

# Telepo Recording **User Guide**

## User Control

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Normally users should not have to control anything with recording, all calls are simply recorded in the background automatically. However there are situations where a user may need to pause and resume recording during a phone call.

These include:

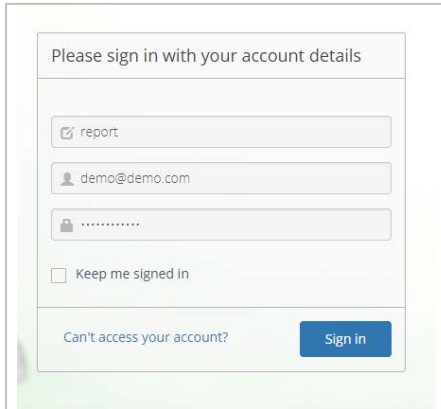
- Where customer is disclosing credit card details (PCI compliancy)
- Personal calls
- When customer specifically requests not to be recorded

If recording is paused during a call but never resumed, then recording will still restart automatically on the next call.

## Logging In

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**To log on**, visit the application portal URL ([record.digitalisland.co.nz](https://record.digitalisland.co.nz)) then enter your company domain name (customer ref), email address and password (which are supplied via email during the user setup process).

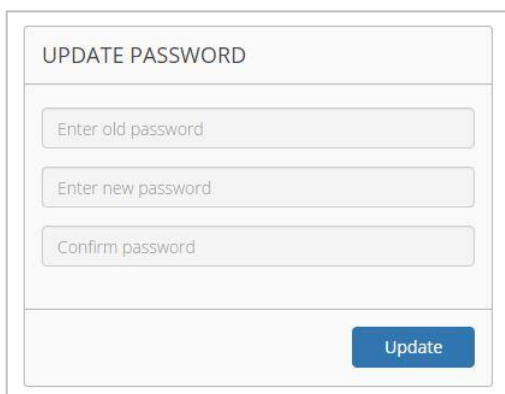


A screenshot of a login form titled "Please sign in with your account details". It contains three input fields: the first is labeled "report" with a document icon; the second is labeled "demo@demo.com" with a person icon; the third is a password field with a lock icon and masked characters. Below the fields is a checkbox labeled "Keep me signed in". At the bottom left is a link "Can't access your account?" and at the bottom right is a blue "Sign in" button.

**On first login**, you will be asked to agree to the End User License Agreement. The language of the agreement will be determined by the language chosen on the login page.

**If you forget your password**, please click on the 'Can't access your account?' link which will take you through the password recovery process.

**To change your password**, click on the 'user' icon then select 'change password'. Please enter your old password, your new password and then confirm your new password.



A screenshot of a form titled "UPDATE PASSWORD". It contains three input fields: "Enter old password", "Enter new password", and "Confirm password". At the bottom right is a blue "Update" button.

**To log out**, click the 'user icon' then select 'log out'.



# Recordings

The call recordings section displays all of your own recorded calls. You are able to filter, find, play, save, email and evaluate call recordings.

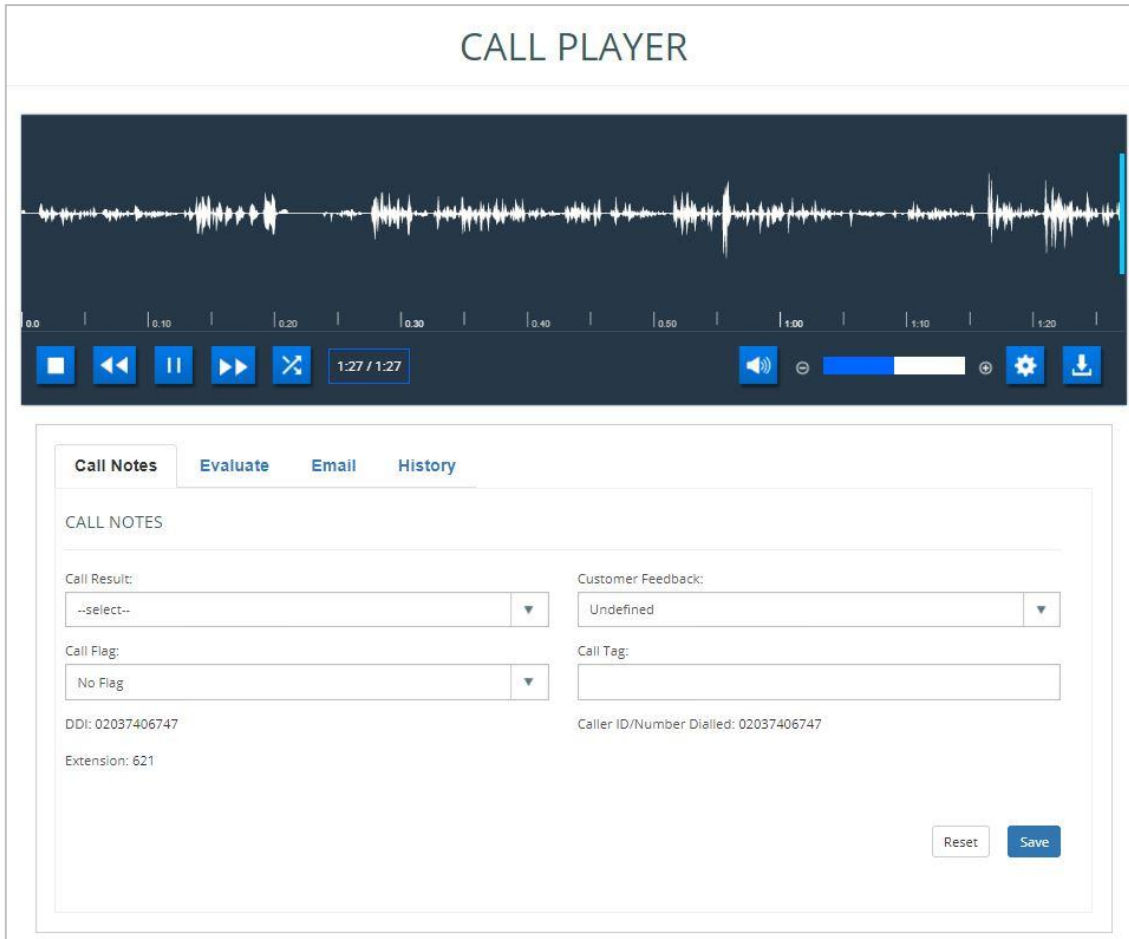
CALL RECORDINGS												
APPLY FILTERS +												
DETAILS												
	Date	Time	Extension	User	DDI	Number/Caller ID	Channel	Duration	Call Tag	Flag	Eval	
	01 Jun 2016	18:42:55	621	Demo User 21		604		00:48:03				
	01 Jun 2016	18:26:12	621	Demo User 21		07736499437		00:00:46				
	01 Jun 2016	17:47:22	621	Demo User 21		*791		00:02:51				
	01 Jun 2016	17:11:51	585	Demo User 85		01895815665		00:00:20				
	01 Jun 2016	17:06:42	618	Demo User 18		601		00:01:54				
	01 Jun 2016	15:17:19	621	Demo User 21		02032639878		00:00:07				
	01 Jun 2016	12:35:59	586	Demo User 86				00:00:40				
	01 Jun 2016	12:35:58	585	Demo User 85		568		00:00:24				
	01 Jun 2016	12:35:24	585	Demo User 85		01895815665		00:01:13				
	01 Jun 2016	11:34:32	585	Demo User 85		01895815665		00:00:24				
	01 Jun 2016	09:41:09	586	Demo User 86		01895815665		00:00:19				

The call recordings screen displays the following stats in a tabular format:

- **Direction** – the direction of the call, whether it's incoming (green) or outgoing (blue)
- **Date** – the date of call
- **Time** – the time of call
- **Extension** – the extensions that has taken or made the call
- **User** – the name of the User
- **DDI** – the DDI number that received the call
- **Number/Caller ID** – the number dialled or received (withheld numbers will not display any number)
- **Channel** – the channel that the call has come on
- **Duration** – the duration of the call
- **Call Tag** – free text field
- **Flag** – flag a call recording
- **Evaluation** – evaluate a call recording (advanced recording only)

- **Play button** – play the call recording

When the play button is clicked, the call player will be presented (please enable pop-ups in your browser):



## Call recording player

### Playback Controls

In addition to the stop, rewind, fast forward, pause, mute and play buttons, the player displays the total time of the call and a time stamp within the call recording (both as a digital display and visual scale).



The cog enables the speed of the call recording playback to be selected and the download icon triggers a download of the call recording as a .wav file.



By clicking on the call player, a section of the call recording can be highlighted in order to replay that particular section for review. The cross icon enables the selection to be cleared.



### Call Notes Tab

- **Call Result:** This drop-down can be used to give the current call a result, for example a complaint call
- **Customer Feedback:** This drop-down can be used to give a feedback to the current call, for example abusive caller.
- **Call Flag:** This drop-down can be used to flag a current call. There are three call flags, red, green and blue. These flags can be used to outline which calls are satisfactory calls and which are unsatisfactory.
- **Call Tag:** This drop-down can be used to add a tag to specific call recording providing any brief information to the call if required.

### Email Tab

Users can email the recordings from this tab and have the option to enter the email address, subject and the message that can go with the recording.

The screenshot shows the 'CALL PLAYER' interface. At the top is a waveform visualization of a call recording. Below it is a progress bar with markers from 0.0 to 1.20. A control bar contains buttons for play/pause, previous, next, and volume. Below the player are four tabs: 'Call Notes', 'Evaluate', 'Email', and 'History'. The 'Email' tab is selected, displaying a form titled 'EMAIL CALL RECORDING'. The form has three input fields: 'To\*', 'Subject\*', and a larger text area for the message body.

### History Tab

Users can access this tab to see any call history for the current extension without needing to exit the player.

The screenshot shows the 'CALL PLAYER' interface with the 'History' tab selected. The 'CALL PLAY HISTORY' section displays a table with the following data:


Call Date	Call Time	Number	DDI	Calltag
01 Jun 2016	18:42:55			
01 Jun 2016	18:42:55			
01 Jun 2016	17:06:42			
01 Jun 2016	12:35:24			

### Evaluation Tab (Advanced Recording only)

Users with the ability to evaluate recordings can rate call recordings out of 5.

Evaluation results can be analysed in Call Evaluation reports. Questions can be added, edited or deleted in Configuration.

### CALL PLAYER



0.00.100.200.300.400.501.001.101.20

1:27 / 1:27
Speaker icon
Volume slider
Settings icon
Download icon

Call Notes
Evaluate
Email
History

CALL EVALUATION

Call Handling

Was company greeting used? ★ ★ ★ ★ ☆

How welcoming did the agent sound? ★ ★ ★ ☆ ☆

How engaging was the conversation? ★ ★ ★ ★ ☆

How was agent general behaviour? ★ ★ ★ ☆ ☆

Technical Knowledge

Call Close

Other



## Applying Filters to Call Recordings

APPLY FILTERS
+

**DATE**

Select Date/Time

Today ▼

**TIME RANGE**

Start Time: 00:00:00 ⌚

End Time: 23:59:59 ⌚

**USER SETTINGS**

Call with Playback Permissions

Limit Call Recordings:  (Zero for no limit)

**CALL FILTER**

Extension:

Number:

DDI:

Min Call Duration:

**CALL DIRECTION**

Outgoing  Incoming

**CALL EVALUATION**

Evaluated  Not-Evaluated

**USER FILTERS**

Call Tag:

**FLAGS:**

Unflagged  Green

Red  Blue

*Filters may vary depending on the product purchased.*

The filter is a very powerful tool that gives users the ability to narrow down the call recordings to meet their requirements.

After applying any filter, it is important to click on 'Apply Filter' to enable them to take effect:

- **Date:** Users can apply date or time filters to search for recordings on the specified date or time
- **User Settings:** Users can click on 'call with playback permissions' to see only the calls they have permissions to listen to. The results can also be limited to a certain number of call recordings (zero is for no limit).
- **Call Filter:** This section can be used to narrow down the call recordings to a particular extension, number, DDI or call duration.
- **Call Direction:** Select incoming or outgoing calls.
- **Call Evaluation:** Select either evaluated or non-evaluated calls.
- **User Filters:** Users can search for calls by a particular tag or flag.