



**JUSAN**

INNOVATIVE CLOUD TECHNOLOGY

reca 

RECALL  
**RECORDING  
MANAGER**

USER GUIDE

Version Software 2.01



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## 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:

The screenshot displays the Recording Manager Web interface. On the left, a 'Filters' panel (labeled 1) allows users to define search criteria such as Date, Interval, From/To times, Caller, Called, Extension, Name, Category, Comment, Call type, and Duration. The main area (labeled 2) shows a table of call records with columns for Date and Time, Caller, Caller name, Called, Called name, Ext., Ext. name, Type, and Ring. The bottom right area (labeled 3) contains a navigation menu with icons for home, filters, calls, and tools.

Date and Time	Caller	Caller name	Called	Called name	Ext.	Ext. name	Type	Ring
20/07/2019 10:30:12	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
29/07/2019 10:48:14	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
29/07/2019 10:52:00	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
24/07/2019 10:11:55	360	Ext. 330	914561302	Trocoll - Directo	360		Outgoing	000000
28/07/2019 10:15:21	360	Ext. 330	914561302	Trocoll - Directo	360		Outgoing	000000
29/07/2019 10:12:00	914560110	Jusan, s.a.	360	Ext. 330	360		Incoming	000000
29/07/2019 10:10:33	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
25/07/2019 12:46:12	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
22/07/2019 10:57:30	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
16/07/2019 18:50:43	360	Ext. 330	914561302	Trocoll - Directo	360		Outgoing	000000
19/07/2019 13:46:37	360	Ext. 330	914561302	Trocoll - Directo	360		Outgoing	000000
19/07/2019 13:45:23	360	Ext. 330	914560110	Jusan, s.a.	360		Outgoing	000000
19/07/2019 12:42:56	914560110	Jusan, s.a.	360	Ext. 330	360		Incoming	000000
19/07/2019 12:42:51	360	Ext. 330	914560110	Jusan, s.a.	360		Outgoing	000000
19/07/2019 12:46:35	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
18/07/2019 08:46:50	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
15/07/2019 10:34:30	320	Daniel Grands	309	Ires Larzac	320		Outgoing	000000
15/07/2019 09:43:20	320	Daniel Grands	914561302	Trocoll - Directo	320		Outgoing	000000
27/06/2019 12:25:55	914560110	Jusan, s.a.	360	Ext. 330	360		Incoming	000000
27/06/2019 12:25:23	914560110	Jusan, s.a.	360	Ext. 330	360		Incoming	000000

### 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/>**

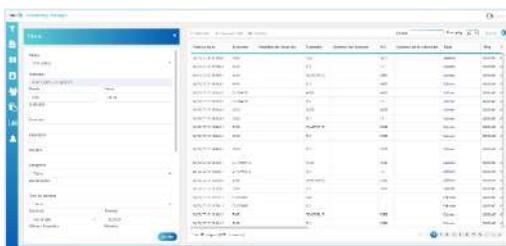
*(\*) Contact your local system administrator for further details.*



The login window will appear.



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



The Recording Manager Web window will be shown.

## 3- MENUS AND TOOLBARS

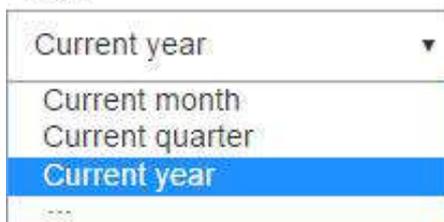
### 3.1 FILTERS MENU

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



A dropdown menu for the Date filter. The menu is open, showing four options: 'Current year', 'Current month', 'Current quarter', and 'Current year'. The 'Current year' option is highlighted in blue. There is a small downward arrow icon on the right side of the menu header.

#### Date

Select the date range from among the offered options.

Interval

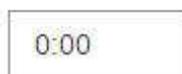


An input field for the Interval filter, containing the text '11/10/2016 - 11/10/2016'.

#### Interval

To establish a specific period, click to open a calendar and select the desired dates.

From



An input field for the 'From' time, containing the text '0:00'.

To



An input field for the 'To' time, containing the text '23:59'.



A time selection popup window. It has two columns for hours and minutes. The top row shows '0' and '00'. Below the numbers are up and down arrow icons for navigation. A colon is placed between the two columns.

#### Schedule

Select a specific time slot or select from 0:00 to 23:59 if this filter is not required.

Caller telephone No.

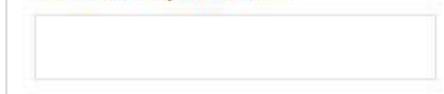


An empty input field for the Caller telephone number.

#### Caller telephone number

Enter the phone number from which the call was made.

Called telephone No.



An empty input field for the Called telephone number.

#### Called telephone number

Enter the phone number which received the call.

Name

**Name**

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

Extension

**Extension**

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

Category

All	▼
All	
Heard	

**Category**

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

Commentary

**Commentary**

Enter the desired Commentary.

Call type

All	▼
All	
Incoming	
Outgoing	
Incoming missed	
Outgoing missed	

**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

To play the selected recording.



### Play video

Plays the recording of the PC screen \*.



### Options

Drop-down menu of actions for recordings.



### Save

To Save the voice file of the selected recording.



### Audit

To List the users who listened the selected recording.



### Verify

To verify the digital watermark of the selected recording.



### Scoring

It allows you to evaluate or revalue the selected recording.



### Remove scoring

Removes the evaluation made on a recording.



### Delete

To delete the selected recordings.



### 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

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



The screenshot shows a window titled "Users" with a search bar and a table of users. The table has three columns: Name, User, and Tenant. The first row is highlighted in blue.

Name	User	Tenant
admin1	admin1	Tenant_1
admin2	admin2	Tenant_1
Ext_320	Ext_320	Tenant_1

1 of 1 pages (3 items)



The screenshot shows a window titled "Add" with a form to create a new user. The form has the following fields:

- Name:
- Password:
- Profile:
- User:
- Tenant:

Buttons: Close, OK



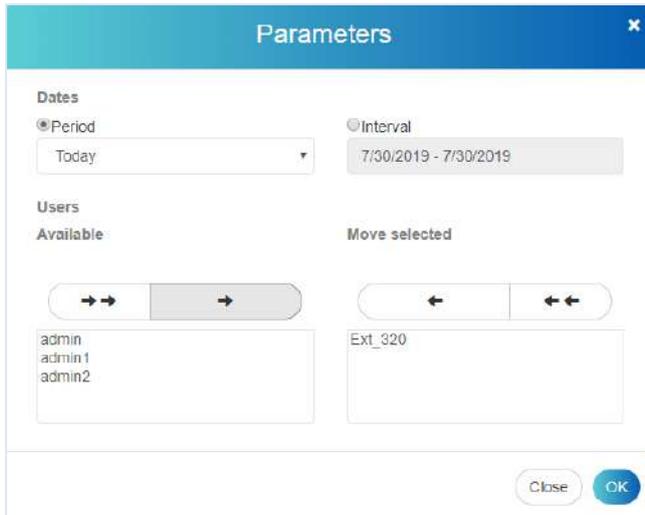
#### Users

This 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.

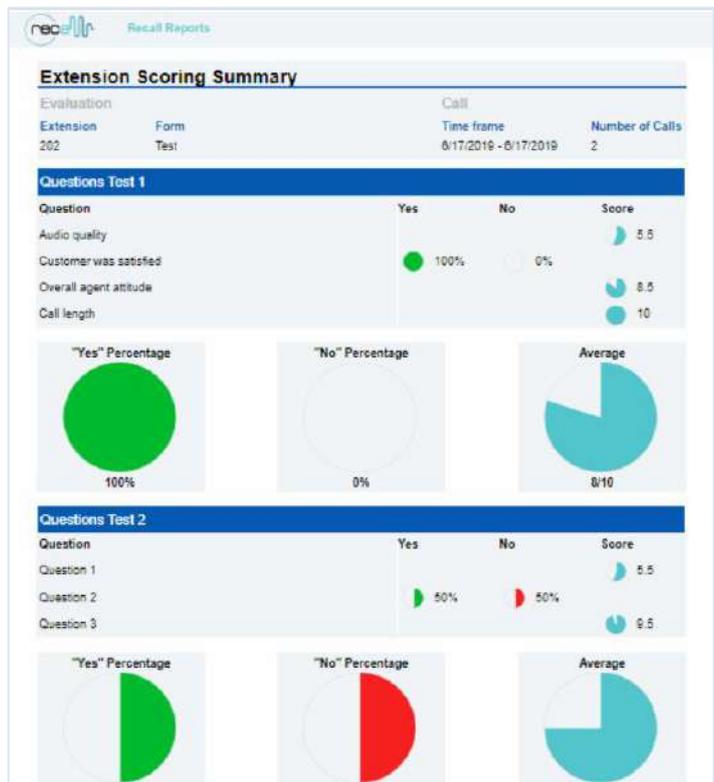
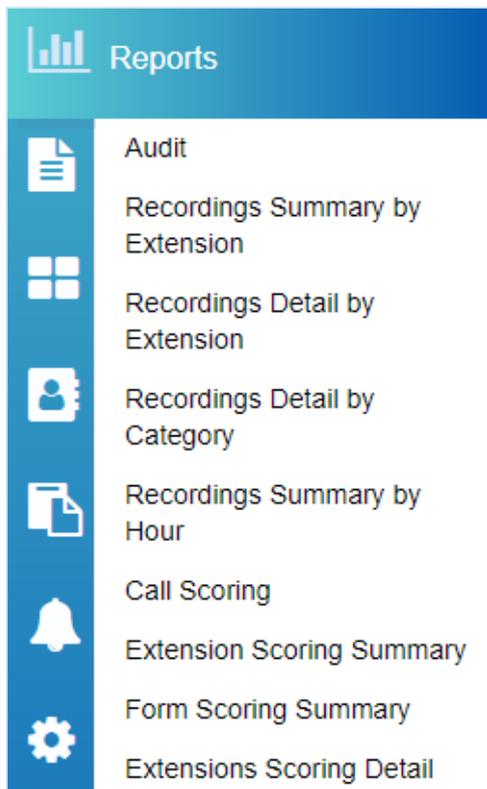
To edit a report, select a time period and the desired campaigns. Then click on **OK**.

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						
Date and Time	User	Action	Entity	Value	Result	Tenant
30/07/2019 10:32:47	admin	Login	Users	admin	OK	
30/07/2019 10:29:56	admin	Login	Users	admin	OK	
30/07/2019 09:50:42	admin	Login	Users	admin	OK	
30/07/2019 09:50:34	UNKNOWN	Login	Users	admin1	Failed	
30/07/2019 09:20:21	admin	Download	Calls		OK	
30/07/2019 09:19:58	admin	Listen	Calls		OK	
30/07/2019 09:18:24	admin	Login	Users	admin	OK	
30/07/2019 09:14:20	admin	Listen	Calls		OK	
30/07/2019 09:13:32	admin	Login	Users	admin	OK	



### Audit

This option allows to list the users who accessed the system

Categories	
Name	Tenant
En Supervision	
Para Training	
Reclamación	
Felicitaciones	
Protesta Cliente	
Hard Agente	
Sales Prospect	
ServTotal	
unhappy customer	



### 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.

**Name**

**Tenant**

Tenant\_1

Close OK

Are you sure you want to delete this item?

Close OK

**Contacts**

Add + Edit Delete Excel

Name	Email	Company	Mobile	Landline	Tenant
Ext: 350			350		
Agente 361			361		
Jose Francisco Rodriguez Vicente			620991655		
Ines Lenovo			307	307	
Daniel Grands				320	
Francisco Troccoli Alvarez	troccoli@jusant.com	Jusan, S.A.	609593678		
Troccoli - Directo		Jusan, S.A.		914561092	
Jusan, S.A. Servicio Técnico		Jusan, S.A. Servicio Técnico		914560120	
Jusan, S.A.		Jusan, S.A.		914560110	
TROCCOLI		JUSAN	914561092		

1 of 1 pages (10 items)



**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.

**Add**

Name

Company

Landline

Email

Mobile

Tenant

Close **OK**

**Edit**

Name

Company

Landline

Email

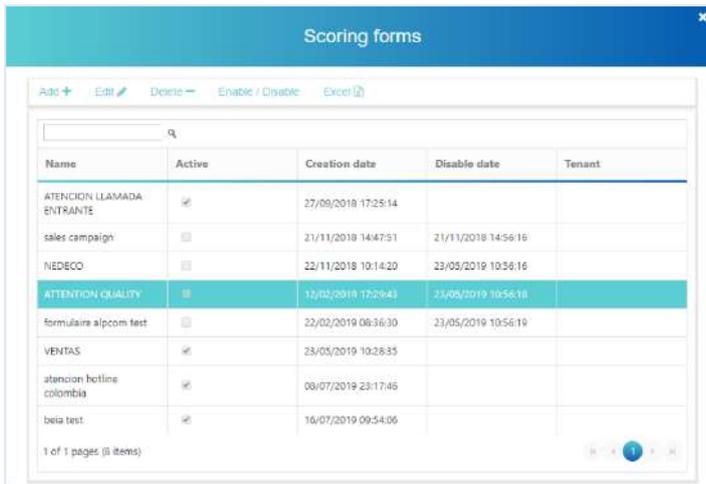
Mobile

Tenant

Close **OK**

Are you sure you want to delete this item?

Close **OK**



### 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.

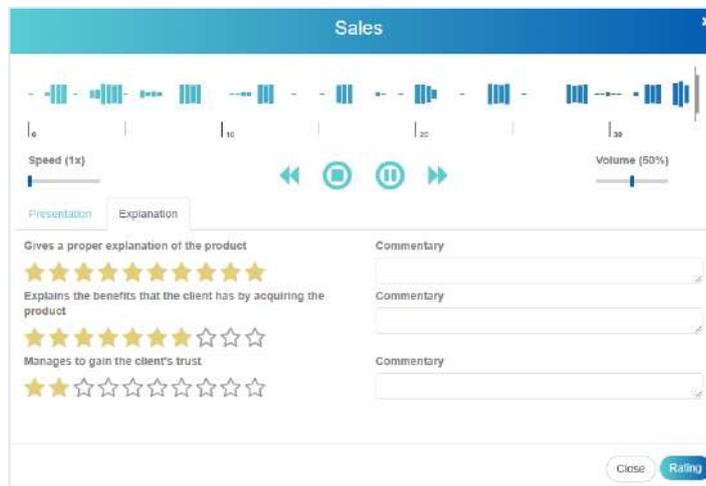
To add an evaluation form, click on the option Evaluation Tools-Forms and select



Add as many Question Groups as required.



And as many Questions in each group as required.



The form is then ready to use.

Task	Date and Time	Level	Call id	Description	Tenant
	31/07/2019 08:10:05	20	0	There is no recorded calls from extensions [307]	
	31/07/2019 08:09:43	20	0	There is no recorded calls from extensions [320]	
	31/07/2019 08:09:43	20	0	There is no recorded calls from extensions [300]	
	31/07/2019 05:10:05	20	0	There is no recorded calls from extensions [307]	
	31/07/2019 05:09:43	20	0	There is no recorded calls from extensions [320]	
	31/07/2019 05:09:43	20	0	There is no recorded calls from extensions [300]	
	31/07/2019 02:09:43	20	0	There is no recorded calls from extensions [307]	



### Alarms

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

Name	Date and Time	Device	Subject	Recipients	Extensions	Tenant
Extensión 320	19/06/2019 16:07:07	CTI	Grabaciones extensión 320	troccoli@jusan.es	320	
Extensión 307	23/05/2019 19:46:39	CTI	Grabaciones de la extensión 307	troccoli@jusan.es	307	
Extensión 300	23/05/2019 10:47:30	CTI	Grabaciones de la extensión 300	troccoli@jusan.es	300	

### Task

Configuration of the different states to indicate an alarm.

Holidays

Tenant: \_\_\_\_\_

2019    2020    2021

Month	Su	Mo	Tu	We	Th	Fr	Sa
January		1	2	3	4	5	
February			1	2			
March				1	2		
April							
May							
June							
July							
August							
September							
October							
November							
December							

Close OK

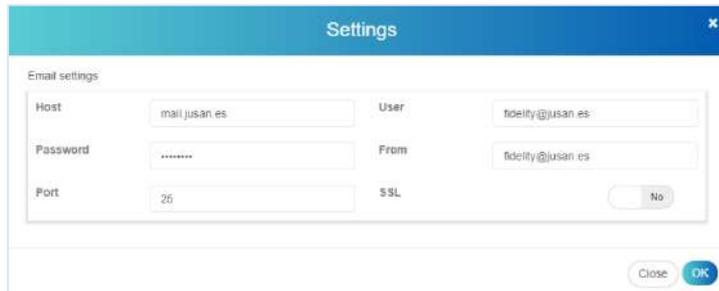
### Holidays

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

Weekday	Tenant	From	To
Friday		08:00:00	15:00:00
Thursday		08:00:00	20:00:00
Wednesday		08:00:00	20:00:00
Tuesday		08:00:00	20:00:00
Monday		08:00:00	20:00:00

### 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.

## 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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