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.

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.

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@avrum.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		✉	○

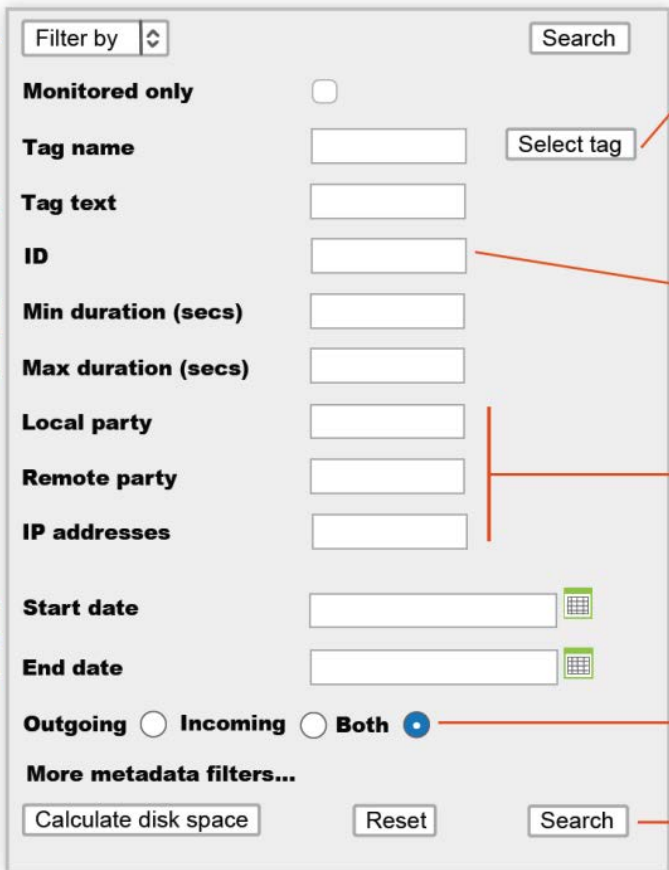**Click the speaker icon to Listen to the recording**

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.

Search additional notes or tag text associated with the recording.

Search for recordings based on their minimum and maximum duration.

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

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

Quickly find a recording using its unique ID number.

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

Filter the search results by type of call.

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

Browse | Live | Account | Logout

Recordings | Tags | Audit Trail

Welcome John Grover

Filter by | Search

Monitored only

Tag name | Select tag

Tag text

ID

Min duration (secs)

Max duration (secs)

Local party

Remote party

IP addresses

Start date

End date

Outgoing | Incoming | Both

More metadata filters...

Calculate disk space | Reset | Search

Recordings | Reports

20150629_174546_CKMI.wav.crypt

00:00 | 02:36

Pick action

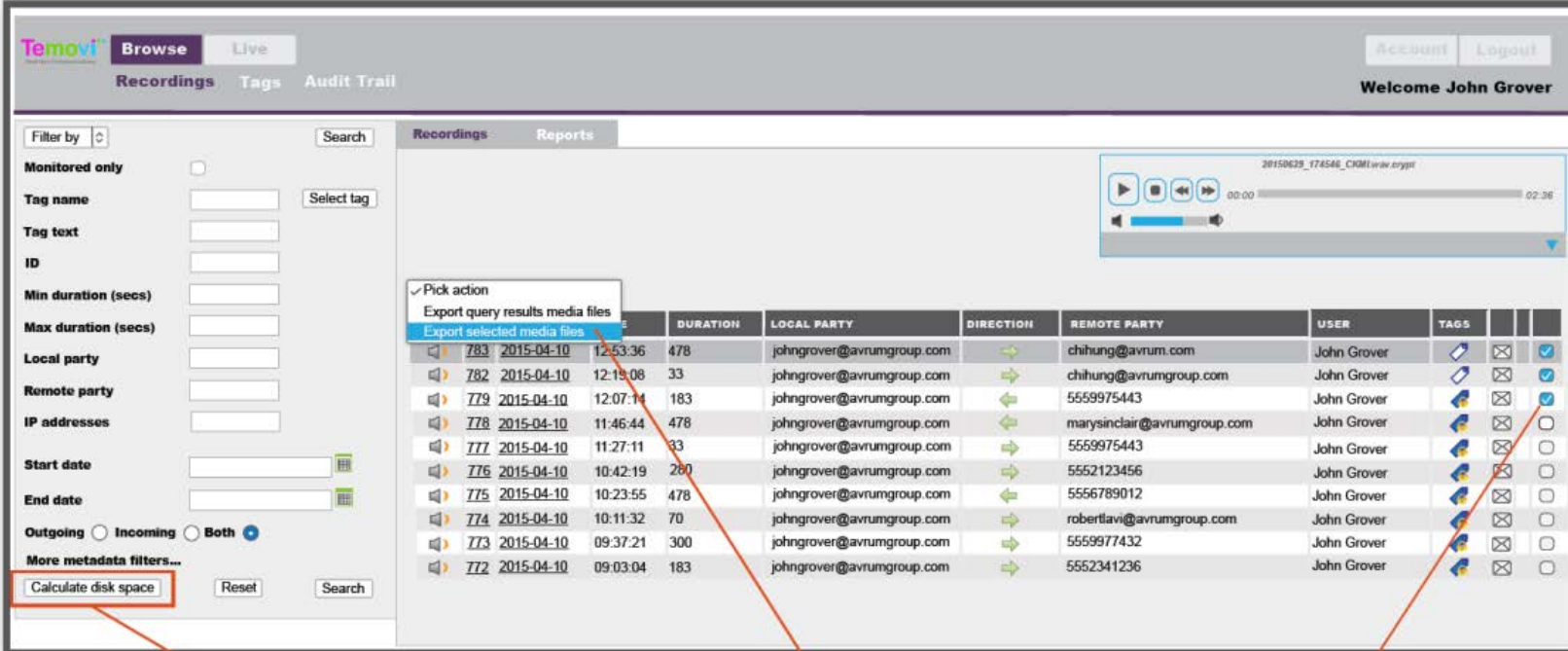| TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS		
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🔊	772	2015-04-10	09:03:04	183	johngrover@avrumgroup.com	→	5552341236	John Grover			

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".

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
.
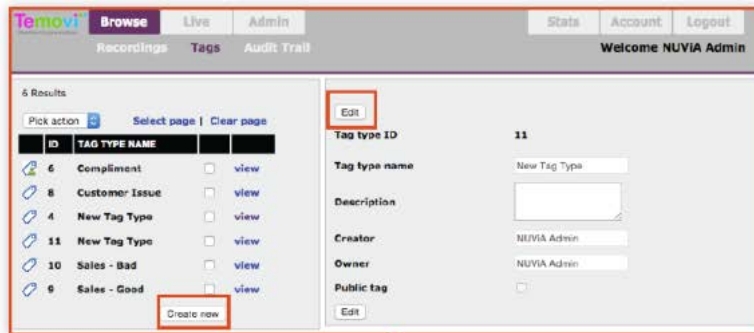
To tag a recording:

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". Multple tags can be added to a recording
5. Click "Submit".
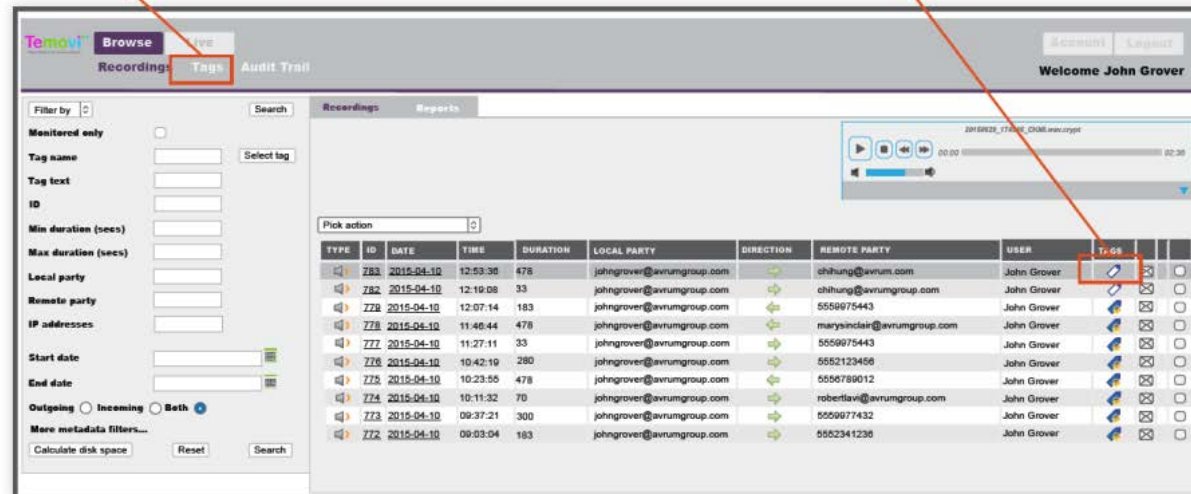
Live Call Monitoring

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 LIVE MONITORING

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.