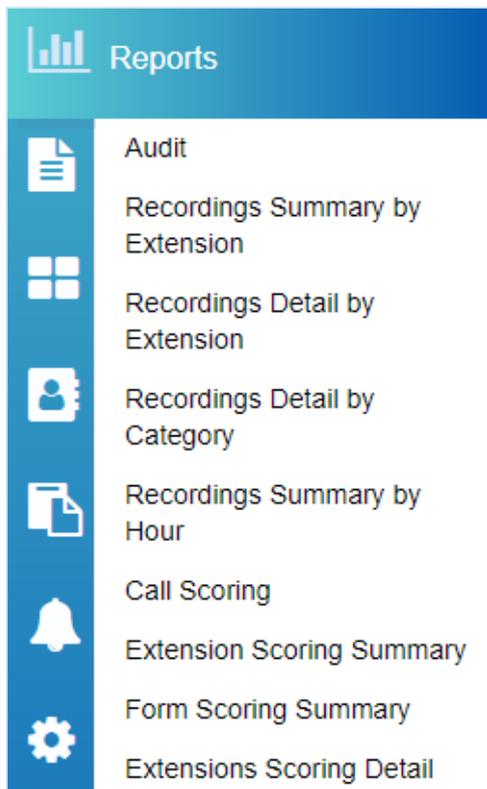This option allows to analyze the results obtained by the agents during the conversations.

To edit a report, select a time period and the desired campaigns. Then click on OK

A new screen appears with a report that shows the data for the selected parameters.

The report is then shown on screen.

NOTE:

Scoring Reports: Requires the optional module Recall Scoring.

Audit

This option allows to list the users who accessed the system

Categories

This option allows to manage the recording categories to later assign them to the recording.

To add a category, click on Add + button and enter the name for that new category; then click OK . To delete a category, select the category to delete and click on Delete − button; then confirm the operation and the selected category will be deleted.

Contacts

This option allows to manage the internal directory used to show caller and called names.

To add a new Contact, click on [Add +] and enter his name and phone number, Then click [OK] to confirm.

To modify an existing contact, click on [Edit] and do the required changes. Then click [OK] to confirm.

To delete a contact, click on [Delete −] Then click [OK] to confirm.
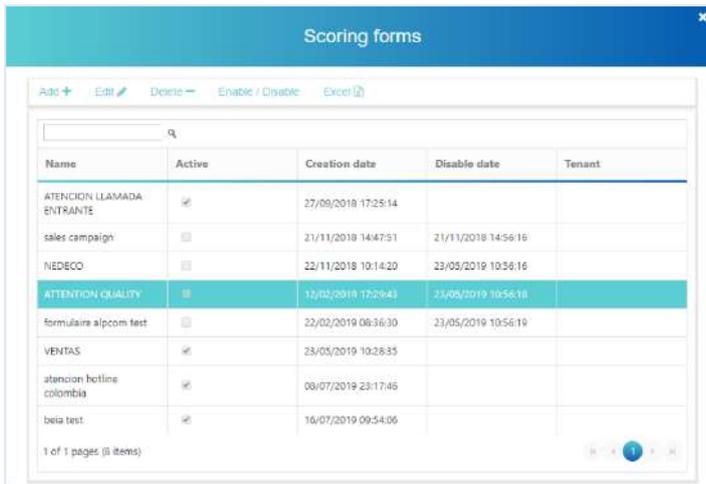
Scoring forms

Scoring forms

Recall Agent Scoring lets you manage a wide range of questionnaires with various question models to measure and control the agents' performance. The evaluation forms can be designed, configured and modified via the Recall software itself to adapt to the specific needs of each evaluation or working group.

To add an evaluation form, click on the option Evaluation Tools-Forms and select

Add + .

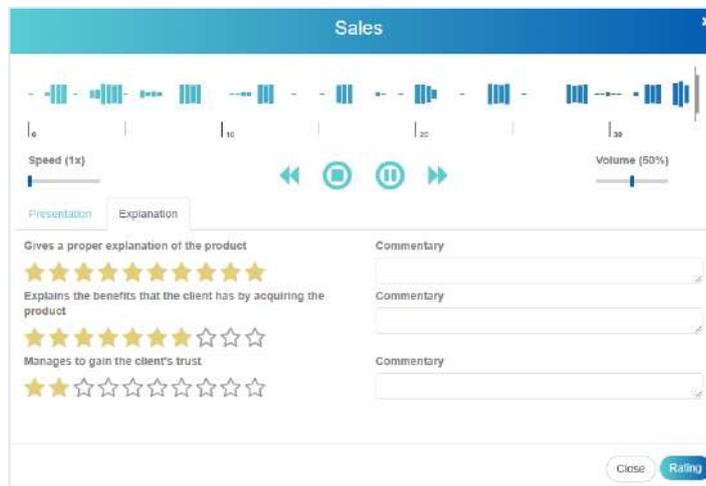Add as many Question Groups as required.

And as many Questions in each group as required.

The form is then ready to use.

Alarms

List where the different system alarms are indicated as established in Tasks.

Task

Configuration of the different states to indicate an alarm.

Holidays

Calendar days are marked where the alarms set in the Tasks are not verified.

Schedules

The time periods are marked where the alarms established in the Tasks are verified.
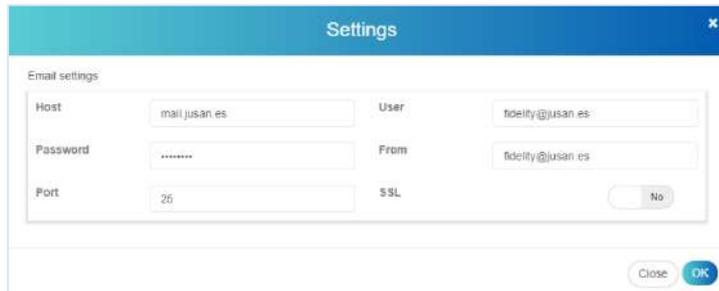
Settings

Account and mail server configuration used to send emails in case of an alarm in the system.

Advanced settings

From configuration you can access through the Control + Shift + L commands to the advanced configuration where by default the parameters of:

Alarms for minimum HD capacity - 10%

Alarm refresh time - 180 minutes

Minute alarms - 3600 Revision time - backwards - for alarm verification.

Type of compression of the files.

Automatic deletion of recordings.

* Among other types of parameters used for different types of application.

4- TROUBLESHOOTING

SYMPTOM	The web app can be opened in the server but not in another computer different than the server.
CAUSE	A Firewall is blocking incoming connections in the server.
SOLUTION	Disable the Firewall or add the relevant exception to port TCP 80.

SYMPTOM	The web app can be opened in the server but not in another computer different than the server.
CAUSE	The selected URL is wrong.
SOLUTION	Verify that server name or IP address are correct and enter right URL in the internet browser.

SYMPTOM	The user can't login to the app.
CAUSE	The user name or password are wrong.
SOLUTION	Check user settings in the Users section of the standard Recording Manager application.

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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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