

Call Recording Quick Reference Guide

Logging Into the Portal

Before accessing the Call Recording service your organization's service provider will need to provide a few fundamental pieces of information:

- The URL for the Call Recording Portal. This URL is specific to your organization.
- Your user name and password

Browse to the service provider provided URL. At the login screen enter your user name and password and click "Login". This page will likely look different than the example shown below as the End-User Portal will be branded with your service provider's or your organization's colours and logos.



The screenshot shows a login page for Temovi Call Recording. At the top left, the Temovi logo is displayed. Below it, the text "Please login" is centered. To the left of the login form, the text "Enter Username & Password" is written, with a red line pointing to the input fields. The login form contains two input fields: "User name" and "Password". To the right of these fields is the Temovi Call Recording logo. Below the input fields is a "Login" button. A red line points from the "Login" button to the text "Click Login" on the right side of the page.

Temovi Call Recording Login Page

Browse Recordings - Overview

Logging into the portal automatically opens the “Browse : Recordings” page. Search for recordings based-on multiple criteria and then play, tag, forward, or download them.

Enter Criteria such as a Date range, tags, remote Parties and more.

This area shows call recording information such as date, time, duration and a unique ID for each recording.

Shows the local party making or receiving phone calls.

Shows call information from the remote party.

Shows Actions that can be assigned to a recording such as tags and forwarding via e-mail. Selecting the check box includes the record in a bulk action.

The screenshot shows the Temovi Call Recording Browse Page. The sidebar on the left contains various filters such as 'Monitored only', 'Tag name', 'Tag text', 'ID', 'Min duration (secs)', 'Max duration (secs)', 'Local party', 'Remote party', 'IP addresses', 'Start date', 'End date', and 'Outgoing/Incoming/Both' options. The main area displays a table of recordings with columns for TYPE, ID, DATE, TIME, DURATION, LOCAL PARTY, DIRECTION, REMOTE PARTY, USER, TAGS, and checkboxes for actions. A playback player is visible at the top right, showing a recording titled '20150629_174546_CKMI.wav.crypt' with a progress bar from 00:00 to 02:36. Red annotations highlight the filter sidebar, the recording table, the local party column, the direction column, and the action checkboxes.

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS		
	783	2015-04-10	12:53:36	478	johngrover@avrumgroup.com	→	chihung@avrum.com	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	782	2015-04-10	12:19:08	33	johngrover@avrumgroup.com	→	chihung@avrumgroup.com	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	779	2015-04-10	12:07:14	183	johngrover@avrumgroup.com	←	5559975443	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	778	2015-04-10	11:46:44	478	johngrover@avrumgroup.com	←	marysinclair@avrumgroup.com	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	777	2015-04-10	11:27:11	33	johngrover@avrumgroup.com	→	5559975443	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	776	2015-04-10	10:42:19	280	johngrover@avrumgroup.com	→	5552123456	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	775	2015-04-10	10:23:55	478	johngrover@avrumgroup.com	←	5556789012	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	774	2015-04-10	10:11:32	70	johngrover@avrumgroup.com	→	robertlavi@avrumgroup.com	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	773	2015-04-10	09:37:21	300	johngrover@avrumgroup.com	→	5559977432	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	772	2015-04-10	09:03:04	183	johngrover@avrumgroup.com	→	5552341236	John Grover		<input checked="" type="checkbox"/>	<input type="checkbox"/>

Click the speaker icon to Listen to the recording

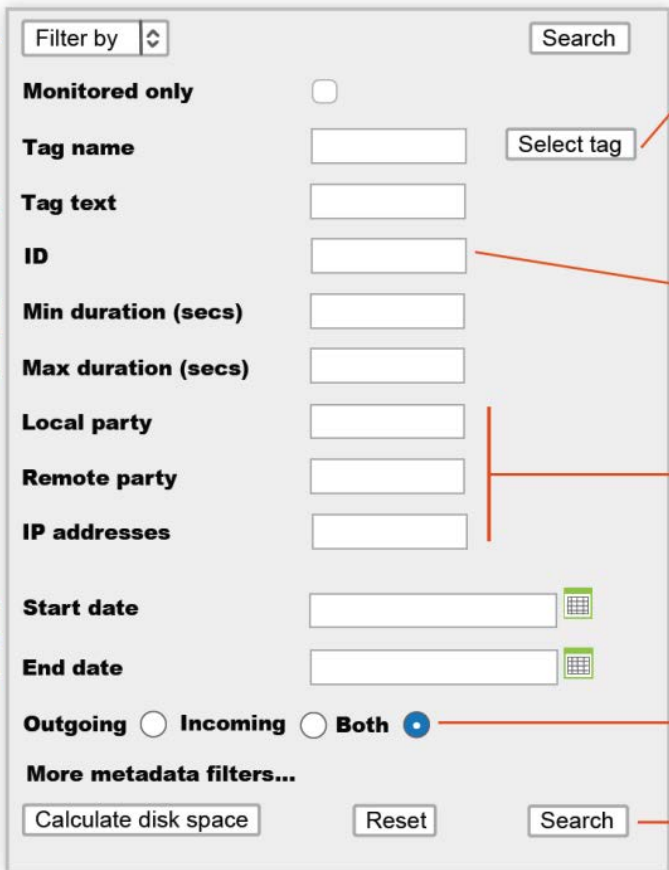
Clicking on either the recording ID or the date opens a details page For the selected recording

The arrows indicate if the recorded call was inbound or outbound

Temovi Call Recording Browse Page

Search Call Recordings

Temovi Call Recording provides a powerful multi-criteria search feature. It allows users to search using one or multiple search criteria.



Filter search by individual or group. Filter by Search

Monitored only

Tag name **Select tag**

Search additional notes or tag text associated with the recording. **Tag text**

ID

Search based on specific tags. Click on "Select tag" to choose the tags from the dialogue box and click selected tag type.

3 Results

TAG TYPE NAME	
Compliment	<input type="radio"/>
Customer Issue	<input checked="" type="radio"/>
New Tag Type	<input type="radio"/>

Select tag type Cancel

Quickly find a recording using its unique ID number.

Search for recordings based on their minimum and maximum duration. **Min duration (secs)**

Max duration (secs)

Local party

Remote party

Search based on local / remote party information (SIP ID, phone number, IP address). **IP addresses**

Search for recordings from a specific date or range of dates. **Start date**

End date

Outgoing **Incoming** **Both**

Filter the search results by type of call.

More metadata filters...

Calculate disk space Reset Search

Input one or multiple search criteria and then click the "Search" button.

Temovi Call Recording Search Dialogue

Playback Call Recordings

Easily playback recordings directly from the web browser.

Choose a recording and click the speaker icon to listen

Playback controls for the recording

The screenshot displays the Temovi web interface. At the top, there are navigation tabs for 'Recordings', 'Tags', and 'Audit Trail'. A user is logged in as 'John Grover'. On the left, there is a filter sidebar with various options like 'Monitored only', 'Tag name', 'Tag text', 'ID', 'Min duration (secs)', 'Max duration (secs)', 'Local party', 'Remote party', 'IP addresses', 'Start date', 'End date', and 'Outgoing/Incoming/Both'. The main area shows a table of recordings with columns: TYPE, ID, DATE, TIME, DURATION, LOCAL PARTY, DIRECTION, REMOTE PARTY, USER, TAGS, and actions. A red box highlights the speaker icon in the first row (ID 783). Another red box highlights the playback controls for a selected recording, showing a play button, a progress bar from 00:00 to 02:36, and a volume icon.

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS		
▶	783	2015-04-10	12:53:36	478	johngrover@avrumgroup.com	→	chihung@avrum.com	John Grover	🔍	🗑️	🔇
▶	782	2015-04-10	12:19:08	33	johngrover@avrumgroup.com	→	chihung@avrumgroup.com	John Grover	🔍	🗑️	🔇
▶	779	2015-04-10	12:07:14	183	johngrover@avrumgroup.com	←	5559975443	John Grover	🔍	🗑️	🔇
▶	778	2015-04-10	11:46:44	478	johngrover@avrumgroup.com	←	marysinclair@avrumgroup.com	John Grover	🔍	🗑️	🔇
▶	777	2015-04-10	11:27:11	33	johngrover@avrumgroup.com	→	5559975443	John Grover	🔍	🗑️	🔇
▶	776	2015-04-10	10:42:19	280	johngrover@avrumgroup.com	→	5552123456	John Grover	🔍	🗑️	🔇
▶	775	2015-04-10	10:23:55	478	johngrover@avrumgroup.com	←	5556789012	John Grover	🔍	🗑️	🔇
▶	774	2015-04-10	10:11:32	70	johngrover@avrumgroup.com	→	robertlavi@avrumgroup.com	John Grover	🔍	🗑️	🔇
▶	773	2015-04-10	09:37:21	300	johngrover@avrumgroup.com	→	5559977432	John Grover	🔍	🗑️	🔇
▶	772	2015-04-10	09:03:04	183	johngrover@avrumgroup.com	→	5552341236	John Grover	🔍	🗑️	🔇

Download Recordings

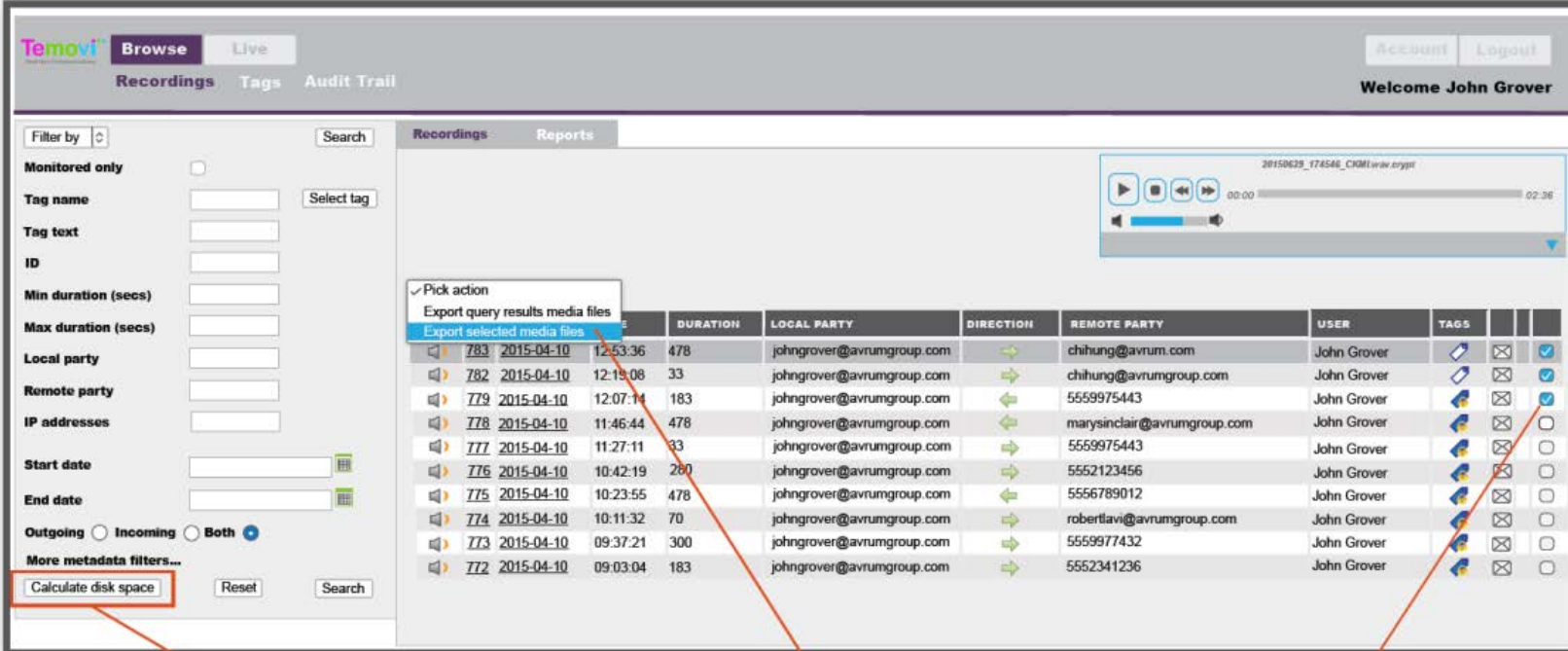
Supervisors and administrators have two different methods for downloading recordings.

Download All the Media Files Associated with a Search Query

1. Perform a search.
2. From the “Pick action” drop down menu choose “Export query results media files”.
3. Choose a location and click “Save”. This will download all of the media files from that search.

Manually Select Files for Download

1. Perform a search.
2. Choose the file to be downloaded.
3. From the “Pick Action” drop down menu choose “Export selected media files”.
4. Choose a location and click “Save”.



The screenshot shows the Temovi interface with a search results table. The table has columns: ID, DATE, DURATION, LOCAL PARTY, DIRECTION, REMOTE PARTY, USER, TAGS, and actions. A dropdown menu is open over the table, showing options: 'Pick action', 'Export query results media files', and 'Export selected media files'. In the left sidebar, the 'Calculate disk space' button is highlighted with a red box. A red arrow points from this box to the text below. Another red arrow points from the 'Export selected media files' option in the dropdown to the text below. A third red arrow points from the 'Export query results media files' option in the dropdown to the text below.

ID	DATE	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS			
783	2015-04-10	12:53:36	478	johngrover@avrumgroup.com	→	chihung@avrum.com	John Grover	✎	✉	☑
782	2015-04-10	12:19:08	33	johngrover@avrumgroup.com	→	chihung@avrumgroup.com	John Grover	✎	✉	☑
779	2015-04-10	12:07:14	183	johngrover@avrumgroup.com	→	5559975443	John Grover	✎	✉	☑
778	2015-04-10	11:46:44	478	johngrover@avrumgroup.com	→	marysinclair@avrumgroup.com	John Grover	✎	✉	☐
777	2015-04-10	11:27:11	33	johngrover@avrumgroup.com	→	5559975443	John Grover	✎	✉	☐
776	2015-04-10	10:42:19	280	johngrover@avrumgroup.com	→	5552123456	John Grover	✎	✉	☐
775	2015-04-10	10:23:55	478	johngrover@avrumgroup.com	→	5556789012	John Grover	✎	✉	☐
774	2015-04-10	10:11:32	70	johngrover@avrumgroup.com	→	robertlavi@avrumgroup.com	John Grover	✎	✉	☐
773	2015-04-10	09:37:21	300	johngrover@avrumgroup.com	→	5559977432	John Grover	✎	✉	☐
772	2015-04-10	09:03:04	183	johngrover@avrumgroup.com	→	5552341236	John Grover	✎	✉	☐

After selecting one or more recordings for download, the system can calculate the expected file size. Click “Calculate Disk Space” to start the calculation.

Choose “Export selected media files” or “Export query results media files” from The drop down menu.

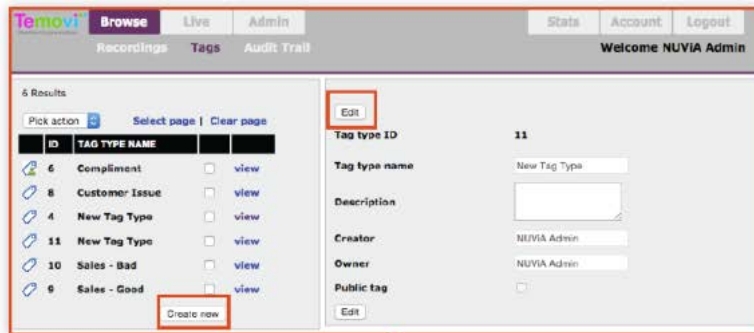
To manually select a recording check the box of one or more recordings you wish to download.

Download Recordings

Tags can be created and added to recordings to reflect common actions or potential search criteria. Tags can be added during a live call or after the call is complete. Tags can even be applied based on a specific point in the recording. Multiple tags can be added to the same recording to improve the granularity of future search results.

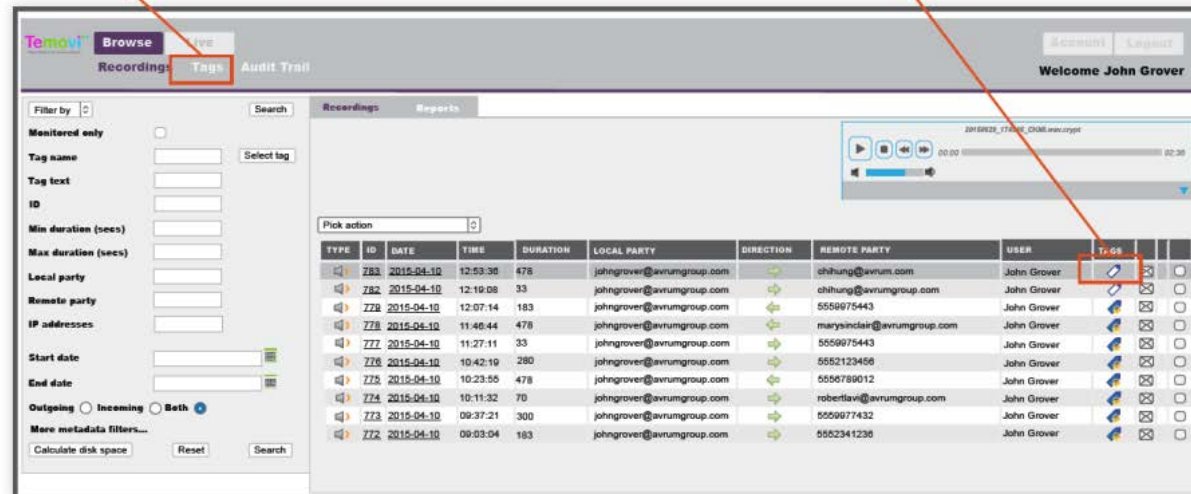
To create a new tag:

1. Click on “Tags” to open the Tags page.
2. Click “Create new”. This will reveal the Tags edit screen.
3. Click “Edit” to start creating a new tag.
4. Enter the name and description (optional) of the new tag and click Submit



To tag a recording:

1. Click on the tag icon of the recording to open the tag dialog box.
2. Click on the “Tag type” drop down menu and choose the tag.
3. Enter the tag text to help describe the event being tagged.
4. Click “Add”. Multiple tags can be added to a recording
5. Click “Submit”.



Live Call Monitoring

Supervisors and administrators can monitor calls in real-time while they are being recorded. By default any user in Temovi set-up for call recordings has their calls recorded automatically. Supervisors and administrators have the access to override the automatic recording settings and either keep, discard, or pause a recording. Recordings can also be paused during calls to avoid capturing sensitive information.

Click the "Live" button, to monitor live call recordings.

Click the keep button to keep the call recording when the call is complete

Listen to calls in real-time.



USER ID	USER NAME	LOCAL PARTY	DIRECTION	REMOTE PARTY	ELAPSED	KEEP	DISCARD	MONITOR	PAUSE	STATUS	TAG	LIVE TAGS
5	Chi Hung	chihung@avrumgroup.com	➔	555-123-4565	00:20:30					This conversation will be recorded		
23	Robert Lavi	boblavi@avrumgroup.com	➔	555-987-6543	00:00:17					This recording will be dropped		
44	Mary Sinclair	msinclair@avrumgroup.com	➔	fdesk@avrumgroup.com	00:12:37					(paused)		

Click the discard button to delete the call Recording after the call is complete.

Click the pause button To pause recordings.

Tag call recordings in real-time to increase searchability.

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