Horizon

Call Recording User Guide
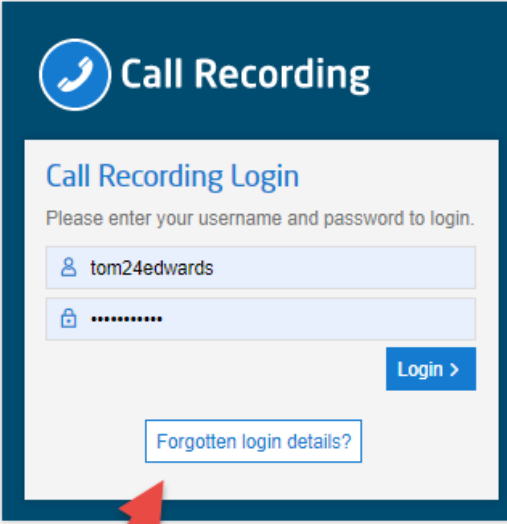
Contents

Introduction

The call recording portal offers different levels of access to cater for the needs of the business. From this portal you can view, stream download calls along with many more features.

Sign in

Once you have been set up as a user of the call recording portal you will receive two emails, the first will be with your username, and the second will have a temporary password that you will need to change on your first login.

This password is only valid for 60mins. Should the password expire then you can easily reset this yourself. Click on the link to access the call recording portal and then use the "Forgotten login details" button to request a link to reset your password. If you are unable to complete this action, then please raise the request to your Global user and they will be able to manually resend the password like from the portal.

Welcome Tour

On entering the call recording portal for the first time you will be met will a virtual tour of the tools and features that can be accessed from the landing page.

Note that this will only appear on your first login.

Screenshots of welcome tour

Sidebar Toggle Button ✕
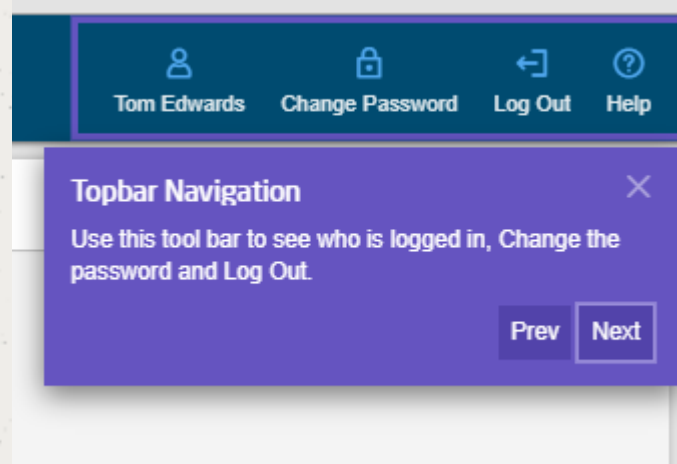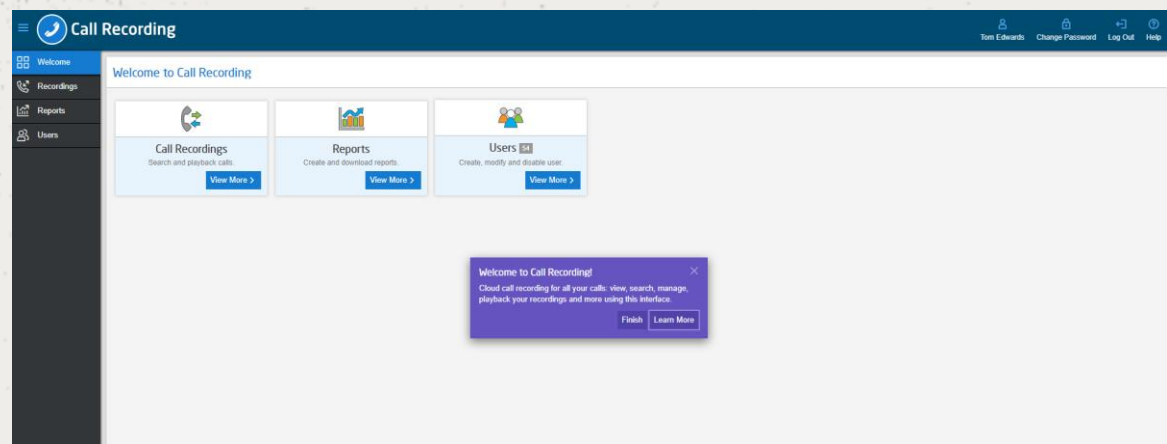
The sidebar toggle will change the sidebar to symbols and hide the description.

Prev | Next

☐☐ Welcome

📞 Recordings

📊 Reports

👥 Users

Sidebar Navigation ✕

From the sidebar you can navigate by clicking on the tab you wish to use.

Prev | Finish

Call Recordings

Search and playback calls.

View More >

Rep

Create and do
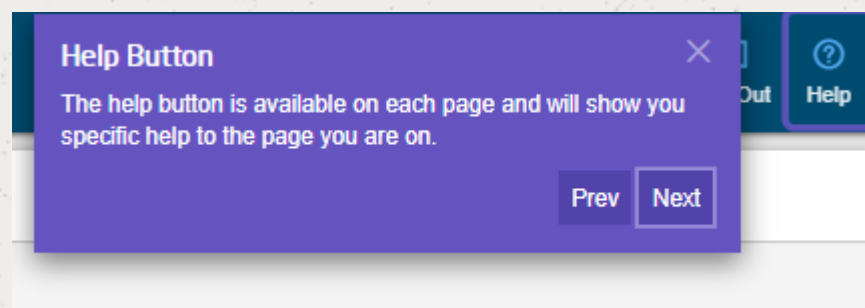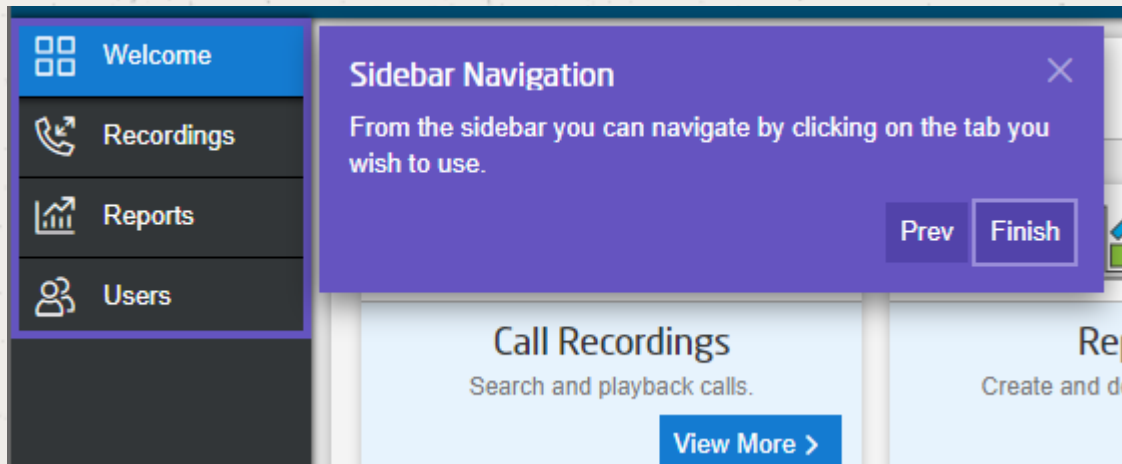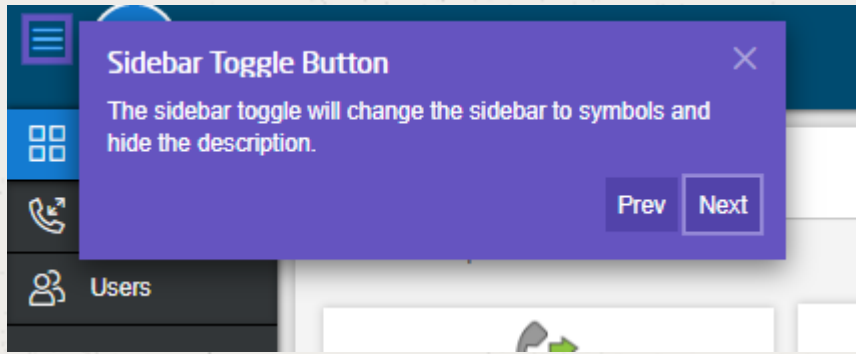
Landing Page

From the landing page you are able to see three areas depending on your policy.
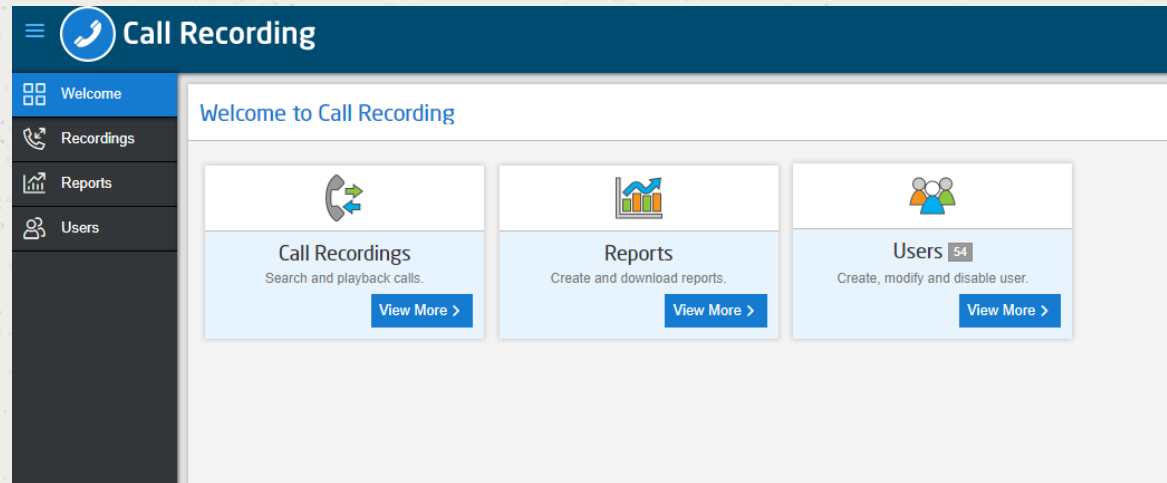
Call Recordings – By clicking view more this will take you a list of all the call recordings. From here you can view stream or download the recording.

Users – By clicking view more you will be able to modify, create or disable users. Again, this is policy dependant so not all users will have access to this.

Reports -By clicking view more you will be able to create and download Audit and Call Recording Detail reports.

Users

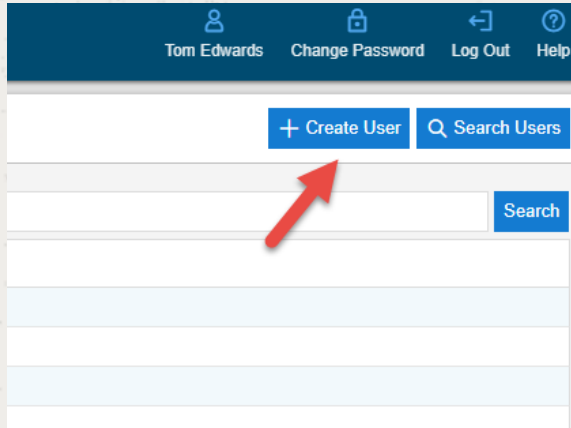From the users tab you can manage who can have access to the platform and also what they can see and do.

To create a new user head over to the users tab and click the create user button.

From here you will be presented with the below form. Please fill in all the details and give the user the correct policy.

Telephony username is very important and can be found within the unlimited horizon portal. If you don't have this, please contact Start Communications Support.

After completing the form and clicking save, two emails will be generated to the user with login credentials. The temporary password will expire after 60mins, if it expires they can use the "Forgotten Password" button to get a new password.

.

Call Recordings

As soon as users have been enabled for call recording by the telephony system their calls will start to show within the call recordings section. After selecting the call recordings tab you will be presented with the below table. From here there are 3 main actions you can complete; they are as follows
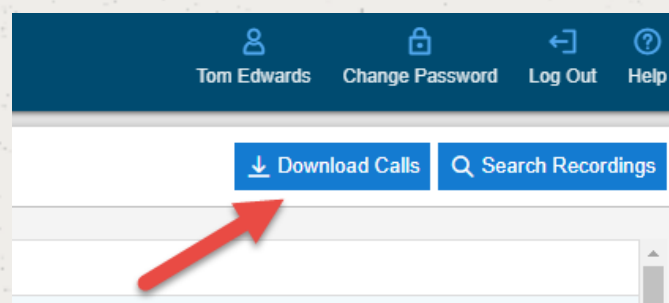
- View – This will allow you to get a detailed view of the call and playback in a modal window.

- Download – This will allow you to download the single call in the web browser.

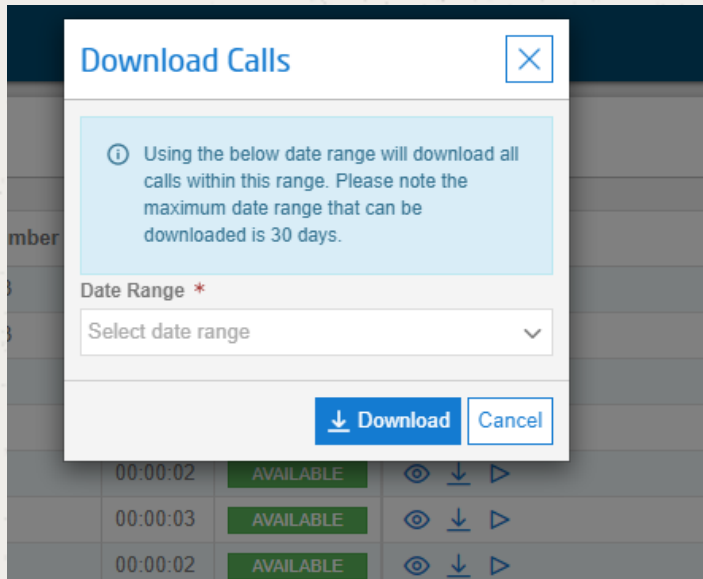- Playback – This will allow you to playback the call and see the visual call flow.

Direction	Connect Time ▼	Telephony Username ⇕	User Number ⇕	Other Party Number ⇕	Duration	Status			
OUT	2019-09-18 13:55:37	Dave.VVX411	+441446509965	+447460864623	00:00:11	AVAILABLE	👁	↓	▷
OUT	2019-09-18 13:55:06	Dave.VVX411	+441446509965	+447460864623	00:00:15	AVAILABLE	👁	↓	▷
OUT	2019-09-17 13:47:44	Dave.VVX411	+441446509965	8000	00:00:04	AVAILABLE	👁	↓	▷
OUT	2019-09-17 13:45:32	Dave.VVX411	+441446509965	8000	00:00:02	AVAILABLE	👁	↓	▷
OUT	2019-09-16 11:59:04	Dave.VVX411	+441446509965	8000	00:00:02	AVAILABLE	👁	↓	▷
OUT	2019-09-16 11:59:00	Dave.VVX411	+441446509965	8000	00:00:03	AVAILABLE	👁	↓	▷
OUT	2019-09-11 12:59:15	ciscoone	+441446509967	123	00:00:02	AVAILABLE	👁	↓	▷
OUT	2019-09-11 12:58:23	ciscoone	+441446509967	123	00:00:01	AVAILABLE	👁	↓	▷
OUT	2019-09-11 12:32:33	bs_test_collab	9699	123	00:00:05	AVAILABLE	👁	↓	▷
IN	2019-09-11 10:40:29	TRCA_autotest	8000	anonymous_0	00:00:10	AVAILABLE	👁	↓	▷
OUT	2019-09-09 15:20:16	Dave.VVX411	+441446509965	+441414045323	00:00:07	AVAILABLE	👁	↓	▷
OUT	2019-08-30 17:23:18	Dave.VVX411	+441446509965	+441414045323	00:01:06	AVAILABLE	👁	↓	▷
IN	2019-08-30 17:23:03	Dave.VVX411	+441446509965	7327	00:01:20	AVAILABLE	👁	↓	▷
IN	2019-08-30 17:22:16	Dave.VVX411	+441650570352	7327	00:00:01	AVAILABLE	👁	↓	▷
OUT	2019-08-30 17:10:05	Dave.VVX411	+441446509965	+441414045323	00:01:10	AVAILABLE	👁	↓	▷
IN	2019-08-30 17:10:05	Dave.VVX411	+441446509965	7327	00:01:10	AVAILABLE	👁	↓	▷
OUT	2019-08-30 17:05:36	Dave.VVX411	+441446509965	123	00:00:39	AVAILABLE	👁	↓	▷
OUT	2019-08-21 18:18:09	Cisc_8841	+441665660293	123	00:01:01	AVAILABLE	👁	↓	▷

Bulk Download

To download calls in bulk then you will need to use the Download Calls button located next to the search recordings icon. On clicking this you can set your date range to download. Please note that this is limited to a maximum of 30 days.

Once you have clicked download your calls will be processed, please note that this may take a few minutes. Once completed this will be presented in the browser in a zip file.

Download Calls

ⓘ Using the below date range will download all calls within this range. Please note the maximum date range that can be downloaded is 30 days.

Date Range *

Select date range ▾

[↓ Download] [Cancel]

00:00:02	AVAILABLE	👁 ↓ ▷
00:00:03	AVAILABLE	👁 ↓ ▷
00:00:02	AVAILABLE	👁 ↓ ▷

View Recording screenshot

8000 OUT +442476936402 ✕

◁| 00 ▢ |▷ ◁» 1.0x   00:00:04 / 00:00:32   ↓ Download

≡ Call(s) Details

Name	Value
Direction	OUT
Connect Time	2019-05-13 12:32:25
Telephony Username	Dave.VVX411
User Number	+442476936402
Other Party Number	8000
Duration	00:00:35
Status	AVAILABLE

Call Search

There is a call search located to the right-hand side of the page. From here you can use the pre-programmed search criteria or custom your own search criteria.

For those complex searches that you may use frequently you can use the save function that will save the search locally for you. If you want to deploy the search then just click load and click the tick followed by search.

You can search on the below criteria

- Time

- Date

- Call Duration

- Number

- Call Direction

- User

Reports

Reports can be run by clicking the report tab then selecting the report you need to run. If you are a Global user you will have permission to run both reports where as a Team user can only run the call recording details report.

Audit Report

Select reports then select the Audit tab. On the right you will need to enter a report name and also a date range. **Please note that the maximum date rage that a report can cover is 30 days**. You can then either select a user or leave this blank to run for all users, then you can select an event type or again leave blank to run for all events. Once done click the run button and the report will be stored and also downloaded in the browser for you.

The fields of an audit report are defined below:

Column Name	Description
Action	The type of the audit event: • Login • Add User • Delete User • Recording Accessed (streamed or downloaded) • Bulk Download Accessed • Change Password • Reset Password • Add Policy • Delete Policy

	• Update User
Actor	The username of the user who performed the action
User	This can be either • the username of the user who performed or was impacted by the action OR • the Call ID of the record that was accessed (streamed or downloaded) or bulk downloaded
IP	The IP address of the device, this is shown only for the actions Login and Recording Accessed
Date & Time	Date and time of the audit event (i.e. of the action)

Call Recording Details

Select reports then select the Call recording details tab. On the right you will need to enter a report name and also a date range. **Please note that the maximum date rage that a report can cover is 30 days**. You can then either select a user or leave this blank to run for all user. Once done click the run button and the report will be stored and also downloaded in the browser for you.

The fields of a Call Recording Details report are defined below:

Column Name	Description
Call ID	The unique identifier of the call recording
Other party	The telephone number of the other party on a call with the user
User number	The telephone number of the user
Telephony username	The unique username of the user
Status	Status of the call recording file on the portal (A = Available, P = Processing)
Direction	Call direction (I = Inbound, O = Outbound)
Connect Time	Date and time of the call. Time is in UTC
Duration	Call duration in seconds
Retention period	How long the recording will be stored for, calculated from the day of the call

Policy Controls

There are a number of different policy's that can be applied to give users different levels of access.

If the user is reporting they cannot see certain calls then it would be a good starting point to check the policy that they have as this could be restricting their access.

Please use the below to see what controls are available for each policy.

Policy Name	Policy Access
Global User	Global user access is the highest level of access and this user can access the main three areas of the interface. These are Recordings, Users & Reporting. Within each of these sections the global user has full write permissions.
Team User	Team user access allows the user to see the Recordings and Reporting tab. They have access to listen to all the call recordings for all users and run audit and usage reports. This user cannot see the users tab and will not have permissions to manage users
Staff User	Staff user access allows a user to see the recordings tab only and will only show them their own call recordings. This policy is aimed at staff who will need to listen to their calls for training and improvement purposes. They do not have access to the reports tab or the users tab.
Support User	Support user access is used for anyone who isn't in the end user's organisation but may need access to help support. The support user access will show relevant information on the recordings and user tabs to help with any potential issues. There will be a reduced detail to comply with GDPR. You can create a support user directly from the interface or alternatively you can use the Single sign on from the Gamma Portal. See more below on this tool.
Team User	A **Team User** is the owner of a team and Global User needs to be set the Team User before creating the team.