ADMIN TRAINING GUIDE

OfficeSuite®
Extension Add-On Services

Call Recording and Monitoring

Ensure quality control, train employees and comply with regulatory requirements

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Introduction

OfficeSuite Extension Call Recording (ECR) allows your business to record inbound and outbound calls. OfficeSuite Extension Monitoring (EM) allows Admins and Supervisors to monitor, coach, or barge-in on an extension's calls. You can select which extensions are recording eligible, monitor eligible, or both, for as many extensions as there are licenses available on the Tenant.

To help you understand the details of each recorded call, OfficeSuite Extension Call Recording immediately presents and preserves call records that tell you who called, when he or she called, who answered and when and where those calls were transferred. OfficeSuite Call Recording also gives you a powerful tool for evaluating how your employees handled each recorded call.

OfficeSuite Extension Monitoring uses a unique dashboard panel to present you with a list of all monitoring-eligible extensions, along with some details of a call if that extension is currently on an active call. At any time, you can use this dashboard to enter into a monitoring session with these extensions and engage in whichever way the call warrants.

This guide provides the information required to set up and manage Extension Call Recording and Extension Monitoring. These two services can be purchased and used separately or in conjunction with each other.

Who's being recorded and who can listen?

You and your employees are naturally concerned about who is being recorded, which calls are being recorded or monitored and who can listen to those recordings or active calls.

Who's in control?
Only specially designated individuals, Tenant Admins or Group Admins, can control which calls and which individuals are recorded or can be monitored. Admins and Supervisors are the only ones who can listen to, evaluate and download the call recordings collected by OfficeSuite Extension Call Recording. Consequently, it is very important to carefully limit who within the business is chosen to be an Admin. Likewise, only Tenant Admins, Group Admins, or Supervisors are able to access the list of monitoring-eligible extensions and initiate monitoring sessions with those extensions.

Who will be recorded?
Only extensions marked as either Mandatory or On Demand are ever recorded. Sales and support staff might be marked for recording. Senior management might not be. Of course, calls can be transferred between extensions. OfficeSuite Extension Call Recording transfers break the call into segments. If the call is transferred away from a recording-eligible extension, the new segment is not recorded. If the same call is later transferred back to an extension marked for recording, the new segment is recorded.

Who will be monitored?
Like Extension Call Recording, only extensions marked with Extension Monitoring can be monitored. Monitoring sessions always remain with the original monitored-extension, even if the call is transferred away from that extension being monitored. It is solely the Admin or Supervisor's decision whether to initiate and end a monitoring session with one of these extensions.

Which calls can be recorded or monitored?

Your business starts by identifying which inbound phone numbers are recording or monitoring eligible. For example, calls to the main sales number might be considered eligible for recording while the CEO's personal direct number might not. Inbound calls to the designated numbers are recording or monitoring eligible. The full list of recording or monitoring eligible phone numbers is collected during the provisioning process. Subsequent changes to this list can be made later by contacting the OfficeSuite Support Center.

For outbound calls, there are multiple options for determining whether the call is recording or monitoring eligible.

- 'Monitor Point' configuration
  The Tenant Admin can configure the ECR or EM extension so that all of their outbound calls will cross a 'monitor point', regardless of that extension's dialing behavior. This helps prevent users from accidentally or intentionally bypassing the ability to be recorded or monitored, and is the recommended configuration for all ECR and EM extensions. This configuration option will be explained in further detail later on in the guide.
- '8+' Dial Plan
  With each individual outbound call, the extension must start their dialing with an '8', which will invoke the ability for that call to be recorded or monitored.
- You may use a combination of both methods.

NOTE: Call segments are recorded and saved only if the call itself is recording eligible and the extension currently connected during the segment is marked for recording.

Examples of call segments that are not recorded or monitored:

- No recording is made or monitoring session is possible if the inbound call is to a number not identified as being recording/monitoring eligible. This means, for example, a call to the CEO's number might not be made recording eligible and thus would not be recorded, regardless who answers it or to whom it is subsequently transferred.
- The call segment is not recorded or monitored if the extension talking on that call is not marked for recording or monitoring. This means, for example, an inbound Sales call that would otherwise be recording eligible is not recorded while the CEO is handling that call. (If the CEO's extension is not marked Record This Extension's Calls.)
- Extension-to-extension calls are never recorded or monitored.
- Most three-way calls are not recorded or monitored. Exceptions to that include when a call between an external party and a recording or monitor eligible extension already included a monitor point and recording or monitoring has been started before the third leg was brought into the call. In that scenario, the third leg of the three-way call is also being recorded or monitored.

Getting started

To get started, follow these steps:

1

Identify which of the business's phone numbers will be eligible for recording and/or monitoring. Your sales representative will help you get these numbers into the initial sales agreement.

2

Your business may span multiple time zones. To avoid confusion, all of the data collected and presented by OfficeSuite Extension Call Recording or Extension Monitoring is based on a single time zone that you choose before the service is implemented. Time stamps shown in the call details are all relative to that time zone regardless of where the calls came from or where they were answered.

3

Read the "Navigating the User Interface" section of this Guide

4

Identify at least one Admin and have your service representative set up that Admin extension for ECR and/or EM service. Login as that Admin.

5

Identify which of your OfficeSuite extensions will be marked for recording or monitoring. Then go to the "Agents and ACDs" section of this Guide and follow the instructions there to set up the extensions.

Use the remaining sections in this document to learn about and start using the other components of OfficeSuite Extension Call Recording and Extension Monitoring.

Navigating the user interface

The user interface is accessed through a web browser.

Recommended browsers are as follows:

- Internet Explorer 10 and above
- Microsoft Edge (Internet Explorer 12)
- Chrome 17 and above

Logging-in

Point the browser to: http://officesuiteccs.broadviewnet.com/?domain=<webURL> where <webURL> is replaced with the last part of the URL used to log into the OfficeSuite portal, without the slash (/).

Non-working examples:

http://officesuiteccs.broadviewnet.com/?domain=2125551212
http://officesuiteccs.broadviewnet.com/?domain=debbiesdeli

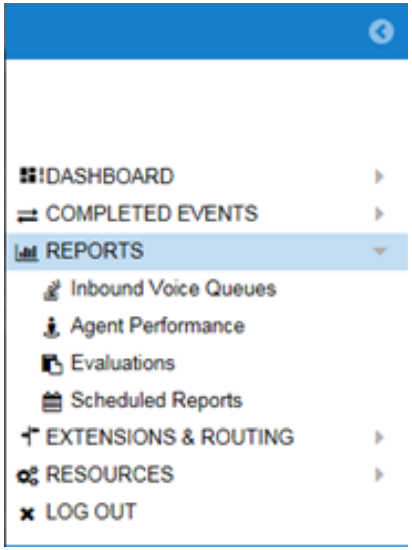
If you have the URL correct, you will see a branded page and be prompted to log in. Bookmark this address, saving it as a favorite.

Use your OfficeSuite extension and password (numeric PIN) to log in. This is the same extension and PIN used to log into the OfficeSuite portal and the OfficeSuite phone.

Navigation bar, menus, and sub-menus

Once logged in, the Navigation bar appears on the left side. Menu items that have right-facing arrows can be clicked to display a sub-menu. Clicking on a sub-menu item displays the selected function to the right of the Navigation Bar.

Altogether the Navigation bar presents all the options your company has purchased. Users designated as Tenant Administrators see more sub-menu items (have access to more functionality) than those designated only as Agents, ECR, or EM extensions.



General user interface information

Tabs

Tabs are provided at the top of the page to work with multiple views. Some new tabs open automatically when you click a sub-menu, link or button. To close a tab, click the X in the upper right corner.

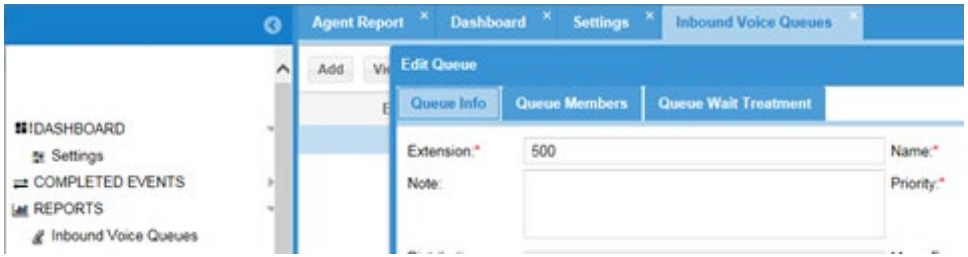
NOTE: While most browsers have a Back button, the best practice is to avoid using it. Instead, to change views, click a new option or click X to close the current tab.

Links

Links appear in blue text. The cursor changes form when hovering over them.

Buttons

Buttons are used throughout the application. The buttons listed below are some of the most commonly used.



Add

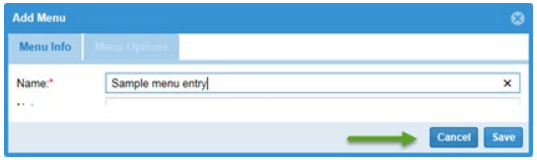
To create a new item, use Add. For example, the Add Inbound Voice Queues button is shown here:

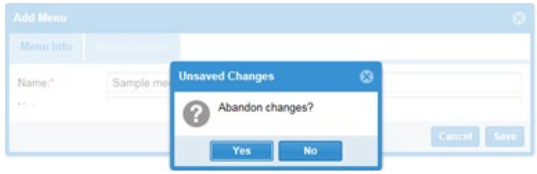
Cancel

To abandon all of the new or changed entries without saving them to the database, use Cancel.

You are prompted to confirm that you want your entries deleted. Pressing Yes removes your entries and populates the window with the last saved entries:

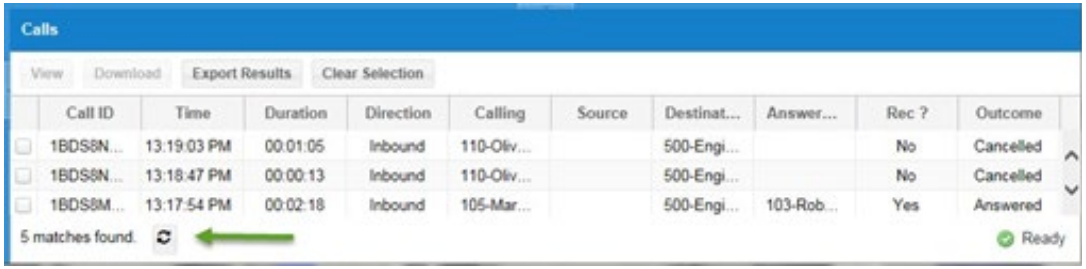
NOTE: The Cancel button does not close the active window. To exit a window, select the X in the upper right corner.





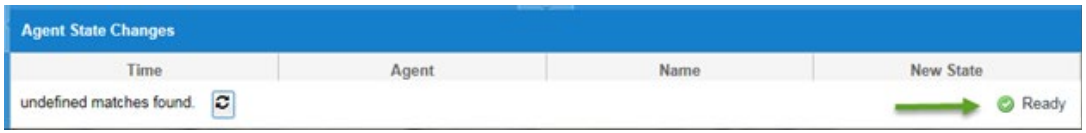
Refresh

Use the Refresh button to load the most current values into a window.



Ready

The Ready button appears in the lower right corner and indicates that the window is active.



Required Fields

Configuration pages often have fields that must be filled in for the new data to be accepted. Required fields have a red asterisk (*) in front of the field name.

Searches

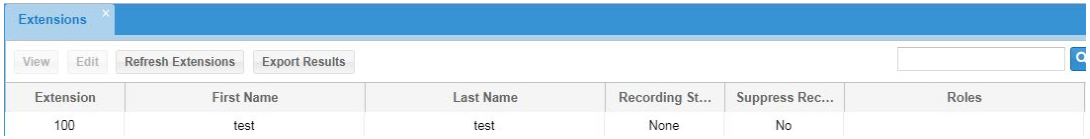
Many web pages present opportunities to search for specific data. When trying to match a string of letters or digits, use an asterisk to match any possible substring. For example, searching for *Jones* matches "Jones Real Estate" and "2125551234 Robert Jones, Jr."

Tool Tips

Tool Tips are a form of online help providing a brief description of a field. Hover your mouse pointer over the field and, if a Tool Tip is available, a short description or prompt appears. Tool Tips are not available for every field.

Sorting Based on a Column

Click on the column header to sort data on an individual page listing. Clicking a second time reverses the sort order.



Main menu: Completed Events

Completed Events enables Call Recording Tenant Administrators to search and review completed Call Recording activities, including:

- Locating, listening to and evaluating specific recorded calls
- Downloading recorded calls offline
- Building and managing a Recording Library of important calls
- Searching for previously completed Evaluations of call recordings

Calls

Clicking on the Calls sub-menu item brings up the Calls screen, which searches for completed calls matching chosen criteria. Once a call is found, clicking on View reveals more details.

To populate the Calls screen, you must first enter search criteria in the Call Search screen. Click the arrow in the upper right corner to expand the screen and enter the appropriate search values.

NOTE: By default, call details are available for 365 days and call recordings are available for 30 days.

Call ID
Match one of the call identifiers.

Direction
Select Inbound, Outbound, or leave blank to match only calls in that category.

Calling
Enter part of a phone number or part of a calling name to match only calls containing that value.

Source
Select a single extension (and name) from the list of ACD extensions to match only Outbound calls from that extension.

Destination Number
Enter part of a called phone number to select calls containing that value in their Destination.

ACD
Enter a Queue or a Conditional Route to display calls that have that Queue or Conditional Route in their Destination.

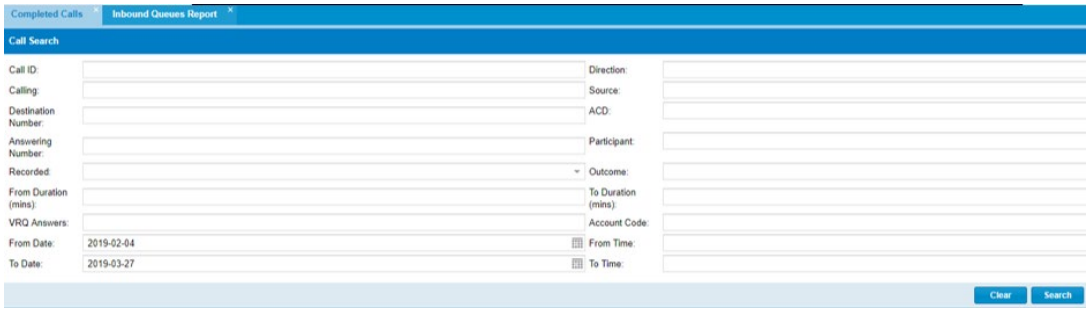
Answering Number
Enter a number to display only calls containing that number in their Answered By field.

Participant
Enter a single extension and name from the list of ACD extensions to match only those Inbound calls in which this extension was "Transferred to" on the near side at least once.*

Recorded
Select Yes, or No from the drop-down list, or leave blank to include all calls.

Outcome
Calls can be searched on the following outcomes:
Answered - Call was delivered and answered
Unanswered - Everything else that isn't Answered
Progress - Calls in-progress
Caller Abnd - The call was still active in CCS when the caller hung up before the call could be answered. This also applies to Outbound Queue calls and Callback calls when the Agent hangs up (after having accepted) while the far-end call has not yet been answered.
Busy - When CCS gets a busy signal. If a Queue gets a SIP Busy message back from an assigned Agent, the Queue will move to the next Agent and therefore that call wouldn't be declared Busy yet.
Failed - When CCS gets back a SIP error message other than Busy.
Terminated - When the call is ultimately routed to a Target that has no associated value and the CCS system just drops the call.
InternalError - CCS System Error

Duration (in minutes)
Enter a time into the From box to display only calls with a duration greater than this number. Enter a time into the To box to display only calls with a duration less than this number.



From Date/From Time
Enter a date and time (hh:mm) to display calls that started on or after this date and time.

To Date/To Time
Enter a date and time (hh:mm) to display calls that started on or before this date and time.

*This Extension might not appear in the actual search results row because this Extension isn't necessarily the one that answered.

NOTE: If a date is entered in the From field, but no time is entered, the value of midnight (Tenant Time Zone) that began this date is used. If a date is entered in the To field, but no time is entered, the value of midnight (Tenant Time Zone) that ends this date so used.

Use the Clear button to remove all search values and start over. Use the Search button to display all calls matching the search criteria.

The search results are displayed below the Call Search panel.

Call ID
A system-wide call identifier.

Time
Time the call was received.

Duration
Time that elapsed between when the Queue received the call and when the call terminated.

Direction
All ACD Queued calls are Inbound.

Calling
Calling number and Caller Name taken from the PSTN.

Destination
The Queue the call was routed to.

Answered By
The name of the agent who answered the call, if any.

Rec?
'Y' if the call was recorded, 'N' if it was not.

Outcome
Result of the call (Answered, Abandoned, Failed, etc.).

Wait Time
Wait Time is the time between arrival into CCS and when it was answered. If the call goes unanswered there is no recorded wait time.

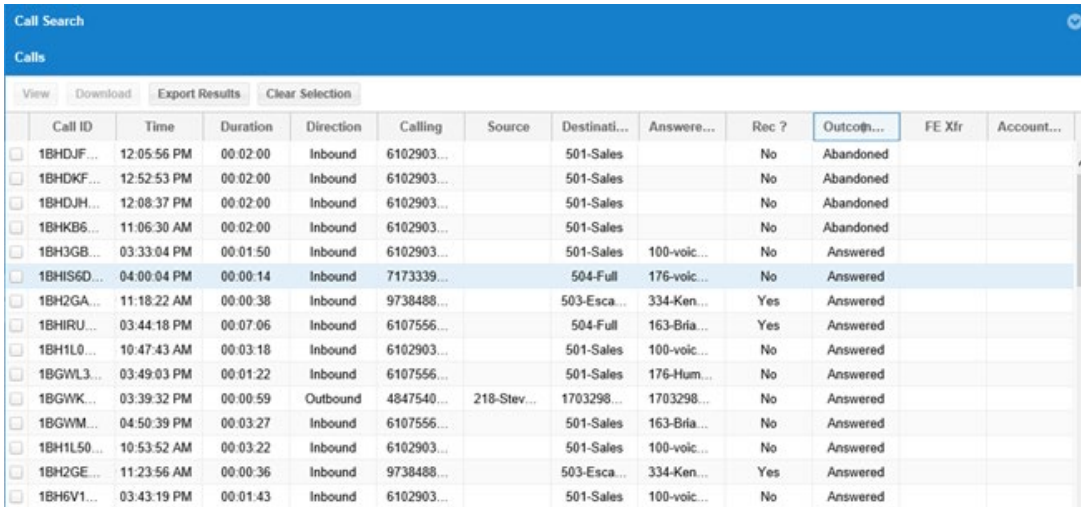
Hold Time
Hold Time is the time the agent kept the caller on Hold or Park. Hold and Park time preceding a transfer are included. Hold and Park time following a transfer are excluded.

Click the View button to access the Call Details Page.

Click the Download button to download the selected call search records. A .zip file containing a .CVS for the selected calls and a .WAV for any associated recordings is downloaded.

Click the Export button to download a .CVS of all current search results.

Click the Clear Selection button to uncheck selected calls.



Call ID	Time	Duration	Direction	Calling	Source	Destinati...	Answere...	Rec ?	Outcom...	FE Xfr	Account...
1BHDJF...	12:05:56 PM	00:02:00	Inbound	6102903...		501-Sales		No	Abandoned		
1BHDKF...	12:52:53 PM	00:02:00	Inbound	6102903...		501-Sales		No	Abandoned		
1BHDJH...	12:08:37 PM	00:02:00	Inbound	6102903...		501-Sales		No	Abandoned		
1BHKB6...	11:06:30 AM	00:02:00	Inbound	6102903...		501-Sales		No	Abandoned		
1BH3GB...	03:33:04 PM	00:01:50	Inbound	6102903...		501-Sales	100-voic...	No	Answered		
1BHIS6D...	04:00:04 PM	00:00:14	Inbound	7173339...		504-Full	176-voic...	No	Answered		
1BH2GA...	11:18:22 AM	00:00:38	Inbound	9738488...		503-Esca...	334-Ken...	Yes	Answered		
1BHIRU...	03:44:18 PM	00:07:06	Inbound	6107556...		504-Full	163-Bria...	Yes	Answered		
1BH1L0...	10:47:43 AM	00:03:18	Inbound	6102903...		501-Sales	100-voic...	No	Answered		
1BGWL3...	03:49:03 PM	00:01:22	Inbound	6107556...		501-Sales	176-Hum...	No	Answered		
1BGWK...	03:39:32 PM	00:00:59	Outbound	4847540...	218-Stev...	1703298...	1703298...	No	Answered		
1BGWM...	04:50:39 PM	00:03:27	Inbound	6107556...		501-Sales	163-Bria...	No	Answered		
1BH1L50...	10:53:52 AM	00:03:22	Inbound	6102903...		501-Sales	100-voic...	No	Answered		
1BH2GE...	11:23:56 AM	00:00:36	Inbound	9738488...		503-Esca...	334-Ken...	Yes	Answered		
1BH6V1...	03:43:19 PM	00:01:43	Inbound	6102903...		501-Sales	100-voic...	No	Answered		

Call Details Page

The top section of the Call Details page repeats the information from the Calls Search page. The Call Path section provides details about the call from the moment it enters the CCS platform until the moment the call terminated. The Recordings section provides the ability to listen, evaluate and add the recording to the Call Recording Library.

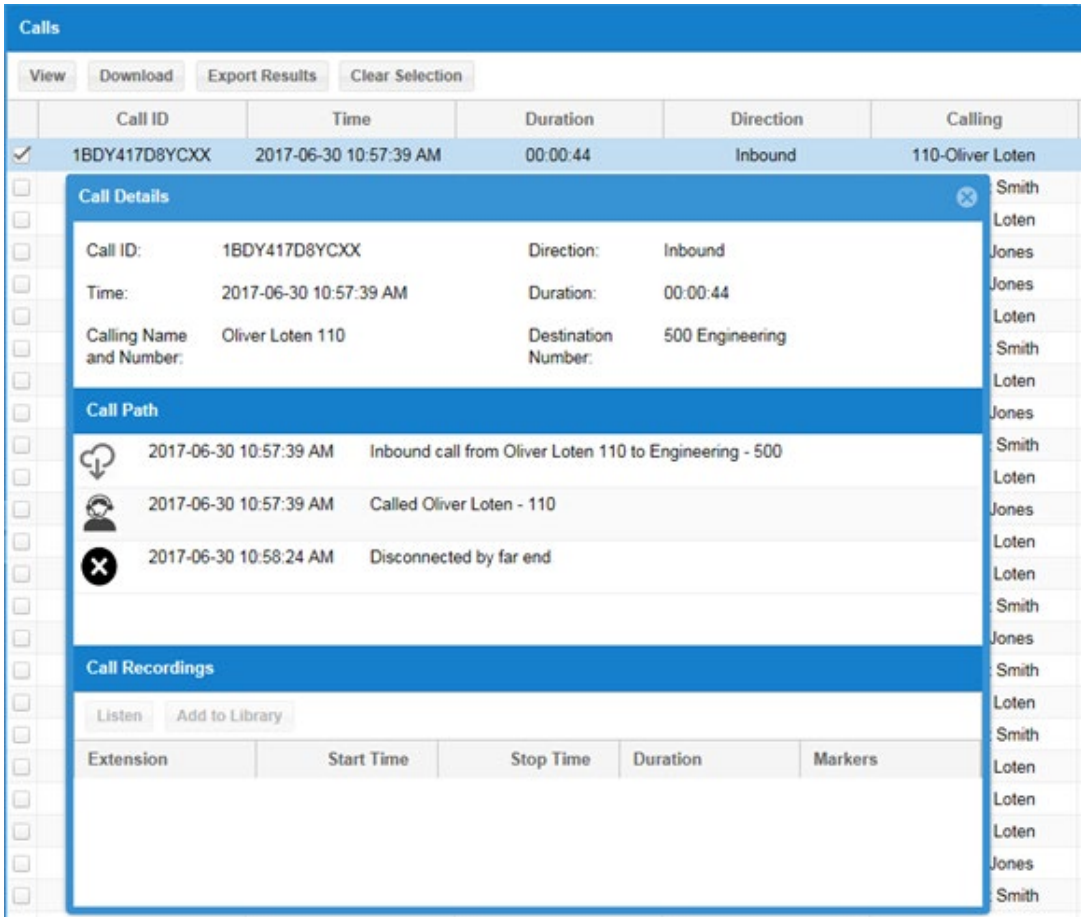
The Recordings section of the Call Details page has links to Listen or Evaluate the Recording, or store it in the Call Recordings Library.

Clicking the Listen button brings up the embedded media player and allows the user to play, pause and rewind the recording. There is also a Download link on the media player that allows users to download the .wav file to a selected location on their PC.

In addition to scoring Extensions, it is often helpful to save noteworthy recorded calls. The Call Recordings Library is the repository of saved recordings. Click the Add to Library button to add this recording to the library. You are prompted to enter a title and a descriptive note. These fields are searchable, so include words that are helpful in finding this recording later.

Click Save to move the recording to the Call Recording Library. The recording, its Call Details, and its completed Evaluation Forms are retained.

NOTE: Recordings not moved to the Call Recording Library are deleted after the agreed time period has elapsed (by default, 30 days.) Recordings moved to the library are retained indefinitely, limited only by total storage.



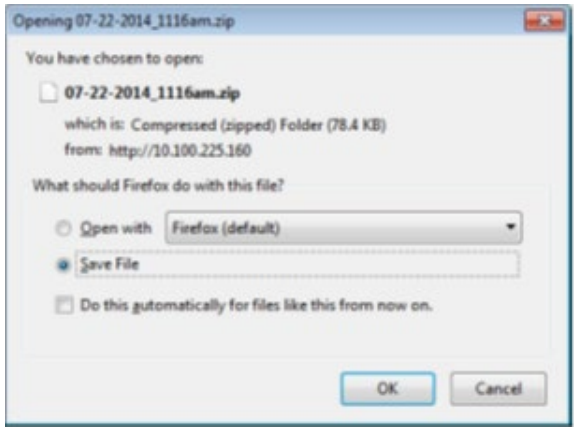
Bulk Download

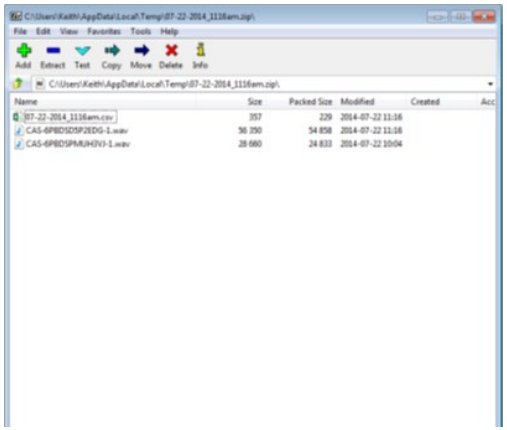
To bulk download call details and recordings, check in the left column the calls (rows) to download and click Download. To select multiple displayed calls hit the Shift key at same time as your left mouse button.

You can either open or download the zip file.

The zip file contains a .wav file for each of the Call IDs you selected, as well as .csv file. The .csv file lists the call details for all of the selected calls including their "Call Number." The "Call Number" is incorporated in the name of the .wav file with the recording of that call.

NOTE: The Call Duration column shows the time in seconds only. Divide by 60 to get minutes and 3600 to get hours.





SFTP Server

For Contact Center Services customers that want to permanently retain all of their call recordings and don't wish to use the bulk download functionality, we also offer an SFTP server solution. This can be purchased for an additional monthly fee. Please contact your Sales Representative for additional information.

How it works

Every 24 hours Contact Center Services will copy the requested recordings (along with csv files with explanatory rows per recording) to a local SFTP server (the Daily Copy). The subscribed customer will be provided restricted access to that sftp server so that they can retrieve their own recordings and csv files on their own schedule. Once these recordings have been transferred to your sftp directory, you can automate the process for retrieving and storing on your local storage.

Specifics

We update the recordings available for download on a daily basis, once, after midnight. If you need a recording before it is posted to the sftp server, you can still get it from the Contact Center Services portal. Unlike the default 30-day storage of all recordings in the Contact Center Services portal, recordings transferred to the SFTP directory are kept for 7 days in that directory. If you are unable to retrieve these recordings before the 7 days expire, you can still retrieve them from the CCS portal within the 30-day window mentioned earlier.

Call Recordings

Clicking on the Recording Library sub-menu displays the Recording Library page, which allows you to search for and display all saved recordings matching the chosen criteria. Once a call is found, clicking on View reveals more details about the call.

Time
Start time of recording.

Duration
Length of recording.

Title
Title assigned to recording.

Note
Note associated with recording.

Far End
ACD in which recorded.

Extension
Agent who answered the call.

Direction
Original direction of call.

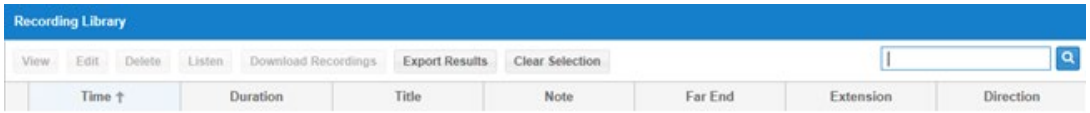
Click View to display details about the selected recording, Edit to change the title and/or note associated with the recording, or Delete to delete entry from the library.

Click Listen to listen to the recording.

Click Download Recordings to download a .WAV file of the selected recording or Export Results to export a .zip file for all displayed recordings.

Click Clear Selection to uncheck all the checkboxes.

NOTE: All calls are automatically encrypted (AES 256-bit key encryption).



Main menu: Reports

Reports available in OfficeSuite Contact Center provide Tenant Administrators aggregated information about past events.

Usage

Usage lets you determine space and time utilization.

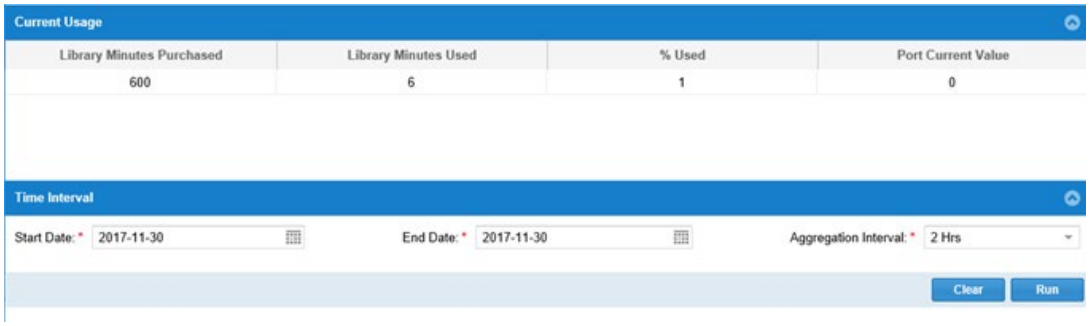
Total Recording Space
Total amount of space allocated for recordings.

Count of Recordings
Current number of recordings.

Minutes Purchased
Number of minutes purchased.

Minutes Used
Number of minutes used.

% of Minutes Used
Percentage of minutes used.



Main menu: Extensions and Routing

This is the section of the web portal where Call Recording and Monitored Extensions are defined.

On the Extensions sub-menu, Administrators select which OfficeSuite extensions are eligible to record or be monitored.

Extensions

The Extensions page displays all current OfficeSuite extensions and information about how those extensions are configured. The maximum number of extensions that can be edited here is limited by how many extensions were purchased, but more can be added by contacting your Sales Representative.

Click Refresh Extensions to copy all the current extensions and users from OfficeSuite. Then edit each extension and user involved with the ECR or EM service. Click it again when new extensions or users are added or deleted on the OfficeSuite side.

Extension
Extension number within the OfficeSuite Tenant.

First Name
First name of the agent associated with the extension.

Last Name
Last name of the agent associated with the extension.

Recording Status
Whether calls to the extension are being recorded.

Agent Ringing Timeout
If the extension is also an agent in a queue, this is the amount of time any Voice Queue rings this Agent before moving on.

Agent
Whether the extension is also an agent in a queue.

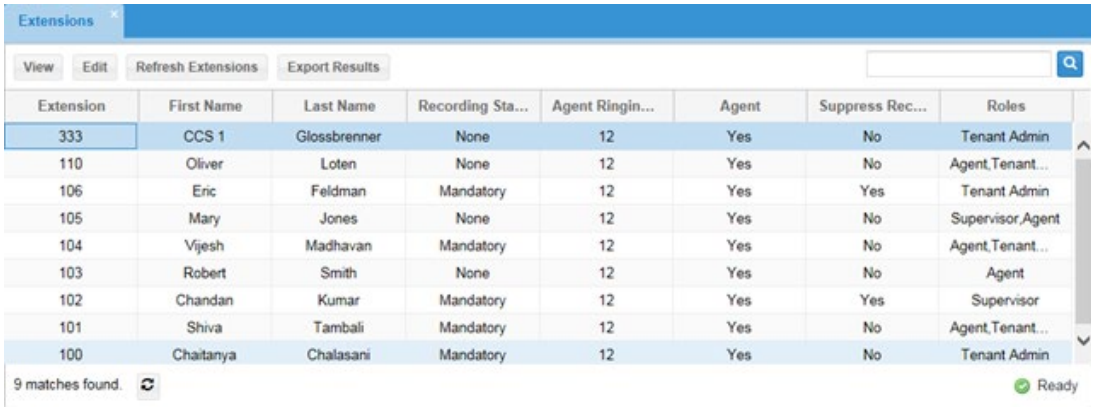
Suppress Recording
Indicates whether call recording can be suppressed by this extension. Enables the ability for an extension to press *8 to enable/disable during a recording. While the call is being suppressed both parties will hear periodic beeps.

Roles
Roles assigned to the extension.

Click View to select an extension and review the extension details and Edit to select an extension to modify the extension details.

Click Refresh Extensions to refresh the list of Extensions that agents are currently logged into.

Click Export Results to export a .zip file containing all of the selected extensions details.



Extension	First Name	Last Name	Recording Sta...	Agent Ringin...	Agent	Suppress Rec...	Roles
333	CCS 1	Glossbrenner	None	12	Yes	No	Tenant Admin
110	Oliver	Loten	None	12	Yes	No	Agent,Tenant...
106	Eric	Feldman	Mandatory	12	Yes	Yes	Tenant Admin
105	Mary	Jones	None	12	Yes	No	Supervisor,Agent
104	Vijesh	Madhavan	Mandatory	12	Yes	No	Agent,Tenant...
103	Robert	Smith	None	12	Yes	No	Agent
102	Chandan	Kumar	Mandatory	12	Yes	Yes	Supervisor
101	Shiva	Tambali	Mandatory	12	Yes	No	Agent,Tenant...
100	Chaitanya	Chalasani	Mandatory	12	Yes	No	Tenant Admin

NOTE: If the Agent extension has OfficeSuite Call Coverage enabled and if the Voice Queue is still ringing the Agent when the call is sent to coverage, the coverage target also rings and the call can be answered there. This is particularly important to note when coverage is to voicemail. Decide whether to include or exclude the coverage target when choosing Agent Ringing Timeout. Each ring cycle included in the call coverage setting takes 4 seconds of the Agent Ringing Timeout value.

Edit Extension

To create a new extension in OfficeSuite Contact Center, the intended extension must first exist in OfficeSuite. Once the extension is available in OfficeSuite, follow these steps:

1. From the Extensions page, click Edit.
2. Complete the fields as described below.
3. Click Save.

Extension
Extension number within the OfficeSuite Tenant. This field cannot be edited.

First Name
First name of the user associated with the extension. This field cannot be edited.

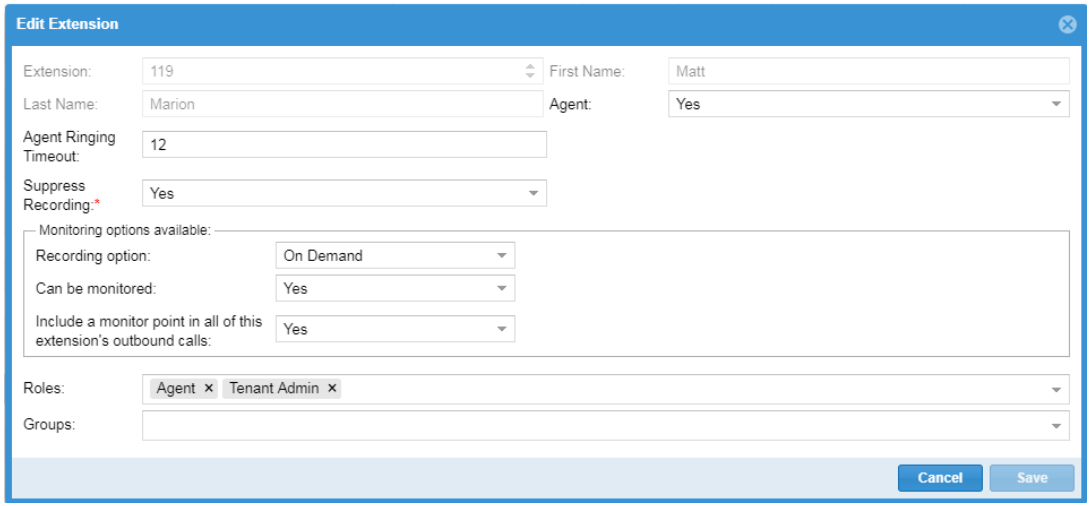
Last Name
Last name of the user associated with the extension. This field cannot be edited.

Agent Ringing Timeout
Amount of time any Voice Queue rings this Agent before moving on.

Agent
Whether the extension is also an agent in a queue.

Suppress Recording
Indicates whether call recording can be suppressed by this extension.

Roles
Roles assigned to this extension. Options include Tenant Admin, Group Admin, Supervisor, and Agent.



NOTE: You can assign more than one role to any user/extension. The permissions given are the union of all the permissions given.

Monitoring options available

For ECR and EM services to work, calls must be routed past a 'monitor point'. Depending on which of these services you have subscribed to, calls with monitor points can be audio recorded or human monitored (e.g. by a supervisor listening in). If the currently active call has been routed past a monitor point, the options below determine whether this extension's participation in that call will actually be recorded and/or monitored.

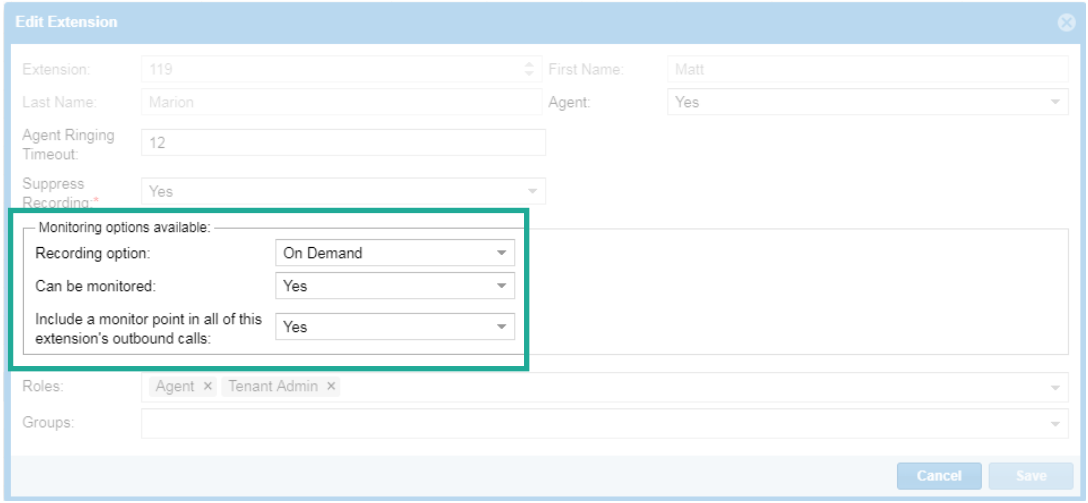
As mentioned previously in this guide, an inbound call includes a monitor point if the dialed number was provisioned to include one. These numbers were chosen by you when your service was being provisioned. Changes to this list can be made by contacting the OfficeSuite Support Center.

For outbound calls, whether the extension's call will include a monitor point depends on the third setting below.

1. **Recording options:** Options include None, Mandatory, or On Demand.
   - If None is selected, this extension's calls will never be recorded.
   - If Mandatory is selected, every call to or from this extension will be recorded as long as it was routed past a monitor point.
   - If On Demand is selected, the extension can use a programmable key on their phone to control when their calls are recorded, again assuming that the call has been routed past a monitor point.

2. **Can be monitored:** Options include Yes or No.
   - If the current call has been routed past a monitor point, this option determines whether Admins or Supervisors can monitor this extension's participation in that call.

3. **Include a monitor point in all of this extension's outbound calls:** Options include Yes or No.
   - If set to Yes, all of this extension's outbound calls will include a monitor point. Whether this extension's participation in that call is actually monitored/recorded depends on the Recording and Monitoring options selected above.
   - If set to No, then none of this extension's outbound calls will include a monitor point unless an alternative dialing pattern is used to route the call past the monitor point. The alternative method for invoking a monitor point on outbound calls is by dialing with an 8 on each call (instead of the standard 9).



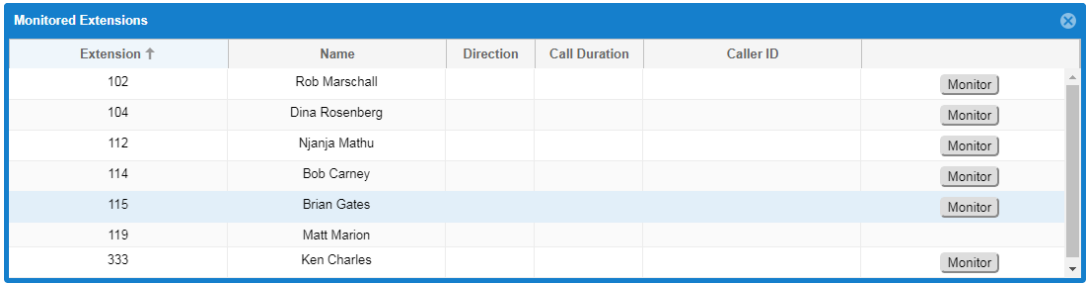
Main menu: Dashboard

The Dashboard pages show real-time information related to extensions, queues, and agents

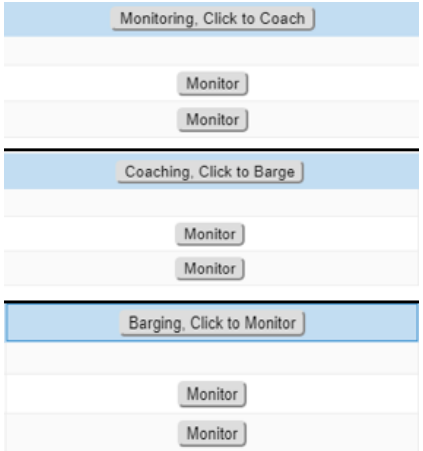
The Dashboard section is where Admins and Supervisors can initiate monitoring sessions with any extension that has been assigned an Extension Monitoring license.

The Monitored Extensions panel will present the list of all monitor-able Extensions who belong to at least one of the Groups to which the Admin or Supervisor belongs. If the Admin or Supervisor does not belong to any Groups, all monitor-able Extensions within the Tenant are visible in this Monitored Extensions Dashboard panel.

- The columns of this panel include “Extension”, “Name” (first and last), “Direction” (Inbound/Outbound), “Call Duration” (total for the call), “Caller ID” (far end name (if known) and far end phone number), and a “Monitor” button.
- Each monitor eligible extension will be displayed on its own row. If the extension is not currently connected to a monitor eligible call, the name and extension will appear, but the other columns for this row will be blank. The Monitor button will still be available and operable. If the extension is currently connected to a monitor eligible call, each column will contain the details of that call.
- To start a monitoring session, the Admin or Supervisor will click the “Monitor” button on the extension they wish to monitor. The Admin/Supervisor’s phone will ring and the monitoring session will begin once they answer. While monitoring, neither the extension or the far end party can hear the Admin/Supervisor who is monitoring. The button now displays “Monitoring, Click to Coach”.
- Clicking the button again will take the Admin/Supervisor into a coaching state, which allows the extension to hear the Admin/Supervisor’s audio, but the far end still only hears the extension. The button now displays “Coaching, Click to Barge”
- Clicking the button again will take the Admin/Supervisor into a barged-in state, which allows both the extension and the far end party to hear the Admin/Supervisor’s audio.
- The Admin/Supervisor can cycle through these three states as many times as needed.
- The Admin/Supervisor can end the monitoring session at any time by simply hanging up. If the extension being monitored hangs up, the monitoring session will continue as long as the Admin/Supervisor has not hung up on their end, but there will be silence until the next monitor-eligible call is established.
- An extension can only be monitored by one Admin/Supervisor at a time.



From the Dashboard, the Admin or Supervisor can select the Monitored Extensions panel.



Main menu: Resources

Within the Resources menu is a sub-menu called Recording Options.

Recording Options

Recording Options are used to configure announcements that are played to callers when their call is being recorded. An announcement can be played only once at the beginning of a recorded call, every time recording starts, stops and resumes, or never. Administrators can select from professionally recorded stock messages or create their own custom announcements. Different types of announcements can be used to inform callers when recording starts, stops and resumes.

When this sub-menu is selected from the Resources main menu, the existing On Demand Call Recording options are displayed.

Listen
Play the selected recording.

Call Marking

In order to identify the start point of the Call Marking during an Extension Call Recording call, the user will press "#" followed quickly by "*." A Commitment Segment audible confirmation start tone will be heard by both parties.

Once the Commitment Segment has begun, in order for the user to end the Commitment Segment, they will press "#" followed quickly by a second "#." A Commitment Segment audible confirmation end tone will be heard by both parties, followed by a confirmation tag which is a two (2) digit number between 01 and 99. If the user does not hear the end tone or remember the confirmation tag, the Agent can re-dial the "#" and "#" buttons and again listen for the end tone and/or the confirmation tag.

The portion of the recorded audio between the Confirmation Segments Start Tone and End Tone is the Commitment Segment.

NOTE: If the call is terminated intentionally or unintentionally, or if the call is transferred after the Confirmation Segment has begun but before it has ended, the Commitment Segment will immediately and automatically end.

Commitment Segments can be located on the Completed Events I Call page.

There is an "Account Code" column in this listing of calls. This column is populated with the Commitment Segment Confirmation Number. The Commitment Segment Confirmation Number consists of:

- the extension that initiated the Commitment Segment.
- the date the Commitment Segment was recorded (yy:mm:dd).
- the Commitment Segment Confirmation Tag. This Commitment Segment tag is a two digit number between 01 and 99. The tag indicates which number Commitment Segment this was for this agent on this day (first second, third, etc.) During the call, the system audibly announced this two digit tag as soon as the agent terminated the Commitment Segment.

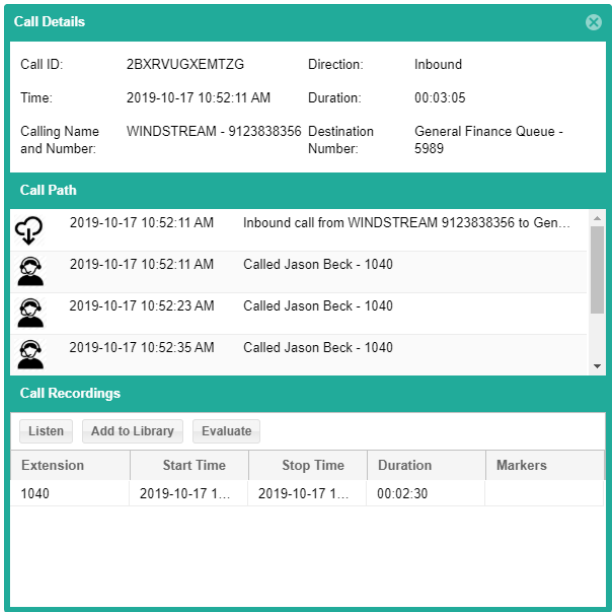
In the search parameters on this page the Tenant Admin can search for a particular Commitment Segment. For example for a tenant with 4-digit extensions:

- by searching Account Codes for '1011*', all Commitment Segments initiated by x1011 will be found.
- by searching for '*161110*', all Commitment Segments recorded on November 10, 2016 will be found.
- by searching for '2140*03', the search will locate third Commitment Segment recorded by x2140 on whatever dates are being considered.

On the Call Details page there is a new column “Markers.”

The ‘Markers’ column will indicate whether the particular recording you are viewing has been transferred to the Call Recording Library (**Library**), has been evaluated (**Eval**), or has a Marked Call Segment associated with it (MCS).

The screenshot to the right shows an example of a call that was recorded, and the recording has been transferred to the Call Recording Library.



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