

# CCRecord Professional SIP-IPPT Extensions Recording

**Application Notes** 

Poltys, Inc. 3300 N. Main Street, Suite D, Anderson, SC 29621-4128 +1 (864) 642-6103 www.poltys.com

#### © 2013 Poltys, Inc. All rights reserved.

The information contained in this manual is based on information available at the time of publication and is subject to change without notice. Accuracy and completeness are not warranted or guaranteed.

No part of this manual may be reproduced or transmitted in any form or by any means, including electronic medium or machine-readable form, without the express written permission of Poltys, Inc. Brand or product names are trademarks of their respective owners.

October 2013

## Contents

OVERVIEW	5
INTRODUCTION TARGET CUSTOMERS BENEFITS	5
INSTALLING AND CONFIGURING CCRECORD PRO	
INSTALLING SIP RECORD APPLICATION	
Configuring Port Mirroring	
Network Diagram	14
Configure port mirroring function on the switch	
EXTENSION RECORDING SETTINGS	
Agents Settings Recording Procedure for CCView	
Recording Procedure for CCView	
Recorded Conversations Playback	
Recorded Conversations Export for CCView	
PRODUCT SUPPORT	24

- Blank Page -

#### Introduction

CCRecord Pro is a powerful end-user call management tool that provides:

- Non-intrusive voice recording
- Historical voice streams management and playback
- Call signaling and voice archiving
- Playback via default Windows Media Player

The recorded conversations are useful in improving call quality, Customer relationship management, Agent training, and evaluation or to preserve important information & questions from Customers. Each recorded conversation is saved in a *.wav* format and playable by your computers default media player.

## NOTE: CCRecord Pro does not properly work on either IPPT or SIP extensions that carry out transfer operations: the call recording stops after the transfer was completed.

#### **Target Customers**

- Government Institutions
- Insurance and financial services
- Call Centers and Customer Services
- Attorney Offices
- Law Enforcement Force
- Medical Centers

#### **Benefits**

- Increase Customer confidence, maximizing productivity and dramatically improving employee performance
- Improve call quality control through Agent answering time, customer hold time and lost calls number
- Help evaluate and analyze agent-customer interactions
- Accurate record of what was said, by whom and when. It avoids the need for repetition or speaking slowly
- Focus and improve customer service level and information management, offering reliable data necessary to refine call-handling processes
- Perfect aid to Agent training

• Minimize technology expenditure

- Blank Page -

## Installing and Configuring CCRecord Pro

#### Installing SIP Record Application

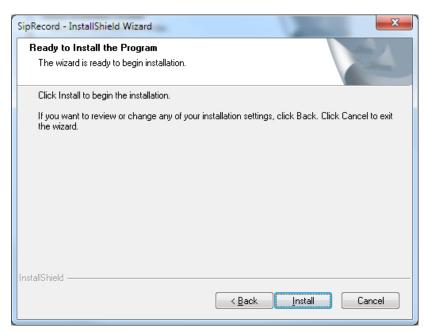
1. Double-click on *SIPRecord.exe* install kit provided by Poltys. The installation wizard starts.

SipRecord - InstallShield Wizard		x
	Welcome to the InstallShield Wizard for SipRecord	
	The InstallShield Wizard will install SipRecord on your computer. To continue, click Next.	
	< <u>B</u> ack <b>Next</b> ≻ Can	cel

2. Click on **Next >** button. Choose the destination location.

SipRecord - InstallShield Wizard	×
Choose Destination Location Select folder where setup will install files.	
Setup will install SipRecord in the following fold	ler.
To install to this folder, click Next. To install to another folder.	a different folder, click Browse and select
Destination Folder	
C:\Program Files (x86)\Poltys\SipRecord\	Browse
InstallShield	
	< <u>₿</u> ack <u>N</u> ext > Cancel

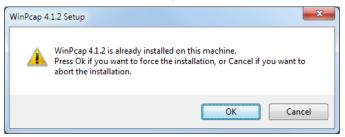
3. Click on **Next >** button. The installer is ready.



4. Click on **Install** button. The installation begins.

SipRecord - InstallShield Wizard	×
Setup Status	
The InstallShield Wizard is installing SipRecord	
Copying new files	
InstallShield	Cancel

#### 5. The wizard installs WinPCap tool.



6. Click on **OK** button. The WinPCap installer starts.



7. Click on **Next >** button. The welcome window displays.



8. Click on **Next >** button. The License Agreement window displays.

🕞 WinPcap 4.1.2 Setup	×
License Agreement Please review the license terms before installing WinPcap 4.	1.2.
Press Page Down to see the rest of the agreement.	
Copyright (c) 1999 - 2005 NetGroup, Politecnico di Torino (Italy). Copyright (c) 2005 - 2010 CACE Technologies, Davis (California). All rights reserved.	
Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:	
<ol> <li>Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.</li> <li>Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials</li> </ol>	Ŧ
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install WinPcap 4.1.2.	
Nullsoft Install System v2.46	
< <u>B</u> ack I Agree Can	cel

9. Click on **I Agree** button. The Installation Options window displays.

🕞 WinPcap 4.1.2 Setup	_ = <b>X</b>
WinPcap	Installation options Please review the following options before installing WinPcap 4.1.2
Automatically start the	e WinPcap driver at boot time
Nullsoft Install System v2,46 —	< Back Install Cancel

10. Make sure that *Automatically start WinPCap driver at boot time* option is selected. Click on *Install* button.

🕞 WinPcap 4.1.2 Setup	
Win Pcap	Installing Please wait while WinPcap 4.1.2 is being installed.
Output folder: C:\Program	Files (x86)\WinPcap
Nullsoft Install System v2,46 -	
	< <u>B</u> ack <u>N</u> ext > Cancel

11. Wait for installation process to complete.

🕞 WinPcap 4.1.2 Setup	
Minstalling Please wait while WinPcap 4.1.2 is	being installed.
Output folder: C:\Program Files (x86)\WinPcap	
Nullsoft Install System v2.46	
Back	Next > Cancel

- 12. The WinPCap tool installation is completed.

13. Click on **Finish** button. The SIP Record installation is completed.

SipRecord - InstallShield Wizard	d
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed SipRecord. Click Finish to exit the wizard.
	< <u>B</u> ack <b>Finish</b> Cancel

14. Click on **Finish** button.

#### **Configuring Port Mirroring**

You need a supplementary managed switch that can do **port mirroring** in order to set up the recording configuration.

There are two types of managed switches depending on how the mirroring destination port works:

 CASE A - Destination Port works normally plus receives the mirrored traffic, for example Dualcomm DCSW-105PT/DCSW-1005 (<u>http://www.dual-comm.com/port-mirroring-</u> LAN\_switch.htm). CASE B - Destination Port receives the mirrored traffic only, for example *Cisco Catalyst 2960* (<u>http://www.cisco.com/en/US/products/ps6406/index.html</u>)

NOTE: For the later case, you need to install the second NIC in the CCRecord server for normal connectivity with the IP-PBX and the rest of the network.

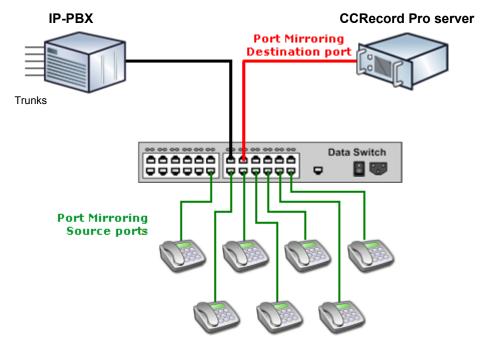
This section presents the following topics:

- Network Diagram
- <u>Configuring port mirroring function on the switch</u>

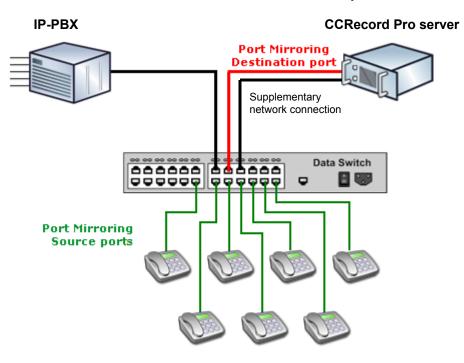
#### Network Diagram

Connect both the IP-PBX and the CCRecord Pro server to the managed switch that can do port mirroring, like in the diagrams below.

#### CASE A - Destination Port works normally plus receives the mirrored traffic



SIP Phones/ IPPTs



CASE B - Destination Port receives the mirrored traffic only

**SIP Phones/ IPPTs** 

#### Configure port mirroring function on the switch

Let's assume that the managed switch is Cisco Catalyst 2960.

Also, CCRecord Pro server is connected to **port 3**. On the network diagram it is shown in a red color (Destination port).

Also, **port 6, 7, 8, 9, and 10** are used for connecting to SIP Phones. On the network diagram it is shown in green color (Source ports).

In this case you need to execute following commands on the switch:

15. Enter configuration mode:

#### C2960# configure terminal

16. Every phone port should be set as a Source Port. Create monitoring session and configure every phone interface as source port for that session:

```
C2960(config) # monitor session 1 source interface fastethernet 0/6
C2960(config) # monitor session 1 source interface fastethernet 0/7
C2960(config) # monitor session 1 source interface fastethernet 0/8
C2960(config) # monitor session 1 source interface fastethernet 0/9
C2960(config) # monitor session 1 source interface fastethernet 0/10
```

That assumes you have 5 IP Phones and they are connected to the ports 6, 7, 8, 9 and 10 of the switch.

17. Configure interface Fast Ethernet 0/3 as destination port for session 1:

C2960(config)# monitor session 1 destination interface fastethernet 0/3

18. Check if everything is configured correctly:

```
C2960# show monitor session 1
Session 1
------
Source Ports:
RX Only: None
TX Only: None
Both: Fa0/6, Fa0/7, Fa0/8, Fa0/9, Fa0/10
Destination Ports: Fa0/3
```

Now the configuration is completed and you should be able to record SIP calls on the IP-PBX extensions using CCRecord Pro.

#### **Extension Recording Settings**

#### Agents Settings

This section presents the following topics:

- <u>CCView</u>
- <u>CCView 2012</u>

#### **CCView**

The Agents settings can be performed from the *CCSupervisor* application. Under *Configuration>Agent Data*, fill in the required information for the recorded extension 1123.

me	Extension	Department	HW Channel	HW Board	Voice Record		
Alex V	1113				Manual Start		
Chris R	1114				Manual Start		
Andy Caroll	1115				Manual Start		
Mike	1116				Manual Start		
John S	1117				Manual Start		
arry	1118				Manual Start		
Bonnie	1119				Manual Start		
Selena	1120				Manual Start		
Fracy	1121				Manual Start		
Don	1122				Manual Start		
Cody	1123			sip	Manual Start		
Cody Evan Travis	1124				Manual Start		
Travis	1125				Manual Start		
Finley	1126				Manual Start		
Duncan	1127				Manual Start		
Connie	1128				Manual Start		
Trish	1129				Manual Start		
Name Cody	/	Password	HW Chann	el			
				-	O Automa	tic Start Voice Record	
Extension	- Co	onfirm password	HW Boar	dsip	Manual	Start Voice Record	
Department							

For extension 1123, configure the *HW Board* field with *sip* or *ip-pt* value and *HW Channel* with the MAC address of the IP-PT using lower case and without columns characters, e.g. *001ce9c2ab*.

The IP-PT MAC Address can be determined by using *Panasonic Communication Management Console*, like presented below.

File(F) Disconnect(D) Tool(T) Utility	(U) Viev	w(V) Wind	low(W)	Help	(H)								
of 📲 😰 🤗													
ystem Menu X	1.1 Slot	Port Prope	urby Mirth		vtene	ion							
1	1.1 5101	Forterope	aty - vita		Atens								
.Configuration			0 10										
1.Slot	ОК	.(0)	Cancel(C	.)	A	oply(A)							
2.Portable Station 3.Option	Co	mmand(M)		Regis	tration	(R) De-rec	pistration(D)	Forced	De-registration	(F)			
4.Clock Priority				-					-				
S 4.Clock Priority	Main	Option											
	-	No.	Shelf	Slot	Port	Extension Number	Extension Name (20 characters)	Connection	Status	IP Phone Registration ID (MAC Address)	Current IP Address	Program Ver.	
	1	1	Virtual	5	1	1081	NT400	Fault	Registered	00:80:F0:B0:38:56	192.168.168.166		
		2	Virtual	5	2	1082	Alex	Fault	Registered	70:71:BC:9D:F4:60	192.168.168.144		
		3	Virtual	5	3	1083	IP-Iulian	INS	Registered	00:50:56:96:44:C5	192.168.170.49	03.018	
		4	Virtual	5	4	1084	IP-Bogdan	Fault	Registered	00:C0:DF:11:BD:F2	192.168.168.213		
		5	Virtual	5	5	1085	IP-Chris	Fault	Registered	00:1D:09:BA:76:B0	192.168.168.217		
		6	Virtual	5	6	1086	IPPT-Chris	Fault	None	00:00:00:00:00:00	0.0.0.0		
		7	Virtual	5	7	1087	IP-Nini	Fault	Registered	00:1C:C0:81:F9:46	192.168.170.147		=
		8	Virtual	5	8	1088	IP-Nicu	Fault	Registered	00:E0:B8:C4:17:89	192.168.201.30		
		9	Virtual	5	9			Fault	None	00:00:00:00:00:00	0.0.0.0		
		10	Virtual	5	10			Fault	None	00:00:00:00:00:00	0.0.0.0		
		11	Virtual	5	11			Fault	None	00:00:00:00:00:00	0.0.0		
		12	Virtual	5	12	1090	IPPT-Chris	Fault	None	00:00:00:00:00:00	0.0.0.0		
		13	Virtual	5	13			Fault	None	00:00:00:00:00:00	0.0.0.0		
System		14	Virtual	5	14			Fault	None	00:00:00:00:00:00	0.0.0.0		
Group		15	Virtual	5	15			Fault	None	00:00:00:00:00:00	0.0.0.0		
Extension		16	Virtual	5	16			Fault	None	00:00:00:00:00:00	0.0.0.0		
Optional Device		17	Virtual	5	17			Fault	None	00:00:00:00:00:00	0.0.0.0		
Feature		18	Virtual	5	18			Fault	None	00:00:00:00:00:00	0.0.0.0		
TRS		19	Virtual	5	19			Fault	None	00:00:00:00:00:00	0.0.0.0		
ARS		20	Virtual	5	20			Fault	None	00:00:00:00:00:00	0.0.0.0		
Private Network		21	Virtual	5	21			Fault	None	00:00:00:00:00:00	0.0.0.0		
		22	Virtual	5	22			Fault	None	00:00:00:00:00:00	0.0.0.0		
0.CO & Incoming Call		23	Virtual	5	23			Fault	None	00:00:00:00:00:00	0.0.0.0		-

#### CCView 2012

The Agents settings can be performed from the *CCSupervisor* web application for CCView 2012. Under *Configuration*>*Agent Data*, fill in the *HW Board* for the recorded extensions.

) 🥝 http:// <b>192.168.</b> 1	1 <b>70.54</b> /ccs/#pack	c://siteoforigin:,,CCS.Co	re.SL.xa 🔎 🗕 🖻 🖒 🗙	🗧 🚼 pornire la re	🚰 google.ro 🛛 🥖 a	amestec la 2 <i> C</i> onf	igur ×
					Skin Ot	ffice2007Blue 👻 Welc	come poltys
CS 2012	onfiguration						
	ettings Call C	Cost Customers	gents Data				
	Agents Data						×
			Drag a co	lumn header here to g	roup by that column		
	Name	Password	Extension	Department	HW Channel	HW Board	
nitoring				Click here to add a r	new row		
iconing	ConfBridge		1300				
	Lacey		1049			sip	
	Rob		1050				
	John		1052				
ports	Marie Pier		1053				
	James		1051				
	Intercept		1065				
<u> </u>	1208		1208				
ed Call Log	1206		1206				
-	1205		1205				
	1207		1207				
	1201		1201				
	1202		1202				
sed Call Log	1204		1204				
	1203		1203				
	NT400		1081				
-	Alex		1082				
n Call Log	IP-Iulian		1083				

For example, configure the *HW Board* field with *sip* or *ip-pt* value and *HW Channel* with the MAC address of the IP-PT using lower case and without columns characters, e.g. *001ce9c2ab*. Click on **Save Settings** button for changes to take effect.

#### **Recording Procedure for CCView**

Using the *CCSupervisor* and the *CCAgent* applications, both the Supervisor and the Agent are allowed to record calls.

This section presents the following topics:

- <u>CCSupervisor Recording</u>
- <u>CCAgent Recording</u>

#### **CCSupervisor Recording**

The *CCSupervisor* application allows the user to start/ stop the Voice Recording anytime for any available Agent.

To automatically start Voice Recording on an Agent, follow the steps below:

- 1. Go to the Agents Data section under the Configuration pane
- 2. Select an Agent from the list
- 3. Check the Automatic Start Voice Record checkbox
- 4. Hit the Apply button to save the setting
- 5. The selected Agent's conversations are now permanently recorded until the *Automatic Start Voice Record* option is disabled.

#### To disable the automatic voice recording option for an Agent, follow the steps:

- 1. Go to the Agents Data section under the Configuration pane
- 2. Select the Agent from the list
- 3. Check the Manual Start Voice Record checkbox
- 4. Hit the **Apply** button to save the setting
- 5. The selected Agent's conversations can be manually recorded whenever the Supervisor considers necessary.

#### To manually start/stop Voice Recording on an Agent, follow the steps below:

- 1. Go to the *System Monitor* section under the *Monitor* pane
- 2. Select an Agent from the ACD Tree
- 3. Right click on the selected Agent
- 4. Select the Start/Stop Voice Recording menu option

### NOTE: The Voice Recording operation will start/stop with the first new call connected that occurs after the option was enabled.

#### **CCAgent Recording**

The *CCAgent* application also provides you with the *Voice Recording* feature, and allows recording for both incoming and outgoing calls.

If an Agent wants to record a certain call in order to save particular information, he can use the

Start Voice Rec button from the Logged-In CC Agent main window.

In order to stop the recording process, the Agent presses the same button again.

### NOTE: The Voice Recording operation will start/stop with the first new call connected that occurs after the option was enabled.

#### **Recorded Conversations Playback**

This section presents the following topics:

- <u>CCView</u>
- <u>CCView 2012</u>

#### CCView

Using the **CCSupervisor** application, you can listen to all recorded calls, including the internal calls, and also export the records to your chosen location.

To listen to the recorded conversations, Winamp or Windows Media Player 9 (or higher) must be installed in the host computer.

To listen to all recorded calls except the internal ones, please follow the procedure:

1. Go to the CO Call Log section under the Monitor pane

			Export	Schedule Exp	Play Voice Reco	d Export V	/oice Records				
CO Base	d 😭 Agent Based		Records: Fro	m 1 To 925 Ou	it of 925		÷ •	→			
ll Log ID	Date/Time	Completion Time	Caller ID	Caller Name	Incoming/Outgoing	Status	Dialed Number	DDI/DID/MSN	Trunk	Talk Time (min)	Wait Time (min)
1	01/08/2007 09:40:54 PM	01/08/2007 09:40:57 PM	902102		Incoming	Lost A	N/A	901602	16	00:00	00:03
2	01/08/2007 09:41:09 PM	01/08/2007 09:41:11 PM	902102		Incoming	Lost A	N/A	901603	16	00:00	00:02
3	01/08/2007 09:41:58 PM	01/08/2007 09:42:01 PM	902102		Incoming	Lost A	NZA	901601	16	00:00	00:03
4	01/08/2007 09:42:10 PM	01/08/2007 09:42:30 PM	902102		Incoming	Non A	N/A	901102	16	00:00	00:00
5	01/08/2007 09:51:54 PM	01/08/2007 09:51:55 PM	902102		Incoming	Lost A	N/A	901601	16	00:00	00:02
6	02/08/2007 12:50:14 PM	02/08/2007 12:53:00 PM	N/A	N/A	Butgoing	Out	902101	N/A	16	02:37	00:00
7	02/08/2007 12:51:09 PM	02/08/2007 12:54:57 PM	902104	Alex DeLarge	Incoming	ACD	N/A	901603	15	03:34	00:04
8	02/08/2007 12:53:13 PM	02/08/2007 12:54:50 PM	902102		Incoming	Non A	N/A	901103	16	01:34	00:02
9	02/08/2007 12:55:17 PM	02/08/2007 12:57:12 PM	902104	Alex DeLarge	Incoming	Non A	N/A	901204	16	01:23	00:03
10	02/08/2007 12:55:35 PM	02/08/2007 12:55:49 PM	902102		Incoming	Lost A	N/A	901603	15	00:00	00:14
11	02/08/2007 12:55:54 PM	02/08/2007 12:57:17 PM	902102		Incoming	ACD	N/A	901601	15	01:12	00:09
12	02/08/2007 12:57:31 PM	02/08/2007 12:57:34 PM	902102		Incoming	ACD	N/A	901601	16	00:01	00:03
13	02/08/2007 12:57:50 PM	02/08/2007 12:57:53 PM	902104	Alex DeLarge	Incoming	Non A	N/A	901204	16	00:01	00:03
14	02/08/2007 12:58:24 PM	02/08/2007 12:58:27 PM	902104	Alex DeLarge	Incoming	ACD	N/A	901601	16	00:01	00:01
15	02/08/2007 12:59:57 PM	02/08/2007 01:00:06 PM	902102		Incoming	Abnor	N/A	901601	16	00:00	00:00
16	02/08/2007 01:00:20 PM	02/08/2007 01:00:22 PM	902104	Alex DeLarge	Incoming	Abnor	N/A	901204	16	00:00	00:00
17	03/08/2007 10:24:05 AM	03/08/2007 10:28:05 AM	902102		Incoming	ACD	N/A	901603	16	03:52	00:05
18	03/08/2007 10:25:35 AM	03/08/2007 10:27:58 AM	N/A	N/A	Outgoing	Out	902103	N/A	15	02:16	00:00
21	03/08/2007 02:56:22 PM	03/08/2007 03:00:04 PM	902102		Incoming	ACD	N/A	901603	16	03:37	00:02
22	03/08/2007 02:58:24 PM	03/08/2007 03:00:06 PM	N/A	N/A	Outgoing	Out	902101	N/A	15	01:25	00:00
23	03/08/2007 05:01:10 PM	03/08/2007 05:04:25 PM	902102		Incoming	Non A	N/A	901204	16	02:46	00:02
24	03/08/2007 05:01:19 PM	03/08/2007 05:04:22 PM	902104	Alex DeLarge	Incoming	Non A	N/A	901103	15	03:01	00:01
25	06/08/2007 12:15:53 PM	06/08/2007 12:16:08 PM	902102		Incoming	Non A	N/A	901103	16	00:13	00:03
26	06/08/2007 12:18:36 PM	06/08/2007 12:18:50 PM	902102		Incoming	Non A	N/A	901103	16	00:12	00:02
27	06/08/2007 12:22:03 PM	06/08/2007 12:42:52 PM	N/A	N/A	Butgoing	Out	902101	N/A	16	20:28	00:00
	001001000340.00.54.001	00 100 10003 40 00 55 511	~~~~~					004.004		~~~~	~~~ [
l Log ID	Date/Time	Completion Time	Agent Name	Extension		Falk Time (min)				Queue Time (min)	Transferred
3 23	03/08/2007 05:01:10 PM	03/08/2007 05:02:53 PM	Dan	204		01:14	00:02	00:25		00:00	Yes
23 23	03/08/2007 05:02:53 PM	03/08/2007 05:04:25 PM	Eileen	201	00:00	01:31	00:00	00:00		00:00	No

- 2. Inside the *CO Call Log CO Based* and *Agent Based*, you can identify the recorded calls by their distinctive icons:
  - 🦉 Recorded call
  - 💜 Not recorded call
- 3. Select a call from the *CO Call Log CO Based* or *Agent Based* and click the **Play Voice Record** button to listen to the recorded conversation.
- 4. The default media player starts playing the recorded conversation.

To listen to the internal recorded calls, please follow the procedure:

5. Go to the Intercom Call Log section under the Monitor pane

ookup field: Extension	enter lookup key>	Field Chooser	Print	Cļear	Export <b>?</b>	Play Voice Record
		Records: From 1 To 22 Out of 22		+ ++	$\rightarrow$ $\Rightarrow$	Export Voice Recor
▲ Call Log ID	Date/Time	Completion Time	Exten	. Agent	Incoming/Outg	Caller ID/Dia
91	19/09/2008 11:36:08 AM	19/09/2008 11:36:38 AM	137	EXT 137	Incoming	166
92 93 94 95 96	19/09/2008 11:36:07 AM	19/09/2008 11:36:38 AM	166	extension te	Outgoing	137
33	19/09/2008 11:36:40 AM	19/09/2008 11:36:57 AM	166	extension te	Outgoing	137
34	19/09/2008 11:36:42 AM	19/09/2008 11:36:59 AM	137	EXT 137	Incoming	166
35	19/09/2008 11:37:54 AM	19/09/2008 11:38:14 AM	137	EXT 137	Incoming	166
36	19/09/2008 11:37:53 AM	19/09/2008 11:38:16 AM	166	extension te	Outgoing	137
37	19/09/2008 11:39:52 AM	19/09/2008 11:40:13 AM	137	EXT 137	Incoming	166
38	19/09/2008 11:39:50 AM	19/09/2008 11:40:13 AM	166	extension te	Outgoing	137
38 39	19/09/2008 11:42:13 AM	19/09/2008 11:42:31 AM	137	EXT 137	Incoming	166
\$10	19/09/2008 11:42:11 AM	19/09/2008 11:42:32 AM	166	extension te	Outgoing	137
311	19/09/2008 11:43:43 AM	19/09/2008 11:43:43 AM	165	Agent A	Outgoing	166
312	19/09/2008 11:43:43 AM	19/09/2008 11:43:43 AM	166	extension te	Incoming	165
₿13	19/09/2008 11:42:37 AM	19/09/2008 11:43:48 AM	166	extension te	Outgoing	137
314	19/09/2008 11:42:38 AM	19/09/2008 11:47:13 AM	137	EXT 137	Incoming	166

- 6. You can identify the recorded calls by their distinctive icons:
  - 🦉 Recorded call
  - 💖 Not recorded call
- 7. Select a call from the *Intercom Call Log* and click the **Play Voice Record** button to listen to the recorded conversation.
- 8. The default media player starts playing the recorded conversation.

#### CCView 2012

Using the **CCSupervisor** web application for CCView 2012, you can listen to any recorded calls.

To listen to recorded calls, please follow the procedure:

1. Go to the CO Based Call Log, Agents Based Call Log, or Intercom Call Log section.

CCS 2012         CO Based Call Log         Date Range Last Mor           Monitoring         ID         Time         End Time         Trunk         Type         Caller ID         Caller ID<			]	×	SI van	sit Q - ₨ ୯ ×	ccstestpage.aspx#pack:/	.144/ccs/	2.168.168	A A Market Market A Market
Important       Drag a column header here to group by that column         Monitoring       ID       Time       End Time       Trunk       Type       Caller ID       Caller ID         Important       ID       Time       End Time       Trunk       Type       Caller ID       Calle			07Blue 🔹 Welcome		Serveb.					
Drag a column header here to group by that column           Monitoring         ID         Time         End Time         Trunk         Type         Caller ID         Caller ID           Play         6         11/1/2011 11:12:17         11/1/2011 11:12:58         35         ACD         902117         Ex           Play         6         11/1/2011 11:13:04         11/1/2011 11:13:17         35         ACD         902117         Ex           Play         6         11/1/2011 11:46:36 P         11/1/2011 11:47:02 P         35         Lost ACD         902117         Ex           B         11/1/2011 11:47:30 P         11/1/2011 11:47:25 P         35         Abnormal         902117         Ex           B         11/1/2011 11:47:30 P         11/1/2011 11:47:25 P         35         Abnormal         902117         Ex           II         11/1/2011 11:47:30 P         11/1/2011 11:47:25 P         35         Abnormal         902117         Ex           II         11/1/2011 11:47:30 P         11/1/2011 11:47:25 P         35         Abnormal         902117         Ex           II         11/1/2011 11:47:30 P         11/1/2011 11:15:12 P         35         ACD         902117         Ex           II         11/3/2011 11:	h • 20	Last Month 🔹	Date Range La				ll Log	ased Ca	со в	🧟 CCS 2012
Monitoring         Image: Constraint of the second sec				group by that column	in header here to	Drag a colum				
Monitoring       Play       6       11/1/2011 11:12:17       11/1/2011 11:12:58       35       ACD       902117       Es         Monitoring       1       11/1/2011 11:13:04       11/1/2011 11:13:17       35       ACD       902117       Es         9       11/1/2011 11:13:04       11/1/2011 11:13:04       11/1/2011 11:13:17       35       ACD       902117       Es         9       11/1/2011 11:47:15       11/1/2011 11:47:30       11/1/2011 11:47:35       35       ACD       902117       Es         9       11/1/2011 11:47:30       11/1/2011 11:47:30       11/1/2011 11:47:35       35       ACD       902117       Es         11       11/1/2011 11:47:30       11/1/2011 11:50:32       11/1/2011 11:50:32       35       ACD       902117       Es         11       11/1/2011 1:51:50       11/1/2011 1:51:50 P       11/1/2011 1:51:50 P       35       Abnormal       902117       Es         11       11/1/2011 1:51:50       11/1/2011 1:51:50 P       11/1/2011 1:51:50 P       35       ACD       902117       Es         13       11/1/2011 1:51:50       11/1/2011 1:51:50 P       11/1/2011 1:51:50 P       35       ACD       902117       Es         14       11/3/2011 11:20:51       11/1/2011 1:	er Name	Caller Nar	Caller ID	Туре	Trunk	ind Time	Time	ID		Monitoring <
Monitoring         Play         1         1/1/2011         11/1/2011 </td <td></td>										
Monitoring         9         11/1/2011         1:46:35         P11/1/2011         1:47:20         P         35         Lost ACD         902117         Es           Wonitoring         9         11/1/2011         1:47:30         P11/1/2011         1:47:25         P         35         Abnormal         902117         Es           Reports         10         11/1/2011         1:47:30         P11/1/2011         1:48:12         P         35         Abnormal         902117         Es           11         11/1/2011         1:50:9         P11/1/2011         1:50:32         P11/1/2011         1:50:36         P         35         Abnormal         902117         Es           12         11/1/2011         1:51:07         P11/1/2011         1:50:26         P         35         Abnormal         902117         Es           13         11/1/2011         1:51:07         P11/1/2011         1:50:26         35         ACD         902117         Es           14         11/3/2011         11:20:51         11/3/2011         1:20:26         35         ACD         902117         Es           Play         15         11/3/2011         1:20:51         1:3/2011         1:20:46:45         35         A	117	Ext117	902117	ACD				-		
Monitoring       9       11/1/2011 1:47:15 P 11/1/2011 1:47:25 P 35       Abnormal       902117       Es         Reports       10       11/1/2011 1:47:30 P 11/1/2011 1:48:12 P 35       ACD       902117       Es         Reports       11       11/1/2011 1:47:30 P 11/1/2011 1:50:36 P 35       Abnormal       902117       Es         Reports       13       11/1/2011 1:51:07 P 11/1/2011 1:51:02 P 35       Abnormal       902117       Es         Play       14       11/3/2011 1:51:07 P 11/1/2011 1:52:07 B 35       Abnormal       902117       Es         Play       14       11/3/2011 1:12:05:15       11/3/2011 1:22:24       35       Non ACD       902117       Es         Play       16       11/3/2011 11:20:51       11/3/2011 11:20:46       35       ACD       902117       Es         Play       16       11/3/2011 11:20:51       11/3/2011 11:20:24       35       Non ACD       902117       Es         Play       16       11/3/2011 11:20:51       11/3/2011 11:20:46       35       ACD       902117       Es         Play       16       11/3/2011 11:20:51       11/3/2011 11:20:46       35       ACD       902117       Es         Play       18       11/3/2011 12:46:48       11/3/2011 12:46:48 </td <td></td> <td>Ext117</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Play</td> <td></td>		Ext117							Play	
Abnormal       902117       Example         Play       10       11/1/2011       1:47:30       P11/1/2011       1:48:12       P       ACD       902117       Example         Reports       11       11/1/2011       1:50:22       P11/1/2011       1:50:50       P       S       Abnormal       902117       Example         12       11/1/2011       1:50:70       P11/1/2011       1:50:70       P11/1/2011       S       Abnormal       902117       Example         13       11/1/2011       1:51:07       P11/1/2011       1:50:70       P11/1/2011       S       Abnormal       902117       Example         13       11/1/2011       1:51:07       P11/1/2011       1:50:70       P11/1/2011       S       Abnormal       902117       Example         13       11/1/2011       1:51:07       P11/1/2011       1:2:2:24       35       Non ACD       902117       Example         Play       16       1:3/2011       1:2:0:5:1       1:3/2011       1:2:4:2:4       35       ACD       902117       Example         Play       18       1:3/2011       1:2:4:4       35       ACD       902117       Example       Example       1:3/2011       1:2:4:8:3       <		Ext117	902117	Lost ACD						Monitoring
Agents Based Call Log       11       11/1/2011 1:47:47 P111/12011 1:48:12 P       35       Abnormal       902117       Ex         Agents Based Call Log       11       11/1/2011 1:47:47 P111/12011 1:48:12 P       35       Abnormal       902117       Ex         Image: State Stat		Ext117						-		Homeornig
Image: Second		Ext117							Play	
Reports       13       11/1/2011 1:51:50 P 11/1/2011 1:52:20 P 35       Lost ACD       902117       Ex         Play       14       11/3/2011 11:12:151       11/3/2011 11:20:26       35       ACD       902117       Ex         Play       15       11/3/2011 11:20:51       11/3/2011 11:20:26       35       ACD       902117       Ex         Play       16       11/3/2011 11:20:51       11/3/2011 11:20:52       35       ACD       902117       Ex         Play       16       11/3/2011 11:20:51       11/3/2011 11:20:52       1/3/2011 12:46:46       35       ACD       902117       Ex         Play       17       11/3/2011 12:05:25       11/3/2011 12:46:46       35       ACD       902117       Ex         Play       19       11/3/2011 12:46:48       11/3/2011 12:46:48       35       ACD       902117       Ex         Play       19       11/3/2011 12:46:48       11/3/2011 12:48:38       35       ACD       902117       Ex         Total C       C       Total C       C       Extension       Group       C       C       English       C       C       English       C		Ext117								
Incontrol       International		Ext117								
Vigents Based Call Log         Play         15         11/3/2011 11:20:51         11/3/2011 11:20:52         35         Non ACD         902117         Ex           Vigents Based Call Log         Vigents Call Ligent Call Li		Ext117								Reports
Agents Based Call Log       Play       16       11/3/2011 11:25:17       11/3/2011 11:30:35       35       ACD       902117       Ex         Agents Based Call Log       11/3/2011 12:46:48       11/3/2011 12:46:48       35       ACD       902117       Ex         Image: Total C       11/3/2011 12:46:48       11/3/2011 12:48:38       35       ACD       902117       Ex         Image: Total C       I		Ext117								
CO Based Call Log         Play         17         11/3/2011 12:05:25         11/3/2011 12:46:46         35         ACD         902117         Ex           Ngents Based Call Log         Play         19         11/3/2011 12:48:40         11/3/2011 12:48:38         35         ACD         902117         Ex           Total C         Total C         Total C         Time         End Time         Agent         Extension         Group           10         Time         End Time         Agent         Extension         Group           10         11/1/2011 1:47:47         P11/1/2011 1:48:12         P Alex         1052         CC English		Ext117								
CO Based Call Log         In		Ext117								<u> </u>
Image: Specific Constraints         Image: Specific Constrated Constandaread and and and and and and and and and a		Ext117							· ·	CO Based Call Log
Agents Based Call Log ID Time End Time Agent Extension Group 10 11/1/2011 1:47:47 P11/1/2011 1:48:12 P Alex 1052 CC English		Ext117								5
Agents Based Call Log ID Time End Time Agent Extension Group 10 11/1/2011 1:47:47 P111/12011 1:48:12 P Alex 1052 CC English	117	Ext117	902117	ACD	35	1/3/2011 1:06:46 P	11/3/2011 12:48:40 1	19	Play	
ID         Time         End Time         Agent         Extension         Group           10         11/1/2011         11:47:47         P11/1/2011         1:48:12         P         Alex         1052         CC English								Total C		
ID         Time         End Time         Agent         Extension         Group           10         11/1/2011         11/1/2011         1:48:12         P         Alex         1052         CC English	08									anata Read Call Las
10 11/1/2011 1:47:47 P11/1/2011 1:48:12 P Alex 1052 CC English	+									igents based Call Log
	Туре	Тур	Group	Extension	Agent	End Time	Time		ID	
Intercom Call Log	ACD	ish ACE	CC English	1052	3:12 P Alex	47 P11/1/2011 1:48	10 11/1/2011 1:47:			
Intercom Call Log										
										Intercom Call Log
	•									

- 2. You can identify the recorded calls by their distinctive marker *Play* in the related column.
- 3. For playback the conversation, click on the hyperlink *Play* of the corresponding item in list. A new web page is displayed containing links to the recorded wave files.
- 4. Click on the wave of your choice. The default media player starts playing the recorded conversation.

#### **Recorded Conversations Export for CCView**

In both CCSupervisor sections, *CO Call Log* and *Intercom Call Log*, you have the option to **Export Voice Records** using the button with the same name:

1. Select one or more recorded calls to be exported.

## NOTE: Please remember that multiple records selection is supported only inside the *CO Call Log Agent Based* and *Intercom Call Log* sections.

2. Click on the Export Voice Records Export Voice Records button.

3. The Browse for Folder window is displayed:

Browse for Folder
Select a folder for export
Desktop     My Documents     My Computer     My Computer     My Conputer     My Conputer     My Conputer     My Conputer     Desktop     My Conputer     My Conputer     Desktop     My Network Places
OK Cancel

- 4. Choose the location for the selected voice record(s).
- 5. Click on the **OK** button to finalize the operation.

## **Product Support**

Poltys tech support engineers are always available to answer your questions at:

- US Phone number: +1 864 642 6103
- Email: <a href="mailto:support@poltys.com">support@poltys.com</a>