Call Recording

User Guide
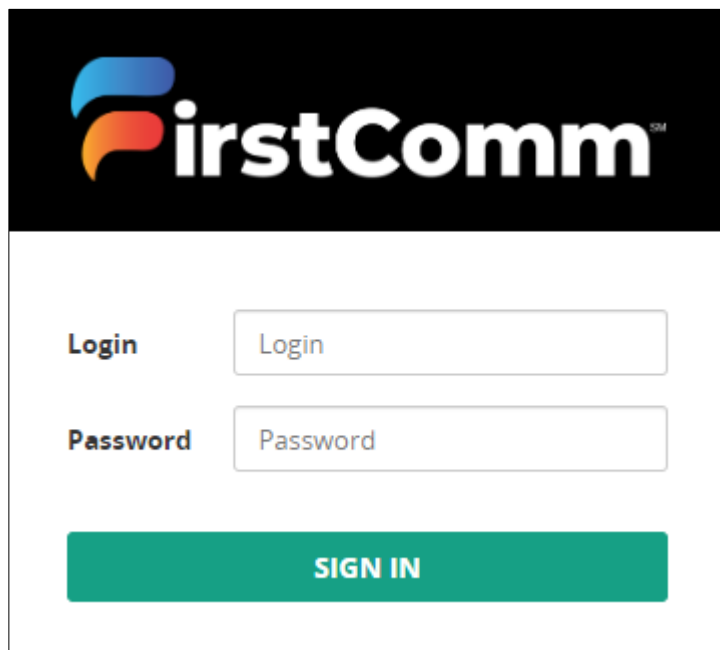
Updated Version 05.11.20

Contents

1.   Accessing web interface

First Communications has a web-interface, which can be accessed from other computers via the network and/or the internet.

Inside web-browser address bar, type the address https://rec.uc-view.com

Login details are provided in the email. If you did not receive the email or have trouble accessing portal please email businesscare@firstcomm.com or call 800.860.2934

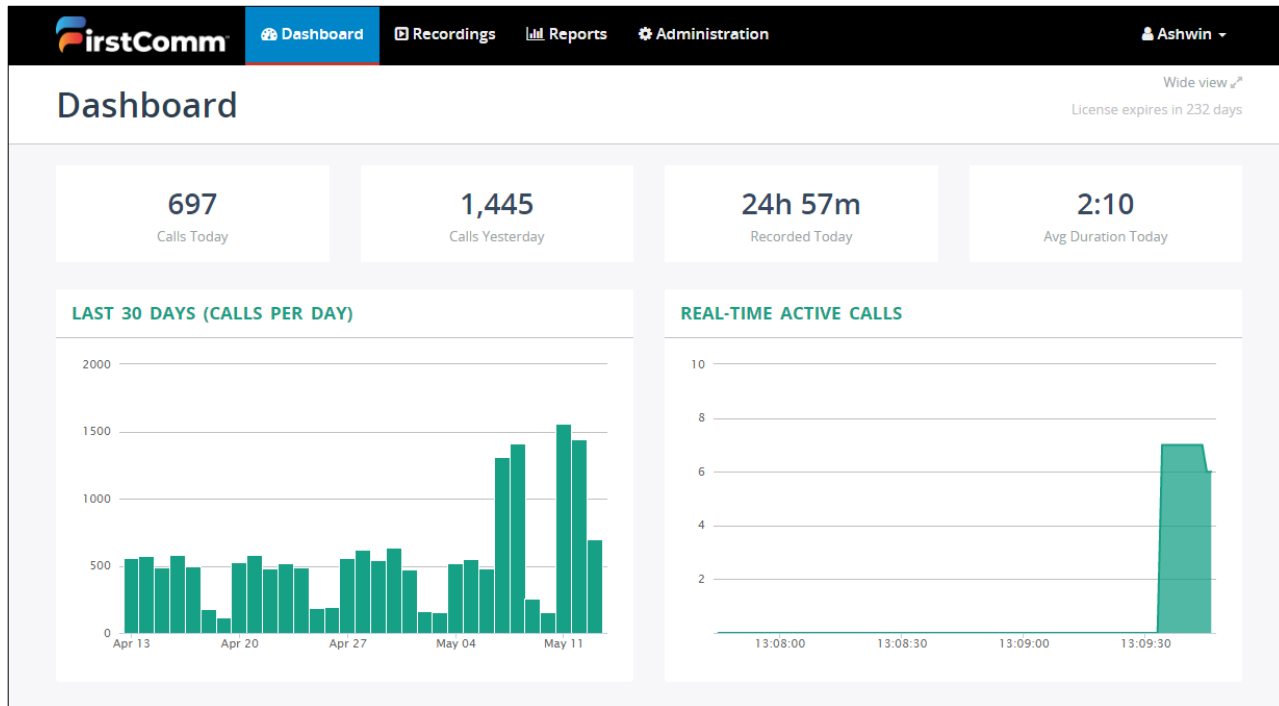If web address is correct then you should see the login page:

However, if a web-page is not opening on a particular browser please try opening the same on other browser.

2.   Dashboard

First Communications dashboard provides a thorough overview of calls-per-day, average call duration, current active calls, etc.

3.   Call recordings views

First Communications supports the following call recording views as pictured:

View	Description
All calls	Displays all call recording (including active calls).
Active calls	Displays only active calls
My calls	Displays call recordings associated with the current logged in user
By user	Displays call recordings, which are grouped by user and user group
Not assigned to users	Displays call recordings, which were not assigned to any users; this view is visible to administrator accounts only.
By category	Displays calls recordings grouped by category

4. Playback call recordings

4.1   Inline basic audio player

Click on the call list, and you will be able to see call details within a basic media player, which is right inside the call list.

4.2   Advanced audio player

Click on Open in new window and you will be able to to see detailed call information with an advanced audio player.

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

4.3   Download Call Recordings

To download call recordings:

1. Select Recording option at the top

2. Select the call you want to download and hit "Download" option

OR

1. Select the call you want to download and hit "+" option

2. Click on "Save Audio File"
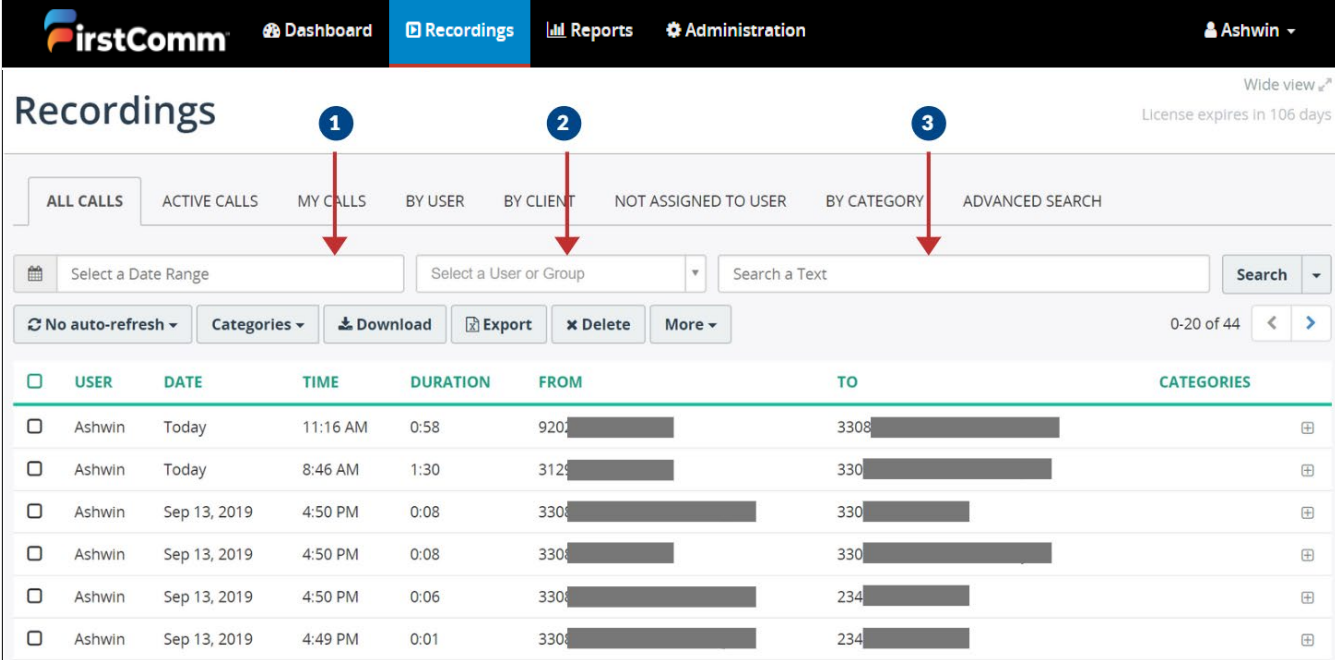
5. Searching calls

First Communications allows for an easy search of calls by utilizing different parameters, such as:

1. Date range

2. User or Group name

3. Any text. The entered text is searched within caller/called phone number, name fields, and call notes.

6.   Advanced searching calls

Advanced search web-page provides the ability to search call recordings utilizing multiple criteria, such as:

- User

- Group

- Call ID

- Phone number (FROM and/or TO)

- Date range

- Call duration

Each of these criteria supports different comparison operators like `Equal To`, `Not equal to`, `Starts with`, `Ends with`, `Includes`, `Is empty`, `Not empty`, `Match simple pattern`, `Match regex pattern`, `Before`, `After`, `Between`, `Older than __ days`, `Newer than __ days`.

Saved Search

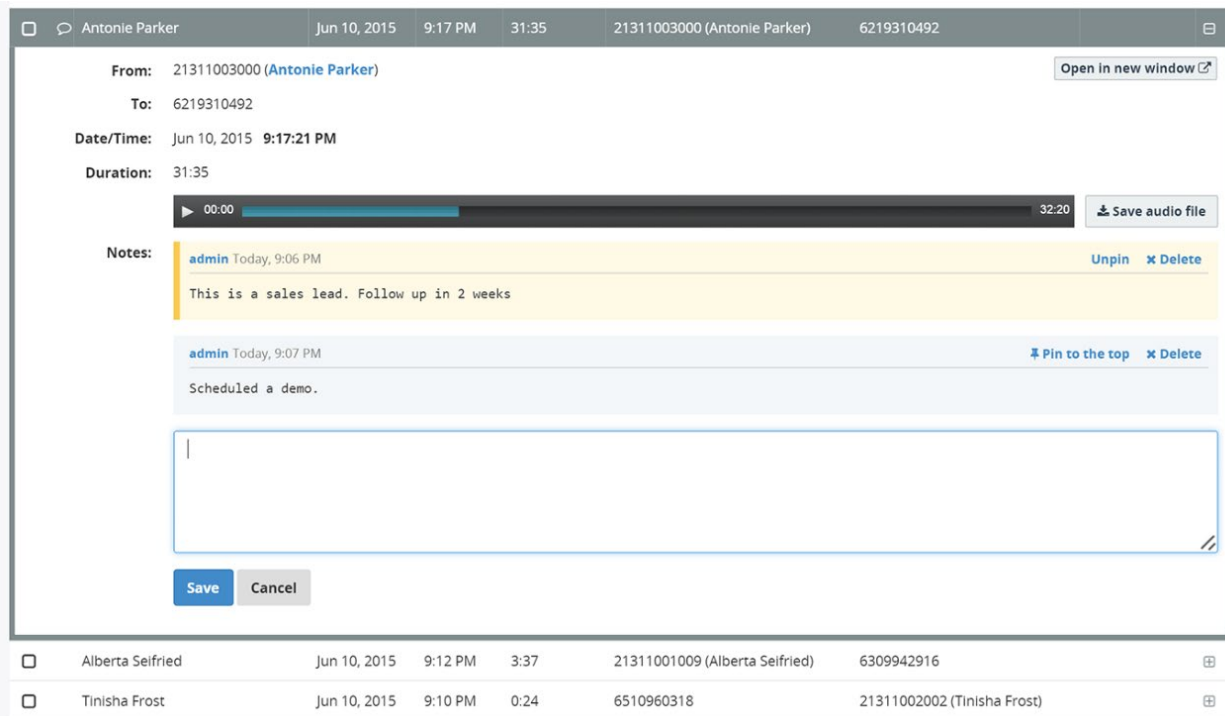You can save the searched criteria, and use it later:

7.   Add notes to calls

When the user has been given the appropriate permission, he or she will be able to view and add new notes to call recordings.

These call notes are displayed inline and in a new window

Notes are displayed from oldest to newest; additionally, it is possible to pin any notes on top (out of order).

Call notes inline

Call notes in new window

8.   Categorizing calls

First Communications supports categories for call recordings. When the user has the appropriate permissions, he or she may assign categories to calls, create new categories, etc.

To utilize categories, check one or more call recordings in a list, and then click the "Categories" button, next, select one or more categories, which you would like to assign to the call.

9. View multi-part calls

First Communications automatically recognizes multiple call parts of longer interaction, for example, when a call has been transferred from one agent to another, or when a call has been put on hold, the agent made a consultative call to his/her supervisor and then resumed the initial call.

On the recordings page, users can see if the call segment is a part of a longer interaction.

Visualization of multi-part calls

Each call segment is shown on a timeline. Users can navigate easily to the next segment and playback it.

Supported call scenarios

First Communications merges multiple call parts into a single interaction in the following call scenarios:

1. An inbound call is transferred from one agent to another; in this case, both parts of the call will be added to the interaction.

2. An agent puts their first call on hold, makes an outbound consultative call, and then returns to their original call. In this case, all 3 calls will be added to the interaction.

3. An agent has an active call occurring, and he/she receives a second incoming call. The agent places the first call on hold and proceeds to answer the new call. The agent then returns to their original call. In this scenario, the incoming call that occurs between the hold/resume events is treated as an outside interaction. Only the 1st and the 3rd call parts will be added to the interaction.

10. Reports (Admin Only)

First Communications provides extensive reporting. Reports are available from top menu `Reports`.

First Communications supports multiple reports, such as:

- Per day

- Per group

- Per user

- Agent evaluation reports
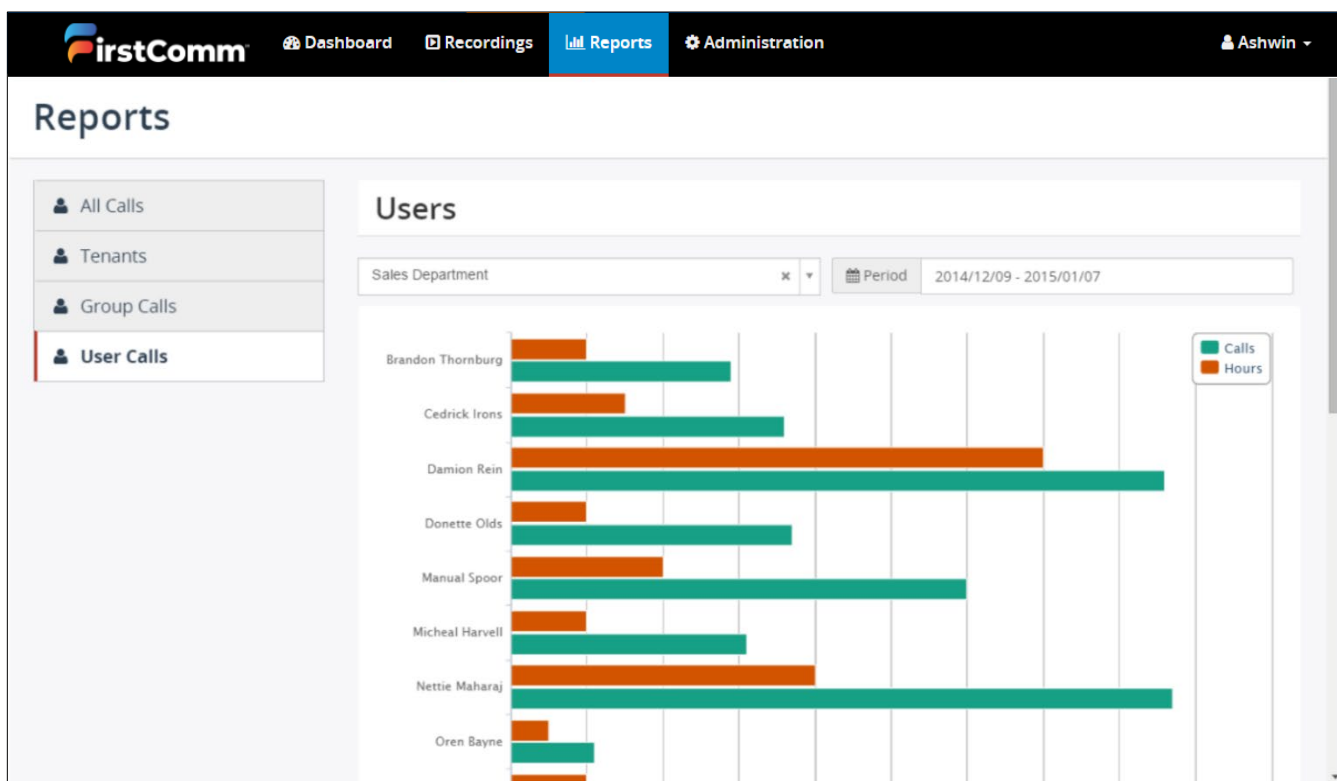
11. Change password

In order to change own password, click on your login name in the right top corner and select Change my password from drop-down menu.

In order to change other user password: (Admin Only)

1. Click on Administration -> User Management -> Users
2. Select a user and hit "Edit"
3. Click Reset Password