

user manual



call recording

INFORMATION ON
CALL RECORDING SERVICES

rev
— business —

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CALL RECORDING OVERVIEW

Call Recording allows customers to record inbound and outbound calls for licensed employees. Several enterprise-level recording features are built into the Call Recording product, such as archiving/deleting of recordings on a scheduled basis, call scoring and tagging for recordings, and live monitoring.

FEATURES

- Call Recording inbound and outbound calls for licensed users
- Easy playback of recordings via a web-based GUI
- Many searching and filtering options for recorded calls
- Delete old recordings automatically



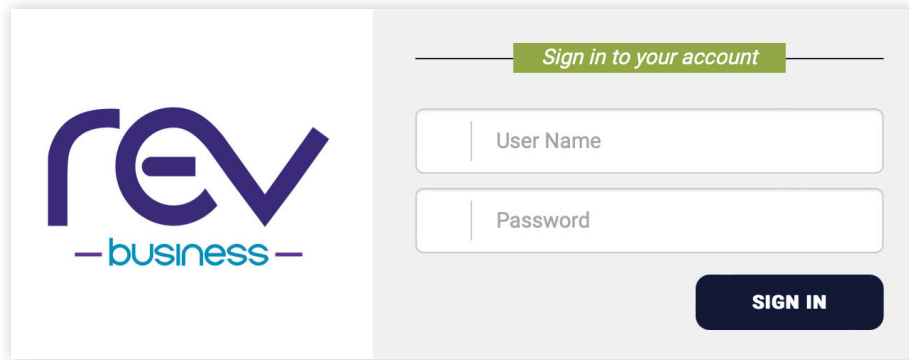
This manual is designed for all features and all privilege levels. If certain features are missing, check your privilege level with your System Administrator.

ACCESSING WEB PORTAL

Call Recording has a web-interface called OrkUI, which can be accessed from other computers via the network and the internet.

Inside the web-browser address bar, type <https://orkweb.eatel.net>

You should see the login page:



The image shows a login page for 'rev-business'. On the left is the logo, which consists of the word 'rev' in a large, dark blue, stylized font, with the word 'business' in a smaller, light blue font below it, flanked by two short horizontal lines. On the right is a login form with a light gray background. At the top of the form is a green button with the text 'Sign in to your account'. Below this are two white input fields: the first is labeled 'User Name' and the second is labeled 'Password'. At the bottom right of the form is a dark blue button with the text 'SIGN IN' in white capital letters.

OVERVIEW

The screenshot shows the 'Browse Recordings' page in the REV business system. The interface includes a navigation bar with 'Recordings', 'Provisioning', and 'System' tabs. A search bar is present at the top. Below the search bar is a table of recordings with columns for Type, ID, Date, Time, Duration, Local Party, Direction, Remote Party, and User. A playback control overlay is visible on the right side of the table.

Type	ID	Date	Time	Duration	Local Party	Direction	Remote Party	User	
🔊	3250699	2024-03-04	16:00:35	157	2251462143	←	2251464142	225-146-2143	<input type="checkbox"/> 🔍
🔊	3250700	2024-03-04	16:00:35	157	2251464142	←	2251462421	225-146-2142	<input type="checkbox"/> 🔍
🔊	3250670	2024-03-04	15:52:54	48	2251462421	←	2251462140	225-146-2421	<input type="checkbox"/> 🔍
🔊	3250671	2024-03-04	15:52:54	48	2251462140	←	2251462143	225-146-2140	<input type="checkbox"/> 🔍

RECORDINGS

- **BROWSE** Search and Playback of recorded calls. You can also view details regarding each recording and Export/Delete.
- **LIVE** Users with a Role that allows Live Monitoring will have access to listen to their group's active calls.

PROVISIONING

- **USERS** Manage User Accounts
- **GROUPS** Manage Groups (Tenant/Company/Department)

SYSTEM

- **AUDIT TRAIL** Log of all actions performed on the recording platform

RECORDINGS

SEARCH

After logging in, you will land on the **BROWSE RECORDINGS** page to perform a search for all available call recordings.

FILTERS

The default search for recordings is all recordings from midnight (00:00:00) for the current day. You can refine the results using the Filter By section by adding/removing Filters and then clicking on the Search icon.

A table containing a list of call recordings is displayed below the Filter By search criteria. Each row in the results includes the **TYPE** (Audio or Screen), **ID**, **DATE**, **TIME**, **DURATION** (seconds), **LOCAL PARTY** (extension number/agent ID/DID), **DIRECTION** (In or Out), **REMOTE PARTY** (CallerID/ANI), **USER** (this is the User in Call Recording linked to the Local Party).






All of these values can be used as Search Criteria by adding a search **FILTER**.

Clicking the column headers will sort the table by the column in ascending/descending order, with the default sort order being the newest recordings in descending order.

The screenshot shows the 'Browse Recordings' interface. At the top, there are navigation tabs for 'Recordings', 'Provisioning', and 'System', along with a user greeting 'Welcome, Cheatwood'. A search bar is present with the text 'Quick Search...'. Below the search bar, there is a 'Filters' section with a 'Time Frame' dropdown set to 'Custom' and a date range '2024-03-04 00:00:00 ~'. A 'Filter By' section contains several filter icons. To the right, there is a playback player for a selected recording, showing a waveform and a progress bar from 00:00:00 to 00:00:30. Below the player, there is a table of recordings with the following columns: Type, ID, Date, Time, Duration, Local Party, Direction, Remote Party, and User. The table contains two rows of data.

Type	ID	Date	Time	Duration	Local Party	Direction	Remote Party	User				
🔊	3250829	2024-03-04	16:47:57	30	225146143	←	2251464142	225-146-2421	☑	📌	⌵	⬇
🔊	3250830	2024-03-04	16:47:57	30	2251464142	←	2251462421	225-146-2140	☐	📌	⌵	⬇

Additionally, actions can be performed on call recordings such as:

-  Download Audio
-  Add Tags
-  Email
-  View Additional Details (see image below)
-  Delete

DETAILED VIEW

rev business
Recordings Provisioning System ⚙

Browse Recordings
Quick Search...
Reports

Filters Q

Time Frame
Custom 2024-03-04 00:00:00 ~ 📅

Filter By ✕ + 🔍 ☆

Page Size
10 ▾

1 - 10 of Many
1
Page 🔍

Type	ID	Date	Time	Duration	Local Party	Direction	Remote Party	User	
	3250699	2024-03-04	16:00:35	157	2251462143	←	2251464142	225-146-2143	☐ 📌 ^
Actions		<div style="display: flex; align-items: center; gap: 10px;"> 📄 🔖 ✉ </div>							
Type		Audio							
ID		3250699							
File Name		20240304_160035_ANOS.wav							
User ID		211							
Date		2024-03-04							
Time		16:00:35							
Duration		157							
Local Party		2254612143							
Local Entry Point									
Direction		In							
Remote Party		2251464142							
User		225-146-2143							
Local IP									
Remote IP		10.100.200.84							
OrkUId		20240304_160035_ANOS							
Recording URL		https://orkweb.eatel.net/orktrack/rest/mediastream/325069							

Tags

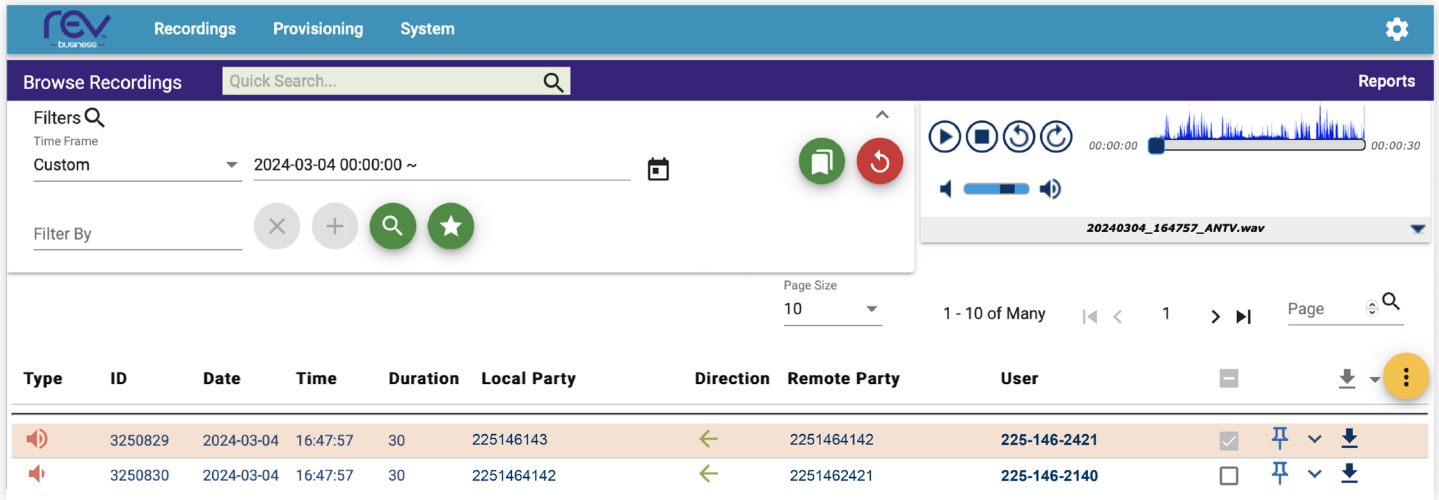
Tag Type	Text	Offset (sec)	Duration (sec)	
rec	true	0	0	▾
NativeCallId	1AF1C640@10.100.200.2	0	0	▾

PLAYBACK & DOWNLOAD







PLAYBACK

Clicking on the speaker icon  in the **TYPE** column initiates playback of that recording.

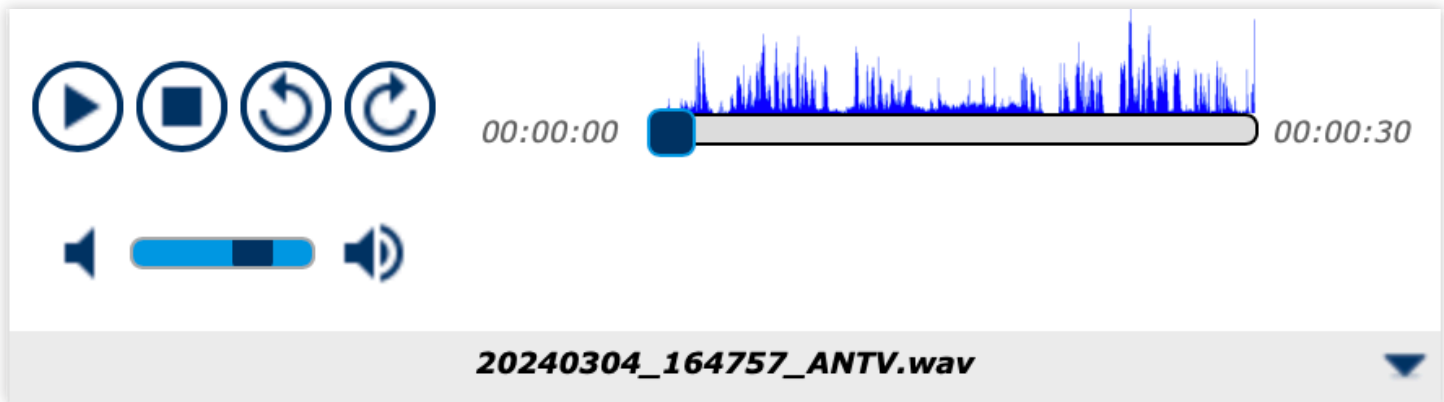
This will highlight the recording that is being played and activate the built-in player. You can use the player controls to navigate the recording.



The screenshot shows the Rev Business interface. At the top, there are navigation tabs for Recordings, Provisioning, and System. Below this is a 'Browse Recordings' section with a search bar and filters. The filters include 'Time Frame' set to 'Custom' and a date range of '2024-03-04 00:00:00 ~'. There are also buttons for 'Filter By' with icons for search and star. Below the filters is a table with columns: Type, ID, Date, Time, Duration, Local Party, Direction, Remote Party, and User. The table contains two rows of recording data. To the right of the table is a playback player for the selected recording '20240304_164757_ANTV.wav'. The player includes standard audio controls: play, stop, refresh, and repeat buttons, a progress bar showing 00:00:00 to 00:00:30, and volume controls.

Type	ID	Date	Time	Duration	Local Party	Direction	Remote Party	User			
	3250829	2024-03-04	16:47:57	30	225146143	←	2251464142	225-146-2421	<input checked="" type="checkbox"/>		
	3250830	2024-03-04	16:47:57	30	2251464142	←	2251462421	225-146-2140	<input type="checkbox"/>		

This visual audio presentation in the player presents an easy way to detect periods of silence and talk-over within the conversation.



This is a close-up of the audio playback player. It features a set of control buttons on the left: play, stop, refresh, and repeat. In the center is a progress bar with a blue playhead, showing a duration of 00:00:00 to 00:00:30. Below the progress bar are volume control icons. At the bottom, the filename '20240304_164757_ANTV.wav' is displayed with a dropdown arrow on the right.

DOWNLOADING

To download a recording, simply click on the **DOWNLOAD AUDIO** button. 

This will then prompt you to save the recording (in WAV format) on your personal computer.

LIVE MONITORING

Recordings -> Live

LISTEN

The **LIVE MONITORING** feature allows authorized users to listen to the active calls in real-time.

Live Monitoring Screen

User ID	First Name	Last Name	Local Party	Direction	Remote Party	Elapsed Time	Tags	Live Tags	Keep	Discard	Listen	Continuous Listen
208	2251462143		2251464142	Inactive		> 24h		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
210	2251464142		2251462421	Inactive		> 24h		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
211	2251462421		2251462140	Inactive		> 24h		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
212	2251462140		2251462143	Inactive		> 24h		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

If a user is on a call, call details (**REMOTE PARTY, DIRECTION, DURATION**) will populate, and a button will appear in the **LISTEN** column.

To monitor a call in progress, click on the **LISTEN** button:

Call in Progress

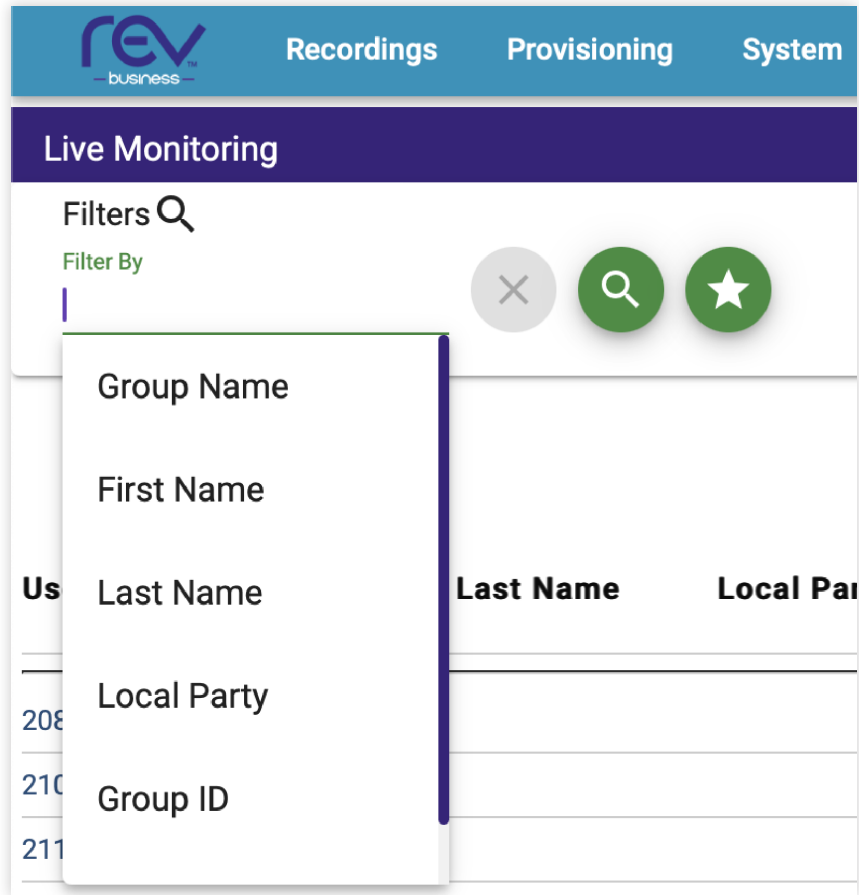
User ID	First Name	Last Name	Local Party	Direction	Remote Party	Elapsed Time	Tags	Live Tags	Keep	Discard	Listen	Continuous Listen
208	2251462143		2251464142	Inactive		> 24h		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

You can also choose to discard this recording at the end of the call by checking the **DISCARD** box.

FILTER

Additionally, you can **FILTER** your view to limit the scope of the calls visible on the **LIVE MONITORING** screen:

Filtering of Live Calls



- **GROUP NAME** Name of Groups(s) to monitor
- **FIRST NAME** The first name of the agent to monitor
- **LAST NAME** The last name of the agent to monitor
- **LOCAL PARTY** Extension number/Agent ID/DID of the user to monitor
- **GROUP ID** If known, you can search by the ID of a group instead of the name, which results in a quicker search.
- **USER ID** As with the Group ID, if known, the User ID can be used to search instead of Name(s) for a quicker search.

TAGS

Call Recording allows you to **TAG** or categorize a recording for later searching (using **FILTERS**) or exclusion by an administrator regarding retention and backup. When the user has the appropriate permissions, they may assign a tag(s) to calls, create a new tag(s), etc. Note: Some Tags are automatically added by the recording platform and contain information passed along by your telephony platform. These are called **SYSTEM TAGS**.

Tag Indicators




Recording contains System Tags




Recording contains no Tags



Recording contains Tags that have been manually added.

From the **BROWSE RECORDING** page, click on the **ADD TAGS** button  to Add/Create a new Tag for that recording. The following pop-up will appear where you can choose an existing Tag Type or Create a new one by typing the name in the **TAG TYPE** field:

Create Tag


Tag Type 

API

Cancel

Confirmed State

credit card

Tag Details 

Once you have chosen or created a new **TAG TYPE**, you can optionally add **TAG DETAILS** by expanding the **TAG DETAILS** (see image below) section and applying information such as:

- **TEXT** Brief description
- **OFFSET** Value in seconds from the beginning of the recording where this Tag should be placed
- **DURATION** Values in seconds to optionally bookmark a section of a recording using this Tag
- **COMMENTS** Optional additional information regarding this Tag

Create Tag

Tag Type 🔍

- API
- Cancel
- Confirmed State
- credit card

Tag Details ^

Text

Offset (sec)
0.00 ⬆️ ⬇️ ⬆️

Duration (sec) ⬆️ ⬇️ ⬆️

Comments

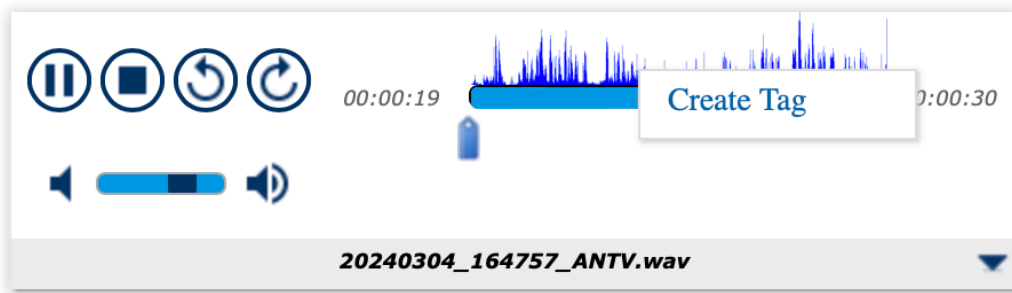
Apply **Cancel**

All Tags are then visible in the Details section of their respective recording segment (ex: Confirmed Sale, Upset):

The screenshot shows the Rev system interface. At the top, there are navigation tabs for Recordings, Provisioning, and System. Below this is a search bar and a 'Browse Recordings' section. A table lists recording details with columns: Type, ID, Date, Time, Duration, Local Party, Direction, Remote Party, and User. A specific recording is selected, and its details are shown on the left. On the right, a 'Tags' table is displayed.

Tag Type	Text	Offset (sec)	Duration (sec)
rec	true	0	0
NativeCallId	A64982A5@10.100.200.2	0	0
Confirmed State	\$1000	0	0

You can also add a Tag to a segment by performing a right-click on the player while playing back a recording:



This will bring up the **CREATE TAG DIALOG** box.

You can additionally edit an existing Tag by performing a right-click as shown below:



SYSTEM

AUDIT TRAIL

Call Recording provides a comprehensive, detailed **AUDIT TRAIL** solution that is designed to meet corporate and regulatory needs. Audit Trail enables organizations to verify and demonstrate adherence to security policies and compliance imperatives by providing a complete solution encompassing all data and all Call Recording applications.

Every function performed by every user is logged to **AUDIT TRAIL**. The log message includes such data as:

- **USER** Initiator of action
- **ACTION** Operation performed by the initiator, i.e. played, create, update, delete, logon, etc
- **ENTITY** Type of resource affected by Action
- **ENTITY ID** Recording ID, User ID or Group ID affected by Action
- **SUB ENTITY ID** Group ID or Role ID affected by Action
- **TIME** Date and Timestamp of Action
- **IP ADDRESS** IP-address, from which the Call Recording was accessed
- **COMMENT** Additional info related to Action

The search function allows filtering data by any of the above values using the **FILTER BY** field.

The screenshot shows the 'Audit Trail' interface. At the top, there are navigation tabs for 'Recordings', 'Provisioning', and 'System'. Below this is a 'Filters' section with a search icon and a 'Time Frame' dropdown set to 'Custom' for '2024-03-04 00:00:00 ~'. There are also icons for 'Filter By', 'Add', 'Search', and 'Star'. The main area contains a table with the following data:

Id	User	Action	Entity	Entity ID	AD	Sub Entity	Sub Entity ID	Time	IP Address	Comment	
11917	Admin	Created	tagtype	26		0		2024-03-04 16:58:37	12.1234.56.79		<input checked="" type="checkbox"/>
11916	Admin	Created	tagtype	25		0		2024-03-04 16:58:26	12.1234.56.79		<input type="checkbox"/>
11915	Admin	Created	tagtype	24		0		2024-03-04 16:58:10	12.1234.56.79		<input type="checkbox"/>
11913	Admin	Created	tagtype	23		0		2024-03-04 16:57:42	12.1234.56.79		<input type="checkbox"/>

SETTINGS

PROFILE

This section can be used to change the Timezone used for displaying call recordings, as well as your password.

Admin

First Name	Last Name
Admin	Test

Login Strings	User ID
AdminTest	001

User Preferences

Old Password

New Password

Confirm Password

Select Timezone
America/Chicago

ABOUT

Used to view your software version.

About OrkUI

OrkUI : 4.30-14950
Build date : 2023/03/29 18:56:13

OrkTrack : 4.30-14950
Build date : 2023/03/29 18:56:13

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