

IP Office Contact Center – Contact Recorder Configuration Task Based Guide

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IP Office Contact Center Contact Recorder Configuration

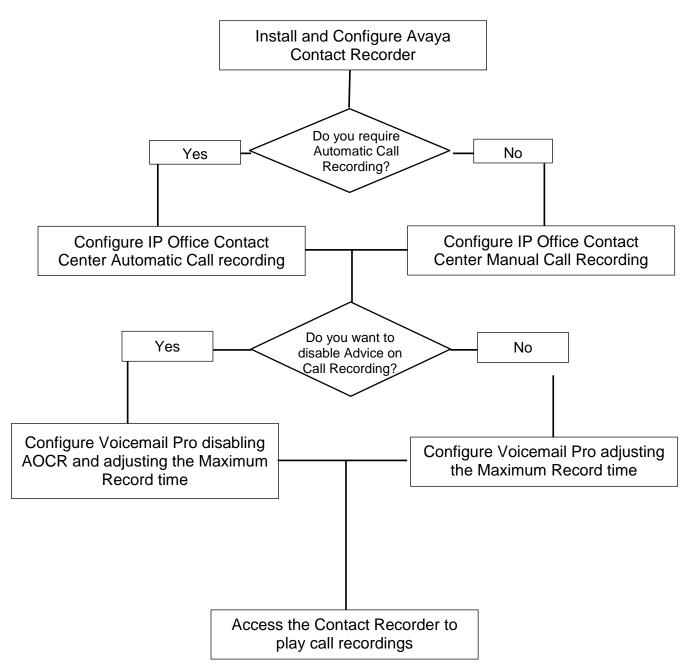
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IP Office Contact Center Contact Recorder Configuration

Overview

IP Office has the ability of recording calls to a Voicemail box, when using Preferred Edition or IP Office Server Edition and Voicemail Pro. To further enhance this, Contact Recorder for IP Office can be used as a centralized call recording facility, which stores all recordings in a separate archive.

Contact Recorder uses a database that stores the call details associated with each recording stored. Call recordings are then accessed using a web browser interface, where recordings can be searched, displayed and the archived recording played.

Voicemail Pro is still used to record the actual calls, and once the recording is complete, it then passes the recording and associated details to the Contact Recorder Server.

By default, Contact Recorder is installed on the Application Server but not started, as a separate drive or partition is required and cannot be shared with Voicemail Pro.

The following guide will demonstrate how to install and configure Contact Recorder on a Application Server (Linux). Also how to configure the IP Office Contact Center (IP Office Contact Center) to use Call Recorder, including the recording of calls automatically that relate to a Topic, and to record calls manually using the IP Office Contact Center User Interface.

Configuring the Avaya Contact Recorder

1. Using a Web browser interface, access the server using port: **7070**, which will display the IP Office Web Manager Login screen. Login using User Name **Administrator** and Password **Administrator**.

Firefox T						x
Avaya IP Office Web Man	ager +					_
https://192.168.42.2	:7070/WebManagement/WebM	lanagement.html 🏠 ⊽ 🕑 🔠 ▼ Google	٩	C -	+	俞
	AVAYA IP Office Web Manager	Avaya IP Office Web Manager Linux release 6.3 (Final) User Name Password Login				
		© 2013 Avaya Inc. All Rights Reserved.				

2. From within the Web Manager interface, select **Platform**.

https://192.16	8.42.2:7070/WebMa	nagement/WebManagemer	nt.html 🏠	▼ C 🛿 - Google	م		ŧ	Â
AVAYA P Office Web Manager	Solution	Call Management		🔧 Tools	D Search H	Help	Logo	out
			Ŀ					

3. Contact Recorder can be seen in the list of **Services**. Check the tick box, which will ensure that the service automatically starts after a reboot. Then click on the **Start** button.

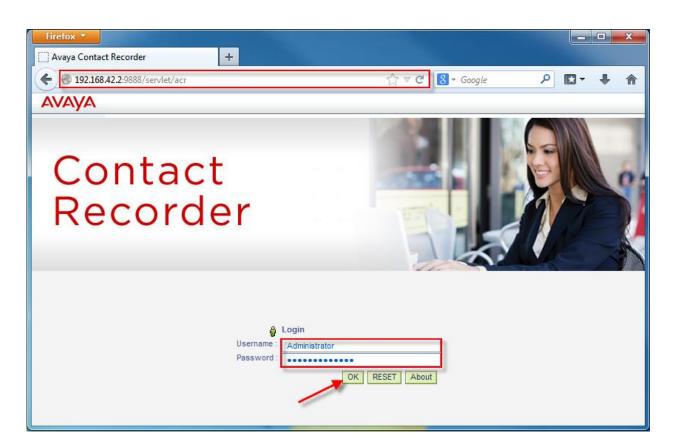
			Launch in new tab
System Logs Updates	Settings AppCenter		
Services		s	tart All Stop All
\downarrow Select which services will be configured to start aut	omatically.		
Contact Recorder 9.0.0.0 build 6	stopped	Mem/CPU usage OK / 0% ⊯	Start
Management Services 9.0.0.0 build 829	UpTime 21:43	Mem/CPU usage 140672K / 0% ⊠	Stop
Voicemail 9.0.0.0 build 311	UpTime 21:43	^{Mem/CPU usage} 19672K / 0% ⊠	Stop
one-X Portal 9.0.0 build 523	UpTime 21:44	^{Mem/CPU usage} 888912K / 1% ⊠	Stop

4. The Contact Recorder service will now start, and can be configured.

System	Logs	Updates	Settings	AppCenter		
Services					1	Start All Stop All
L Select which	services will be co	onfigured to start au	itomatically.			
	tact Record	ler	UpTime 07:36		^{Mem/CPU usage} 105664K / 0% ⊠	Stop
👿 🧿 Mar 9.0.0.0	nagement S Dibuild 829	ervices	UpTime 33:13	والمريد والم	Mem/CPU usage	Stop

 Using a Web Browser interface, browse to the IP address of the Server using port 9888, e.g. <u>http://ipaddressofserver:9888</u>. This will present the Login screen. Login with the default Username: Administrator and Password: Administrator, then click OK.

IP Office Contact Center Contact Recorder Configuration



6. You will now be prompted to change the default Password. Enter Administrator in the Old Password field and enter the new password in the New Password and Verify New Password fields, then click OK.

Contact Recorder	
Old Password New Password Verify New Passwor	•••••

1. Once logged in to the Contact Recorder interface, click on the **General Setup** tab.

€ € 192.168.4	2.2:9888/servlet/acr					· ⊽ C' 8 -	Google	م		+	⋒
AVAYA	Contact Reco	rder				REFRESH	Help	Change Password	Logout	Abou	t
2 Recorder Status	Operations	😭 Alarms	General Setup	System	Un Replay						
	Server		U								
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The table b	elow shows the curren	nt state of this	recorder. Click the refr	esh button to upo	date the table.						
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Installed Version	anthus i asi	A	acripo	12.0-1guncontrolled				admata		- - -	

2. You can see that the Call storage path has not been defined. Choose the edit button.

avaya	Contact Rec	order				₽ REFRESH	Help	Change Password	Logout	About
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These set	tings determine how	and where this r	ecorder stores your re	cordings and the	details about then	n. Any shown in red are	e invalid	and must be change	ed.	
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Handover Folde	r		/0	pt/vmpro/VRL				_		Ed
	L									
Call storage pat	n		N	ot defined						Ed

3. Enter the **Call storage path** (the default path created when installing Contact Recorder is **/CSIPORec**).

Note: If Contact Recorder is installed and enabled on the same server as Voicemail Pro, it must be configured to use a separate hard disk from Voicemail Pro. In such occasions the Call storage path requires setting to the additional drive. Contact Recorder must not be installed on a shared drive with Voicemail Pro.

4. Next click on the **Enter** button.

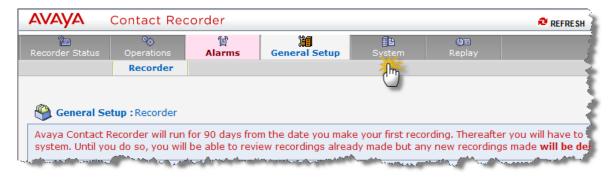
IP Office Contact Center Contact Recorder Configuration

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 Access the second state of a second state 	irst recording. Thereafter you will have to all a licence on your IP Office system. Until
and the second	will be able to review recordings already
	ew recordings made will be deleted rather
than processed.	
Call storage path	/CSIPORec
	hich recordings will be stored. This should be a
his after you have sta	allow automated deletion of old calls. Do NOT change inted recording unless you move all existing contents to
he new path. You mus	RESTART the recorder for this setting to take effect.
	Close Window Enter
	Globe Willow Eliter

5. The new Call storage path is now seen.

AVAYA	Contact Red	corder				€ REFRESH	Help Change Passwo
🞾 Recorder Status	© Operations	Marms	General Setup	System	OT Replay		
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Avaya Contact							cquire and install a lice
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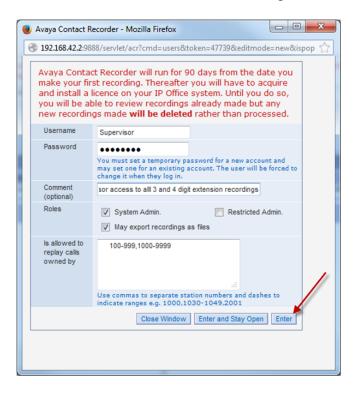
6. Next click on the **System** tab.



7. You will be presented with the **Manage Users** screen, where it is possible to create Users with administrative rights, or who will have the ability of searching for and playing recordings, etc. Click **Add User**.

VAYA Contact Recorder				REFRESH	Hel
corder Status Operations Alarms	General Setup	Om Replay			
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System : Manage Users					
System : Manage Osers					
vaya Contact Recorder will run for 90 days from	n the date you make your first	recording. Therea	fter you will have to acqu	uire and install a licence or	n you
rill be able to review recordings already made b					
The settings below determine how users can acc	cess this recorder.				
Allow local user accounts?					
Allow local user accounts?		/es			
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Allow unencrypted (http) access?	•	/es 5			
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Allow unencrypted (http) access? Session Inactivity Timeout (minutes) Minimum password length Users Select Username Roles Composit Searc	ch and Replay Rights	/es /5 }	1959, 000000-999999, 0000000-	9999999, 0000000-99999999, 00	000000

- 8. A new dialogue box will be presented. Add the User settings as follows:
 - a. Username: the Login name for the new User
 - **b. Password**: Enter a password for the User to Login.
 - c. Comment. This is optional only, and not a requirement.
 - d. **Roles**: Select either System Admin or Restricted Admin. You can also select to give the User the ability to export recordings as files.
 - e. For the section on which extensions the recorded calls can be replayed from, these can either be added in the form of a range, e.g. 2000-2500, or individually being separated by a comma, e.g. 2000,2001,2002.
- 9. Click Enter when all the settings are completed.



10. The New User is now added to the list. Click **Logout** to exit the application.

Avaya Contact Reco	order	+								
€ € 192.168.42.2:9	888/servlet/acr?cm	nd=users&editr	node=view&pool=&t	oken=47739	☆ ⊽ C	8 - Goog	le	<u>ب</u>	3- 1	ŀ ∧
AVAYA Co	ntact Reco	rder			🔁 REFF	RESH Help	Change P	assword Lo	gout A	bout
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T Session Inactivity fime	out (minutes)	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	www.www.yew.	and maken		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		~~~~~	~~~~~ ````¥ah~∏
Minimum password len	gth		8							Edit
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Select Username	Roles∀∆	Com	iment⊽∆	Search and	Replay Rights∀∆					
Administrator	System Admin.				dings owned by: 00-99, 99, 00000000-9999999					Edit
Supervisor	System Admin., M recordings as file:		risor access to all 3 and tension recordings	I 4 May play record	dings owned by: 100-99	99, 1000-9999				Edit
Delete selected user(s)	Add User									

Configuring IP Office Contact Center with Contact Recorder

Now that the Contact Recorder has been configured, a process can be created in IP Office Contact Center to enable the Call recording.

Automatic Call Recording

1. Launch the IP Office Contact Center User Interface and log in with a User account that has access to configuration.

Δ	AVAYA			
IP Of	ffice Contac	t Cer	nter	
Username	Scott	•	Login	
Password	•••••		<u>E</u> xit	
Telephone Extension	8004	-		

2. Now click on the Topic tab within the Configuration screen.

IP Office Con	tact Center			
<u>F</u> ile <u>G</u> o to <u>H</u> el	lp			î
Agent Portal	Configuration System	n Service Windows	Help	
	View: <alb< td=""><td>/</td><td></td><td></td></alb<>	/		
2	Break Time code	▲ ≫ CPBX ≫ CHA Agent group ∯ Age	P server ≱∰ ent <u>}</u> Profile	
	Name	1	Tel E-mai	l Chat Number
	Topic1		х	7001
www.com	Topic2	and so and	X	7002

3. Select and double click on a Topic to be used or select and click Edit.

v: <alb< th=""><th></th><th></th><th></th><th></th><th></th><th></th></alb<>						
Break Time code	X CHAP server	Country	Queue device		🚝 Telephone group 🛛 🗎 👟 Chat serv	rer 🛛 🔏 Chat script
) 📎 Topic 🚺 Agent					e J Announcement J Announ	
Name	/ Tel E-mail	Chat Number	Active	e PBX	E-mail address	Edit
Topic1	Х	7001	X X	PBXServer		
Topic2	х	7002	λin x	PBXServer		Create
Topic3	x	7003	V x	PBXServer		Copy
						Delete

4. Choose the Variable button.

📚 [Topic] Topic	1 - Edit	ALC: 10	x
General 🦿 Te	lephony	1	ОК
Name:	Topic1	0 block.period	Cancel
Task types		Variables	
Telephony	y		
🔲 E-mail			
Chat			
An Anna wat		and the second s	

5. Choose the Add button.

Defined Variable	s	-	×
Object	Tag	Value	ОК
			Cancel
			Add
La manage			Change

6. Click on the browser button next to the **Tag** field.

() Variable	Create
Object:	[Topic] Topic1
Tag:	Cancel
	Data - Resolution -
Value	

 This will present the Select Tag dialogue box, showing the list of Tags available. Scroll down to find the VMProRec Tag, click to select this and then click on the OK button.

Name	1	Туре	Data	Resol	*	ОК	
OD_PERS	Note	User	String		-	T Cance	-1
ODSI_No2	ndR	User	Number	Integer		Cance	51
skillFactor		User	Number	Integer			
Supervisor	Inf	User	String		1		
TopicMax4	dert	User	String				
UM_ScanF	Res	User	String				
UM_ScanF	Res	User	String				
UM_ScanF	Res	User	String				
UM_ScanF	Res	User	String				
UM_ScanF	Res	User	String				
UM_ScanF	Res	User	String				
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UM_ScanF	Res	User	String				
VMProRec	X	User	Number	Integer			
VoiceFileN	andin	User	String				
	\cup				*		

- 8. Now in the Value field, enter 1. This relates to using the Voice Recording Library, where the call recording will be sent. The options available for the Value field are:
 - "1" Recording uses Voice Recording Library (VRL)
 - "2" Recording uses Voice Recording Library Authenticated (VRLA)
 - "0" No automatic recording

"XXXX" any other valid IP Office mailbox number

Another option is to enter a specific Extension number, which will then pass call recordings to the mailbox for that extension.

Once value has been selected, click on the **OK** button. Then click **OK** on the Defined Variables screen, and also for the Topic to close them.

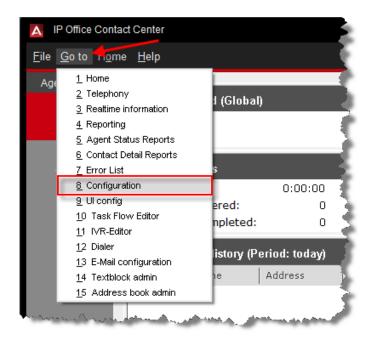
🛞 Variable -	Create			×
Object:	[Topic] Topic	:1	- ОК	
Tag:	VMProRec		Cancel	
	Data Resolution	Number Integer		
Value	1			

Any Calls that are now sent to the Topic will automatically be recorded.

Manual Call Recording Using the IP Office Contact Center User Interface

Calls can also be recorded manually by an Agent, instead of being set to record all calls to a Topic. Agents also have the option to pause the recording.

1. From the Go to menu select 8 Configuration.



2. Click **Configuration** followed by **External destination**.



3. Click the Create button

0:00 / 0:03 🧈 😣	🕅 🔹 🕄 🗸
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}	Сору
En	Delete

- 4. A new dialogue box will appear to create an **External Destination**.
- Enter the same name used in the Call Record Tag, for example VMProRec, differentiating the tag name with VRL. For example, VMProRecVRL. Then add 1 in the Number field.
- 6. Click on the **OK** button.

The Number references are as follows:

- "1" Recording uses Voice Recording Library (VRL)
- "2" Recording uses Voice Recording Library Authenticated (VRLA)
- "0" recording goes directly to the default mailbox of the agent
- "XXXX" any other valid IP Office mailbox number

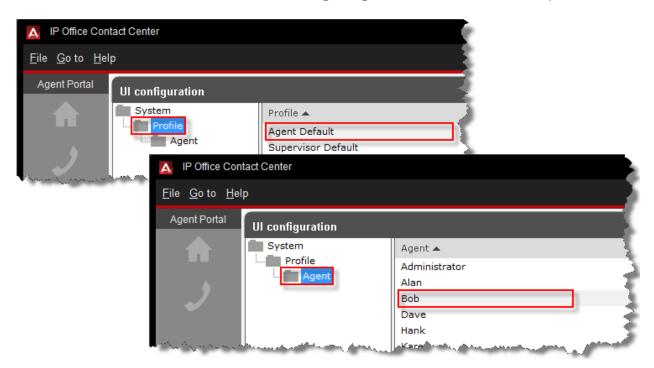
An option can also be created to record a specific Extension number, which will then pass call recordings to the mailbox for that extension.

🖪 External Dest	ination - Create	x
Name:	VMProRecVRL	ОК
Task type:	🕻 Telephony 👻	Cancel
Number	1	Variables
Delay time if dest	busy: 0:05 (mm:ss)	

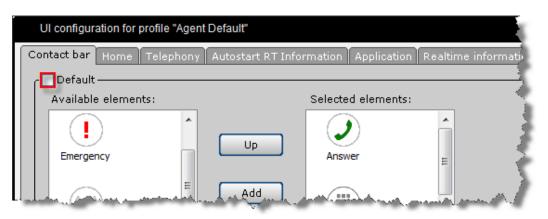
7. Next click on the **Go to** command and **select UI** config from the drop down menu.



8. Then select either a **Profile** or a **Single Agent**, and double click to open.



9. On the **UI configuration** screen, uncheck the **Default** tick box.



10. Scroll down the list of **Available elements** and select **Recording**, then click on the **Add** button.

UI configuration for profile "Agent Default"	r 🛛 🔁
Contact bar Home Telephony Autosta	tart RT Information Application Realtime information
C Default	
Available elements:	Selected elements:
	•
Closure	Up Wrap Up
	Add D+
	Extend Wrap
Fax	Up Up
	Down
Recording	End Wrap Up
	(I) E
Consestor	J code 👻
O III waa milaa aa a	
Call recording on: (element: recording)	
show only authorized topics (elem	ment: Call)
	OK Cancel

11. Then click on the middle button next to the **Call recording on** field, which will present the available External destinations.

Fax	J code	E	
Call recording on: (element: recordi	nent: Call)		OK Cancel

12. From the next dialogue box select the **VMProRecVRL** external destination created earlier. Then click the **OK** button.

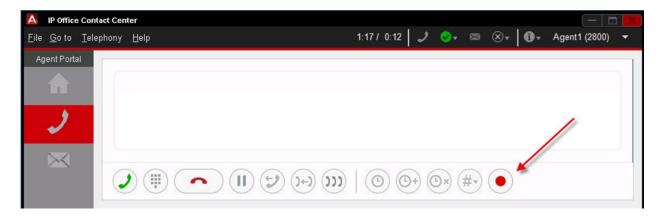
Choose external destinatio	n
J Telephony	•
External destination 🔺	Number/e-mail
SalesMailbox	82001
VMProRecVRL	1
	OK Cancel

13. The External destination will now be added to the **Call recording on** field. Click on the **OK** button to continue.

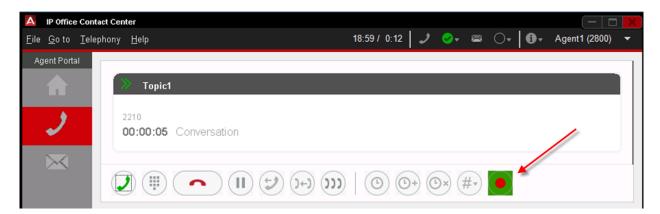
IP Office Contact Center Contact Recorder Configuration

SilentMon.	Hang up	~
m		
all recording on:	[External destination] VMPr	
element: recording)] show only authorized top	ics (element: Call)	
		OK Cancel

14. When anyone matching the Profile or a specific Agent logs in to the IP Office Contact Center User Interface, they will now see the Recording button on their Contact Bar, providing the ability to manually turn on Call Recording during an active call.



15. The User can activate Call recording by clicking on the button to commence recording (button then shown with a green outline), and to pause or cancel the recording by clicking on the button again.



16. Users can also pause the recording via the IP Office Contact Center User Interface. The **Recording pause** button can be added to the agent's Contact bar.

UI configuration for age	UI configuration for agent "Agent1"							
Contact bar Home Teleph	ony Autostart RT Information Application Realtime information	_						
C Default								
Available elements:	Selected elements:							
(((•)))								
DTMF	Up Separator							
()	Add							
SilentMon.	Remove Recording							
Toggle	E Down Recording							
	pause							
	=							
Separator	Consult.							
Call recording on: (element: recording)	[External destination] VMPr							
show only authorize	dtopics (element: Call)							
	OK Cancel							

17. When the User clicks the record button, the recording will start. They can choose to pause the recording, and at a later point resume the recording.

>	
2999 00:00:05 Conversation	Call is being recorded

2999	Recording Reynold
00:00:04 Conversation	Recording Paused
2999 00:00:08 Conversation	Recording Resumed
))

18. The Call recording is stored as a single file including any pause recording tones. In the example below, the recording has been paused and resumed on two occasions.

AVAYA	Contact Reco	order							
		_	••••		· · · · ·				
			12:05:3	0	12:05:40				
Search Filters		Result	ts 📍						
Call Start Range	<u>1 7 31</u> days	•	Call Start 🗸 🔺	Len⊽∆	Parties 7∆	Direction VA	Agents⊽∆	Target∀∆	Skills⊽∆
06/08/14	00:00:00	0 🍕	22/08/14 13:55:20	00:17	2999 (Customer), 2111 (Agent1)	Incoming	2111 (Agent1)	7010	0124467020
05/09/14	23:59:59	0 🍕	28/08/14 13:03:42	00:13	4111 (Supervisor1), 2111 (Agent1)	Outgoing	2111 (Agent1)	2111	Agent1
Length					2999 (Customer), 2111 (Agent1)	Incoming	2111 (Agent1)	7009	Companyma
Parties									
✓			5 David						
Direction			- Paus	e recordir	ig tones				
	~								
Agents									

Voicemail Pro Configuration

By default, Call Recording plays a system announcement from Voicemail Pro to warn callers that their call is being recorded. This **Advice on Call Recording (AOCR)** can be disabled from within Voicemail Pro, so that silent recording is implemented. Please ensure that you comply with legal requirements regarding Call Recording if AOCR is to be disabled.

1. Using Voicemail Pro Client, connect to your VM Pro Server and login using the Administrator account (Username: Administrator Password: Administrator (default)). Then click on the Login button.

🔁 Voicemail Pro Client	- Offline
File Edit Actions	Administration Help
	Tri VmPro Login
IP Office User Variables	Please enter a User Name. This is the name that the workstation software installed on this PC will use.
	Login
	User Name: Administrator
	User Password:
	Unit Name\IP Address: 192.168.42.2 Browse
	Remember Me
	Select Mode Login Cancel Help
· ·	
an and an demanda	المحافظ والمحافظ

2. Then select Administration and the choose Preferences followed by General.

🔁 Voicemail Pro Client (Intuity)	- Connected to 192.168.42.2	
File Edit Actions Adm	inistration Help	
i 🖪 🎕 👃 🖻 🦄	Condition Editor F6	💊 😻 📝 🖓 - 号 - 🖄 - 🞯 - 🔊 - 🔏 -
	Campaign Wizard F7	
	User Defined Variables F8	
⊕	Preferences	General F9
Eventing Notifications		VPNM F10
		manufacture and an annual second s

3. The **System Preferences** dialogue box will be displayed. Under the **General** tab, uncheck the **Play Advice on Call Recording** tick box.

ſ	System Pr	references	_					X	
	General	Liectories	Email	Housekeeping	SNM	^o Alarm	Outcalling	Voicemail Rect	
		Level Telephony Ini ail Password:	terface			Informa Intuity	tion	•	
		erver Connec		eout (min):		60 3	A V		
	Max. M	essage Lengtl	h (secs):		/	120	×		
	Min. Pa	ssword Lengtl	h:			2			
	Failback	c Option				Manual		-	
	Max Call\VRL Record Length (Secs):								
3600 Play Advice on Call Recording									
ļ.		here and a		and an and an		fa.a.am.	Anna		

4. As soon as the tick box is unchecked, a warning message will be displayed regarding legal requirements to inform callers of call recording. Click **Yes** to close this screen.

C	onfirmat	tion		×
	?	Deactivating "Play Advice on Call recording" under certain circumstances may be a violation of local laws. Call recording, even though the person being recorded has been advised, may also have some legal implications and obligations f It is the exclusive responsibility of the entity recording the call to obtain legal advice on the implications of call recording in both ins where notice is being given to the person being recorded and where notice is not being given to the person being recorded. Do you want to continue?		rding the call.
			Yes	No

5. You may also want to increase the **Max Call\VRL Record Length (Secs),** as the default may be too short. The maximum record length is 18000 seconds (5 hours). Once set, click **OK**.

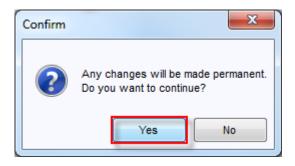
Max. Message Length (secs):	120						
Min. Password Length:	2						
Failback Option	Manual 👻						
Max Call\VRL Record Length (Secs):							
3600 Play Advice on Call Recording							
System Fax Number (feature is disabled when empty)						
Use as Prefix 👽 Enable Fax	Sub-Addressing						
OK Cancel	Help						

IP Office Contact Center Contact Recorder Configuration

6. Then click Save and make live



7. The **Confirm** screen will appear stating that changes made are permanent. Click **Yes** to continue.

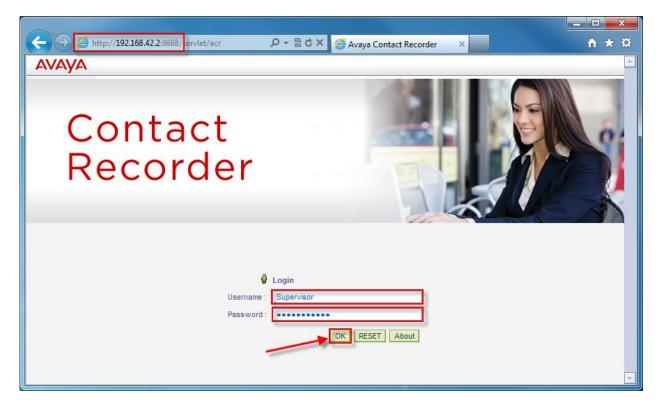


This completes the configuration of Voicemail Pro with regard to Call Recording.

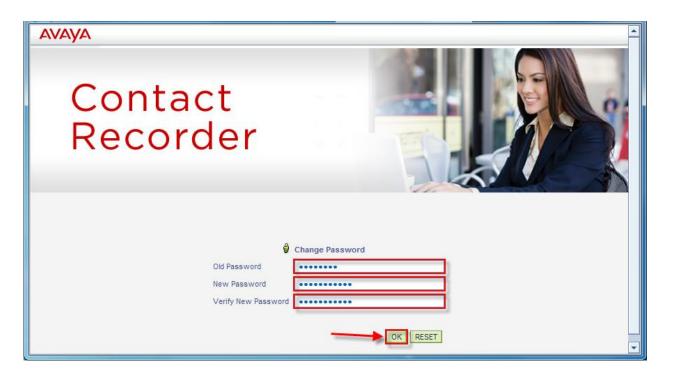
Using Contact Recorder

The use of Contact Recorder for play back functionality requires Internet Explorer 7 or higher. A number of Active X Controls are also needed and for the ability to Replay recordings.

 Using a supported version of Internet Explorer, browse to the IP address of the Call Recording server followed by port 9888, e.g. <u>http://<IP Address>:9888</u> The Contact Recorder login screen will then be displayed, so enter the Username and Password of a User with access to play call recordings, and click OK.



2. The first time you log in as a User, you are prompted to update your password. Enter a new password and click on the **OK** button.



3. The Contact Recorder software uses an ActiveX Plug-ins which will need to be loaded the first time. Click on the caution message displayed to install the 'csreplay ActiveX Control Module'.

Avaya Contact Recorder - Windows Internet Explorer	
C	👻 😓 🍫 🗙 🖉 Bing 🛛 🔎 🔻
🚖 Favorites 🛛 🎄 🔁 Suggested Sites 🔻 🔊 Web Slice Gallery 👻	
Avaya Contact Recorder	🛅 🔻 🖾 👻 🖃 🐨 Page 🕶 Safety 👻 Tools 👻 🔞 👻
🝘 This website wants to run the following add-on: 'csreplay ActiveX Control Module' from 'Verint Systems Inc ((unverified publisher)'. If you trust the website and the add-on and want to allow it to run, click here 🗙
AVAYA Contact Recorder	REFRESH Help Change Password Log About
×	
Search Filters	and the second

4. You will then be prompted with an options menu. Select **Run Add-on** to install the Module.

3	
Ž	👻 🔄 🚱 🗶 Design in the second seco
>	Module' from 'Verint Systems Inc (unverified publisher)'. If you trust the website and the add-on and want to al low it to use click here. 🕠
	Run Add-on REFRESH Help Chapper Run Add-on on All Website What's the Risk? Information Bar Help
2 Z Z	Len Parties Direction Target

5. When the Security Warning is displayed, click on the **Run** button.



6. The next stage is to search for calls based on either a selected date (Start and End) using the calendar entries, or by choosing the links for the current day, last 7 days or 31 days. If you wish to specify a date then click on the calendar icon.

(←) → <u>@</u> ht	ttp:// 192.168.42.2 :9888/	/servlet/acr?c	md=viewer&editmode	=\	Avaya Contact Recorder
AVAYA	Contact Red	corder			₽ REFRE
Curre	nt Day, last 7 day	s or last 3	1 days		
Search Filters		Results			
Call Start Range	<u>1 7 31</u> days	•	Call Start	Len	Parties
			 Specify calend 	ar entries and tir	nes
Length			an an talan talah sa an talan ta	والمراجعة والمعالي المعالم	Surgers and the second

7. Once the calendar icon has been clicked on, select a start date from the calendar screen displayed. Also ensure you add a start time.

IP Office Contact Center Contact Recorder Configuration

Search Filters		Results		- 5
Call Start Range	<u>1 7</u> <u>31</u> days	•	Call Start	2
06/05/14	00:00:00			- A
@ http://192.168.42	.2:98 😐 😐	×		- 5
	lay2014 V T F S S	>>		1
28 29 3	0 1 2 3 4			- 8
	7 8 9 10 11 4 15 16 17 18			ł
	1 22 23 24 25 8 29 30 31 1			1
	4 5 6 7 8			- 4
	Today			1
				3
				1
Call Set				1
				5
V Colora da Carla da	and the second		and a sub- a designed	

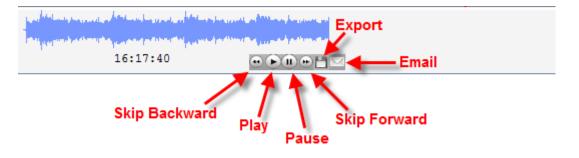
8. Follow the same process to assign an End date and time. Additional filters are available to isolate call recordings that match the criteria entered, but these are optional only. Once the details are entered, click on the **Search** button.

Search Filters		Results	
Call Start Range	<u>1 7</u> <u>31</u> days		Start 🔰 🔪
06/05/14	08:00:00		
07/05/14	17:30.00		
Length			
Parties			
Direction			
	-		
Target Number			
Call Set			
– î	Î 🔺		5
	SEARCH		

9. Any recorded calls that match the criteria will be displayed on the right. Select the call recording that you wish to listen to, by checking the radio button next to the call detail. You will then see a call graphic image at the top of the screen, and when you move your cursor to this area, a series of buttons available.

	nttp:// 192.168.42.2 :9888,	/servlet/ad	r	¢ ≂ Q	🗙 🖉 Avaya Contac	t Recorder	×
AVAYA	Contact Red	corder				REFRESH	System Admin
			16:17:4				
Search Filters		Result	5				
Call Start Range	<u>1 7</u> <u>31</u> days	•	Call Start	Len	Parties		
06/05/14	00:00:00	۰ 🖞	06/05/14 16:17:33	00:17	8004 (Scott), 699 (Cont	act Center)	
06/05/14	23:59:59	and the second	the second states	Service and service	and an and the state of the	and she a	

10. If you move the mouse cursor over the graphic the playing options for that recording are displayed.



11. Click on the Play button to play the recording.

AVAYA	Contact Red	corder			[₽] REFRES
and the second					
			16:17:40		
Search Filters		Result	5		18
Call Start Range	<u>1 7</u> <u>31</u> days	•	Call Start	Len	Parties
06/05/14	00:00:00	و 📢	06/05/14 16:17:33	00:17	8004 (Scott), 699 (Contact Center)
06/05/14	23:59:59		and the second states		

Avaya Documentation

• <u>http://support.avaya.com/</u>

Avaya IP Office Contact Center Task Based Guides

- IP Office Contact Center Configuration Maps
- IP Office Contact Center Installation
- IP Office Contact Center Telephony User Interface Configuration
- IP Office Contact Center Task Flow Editor -Telephony
- IP Office Contact Center Reporting
- IP Office Contact Center IVR Scenarios
- IP Office Contact Center Contact Recorder Configuration
- IP Office Contact Center Email & Chat Service
- IP Office Contact Center Maintenance
- IP Office Contact Center Dialler Configuration

Please note, only the IP Office Contact Center Task Based Guides listed above are available from Avaya. Further IP Office Task Based Guide documentation as listed below is available directly from ITEL. <u>http://www.iteluk.com/</u>

ITEL IP Office 9.0 Task Based Guides

Initial Installation

- 1. IP Office Configuration Maps
- 2. IP Office Hardware Installation
- 3. IP Office Initialisation
- 4. IP Office Manager
- 5. IP Office Voicemail Pro Initial Installation Guide
- 6. IP Office Small Community Networking
- 7. IP Office Customer Call Reporter Initial Installation Guide
- 8. IP Office Server Edition Configuration
- 9. IP Office Security Policies

UCM

10. IP Office Unified Communications Module

Core Telephony

- 11. IP Office Telephony and Call Routing
- 12. IP Office Short Codes Summary
- 13. IP Office Hunt Group Setup and Operation
- 14. IP Office Conferencing
- 15. IP Office IP Telephony Guide
- 16. IP Office Computer Telephony Integration 1st Party

Users, Telephone & Softphone Configuration

- 17. IP Office Configuring IP Office Phones and User Accounts
- 18. IP Office Call Handling
- 19. IP Office Configuring the IP Office Softphone

Auto Attendant & Voicemail

- 20. IP Office Embedded Voicemail (Intuity Mode) Flowchart
- 21. IP Office Auto-Attendant Setup and Operation
- 22. IP Office Embedded Voicemail
- 23. IP Office Embedded Voicemail Flowchart

Voicemail Pro

- 24. IP Office Voicemail Pro Summary Guide
- 25. IP Office Voicemail Pro Voicemail User Guide

One X Portal & IP Office Applications

- 26. IP Office One X Portal Guide
- 27. IP Office One X Mobile Preferred Implementation
- 28. IP Office Plug-in for Microsoft® Outlook®
- 29. IP Office MS Lync Plugin
- 30. IP Office Avaya Flare
- 31. IP Office One X Mobile Essential

Customer Call Reporter – CCR

32. IP Office Customer Call Reporter Configuration Guide 33. IP Office Customer Call Reporter Wallboard Guide

Contact Store & Receptionist Console

34. IP Office Contact Store35. IP Office Receptionist Console

Maintenance

36. IP Office Backup and Restore

37. IP Office System Status Application

38. IP Office Upgrading from IP Office 8.1FP1 to 9.0