



Call Recording

User Guide

Updated Version 05.11.20

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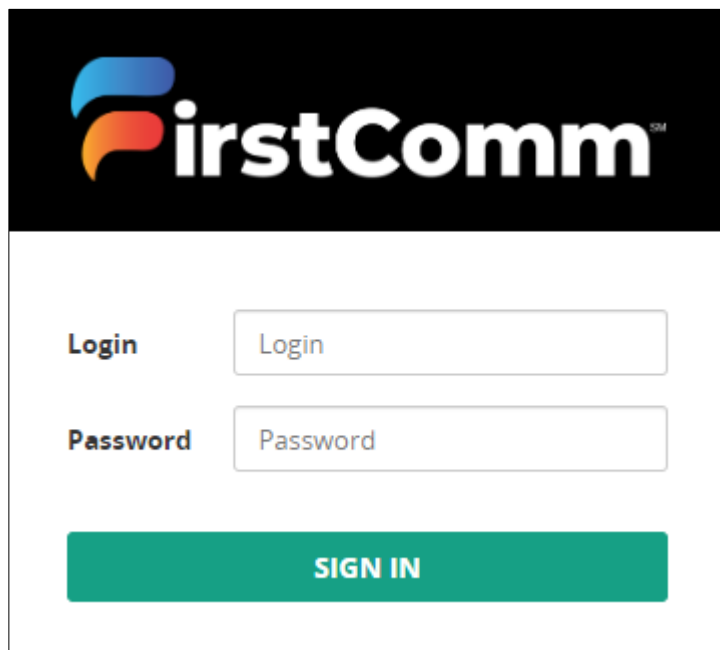
1. Accessing web interface

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:

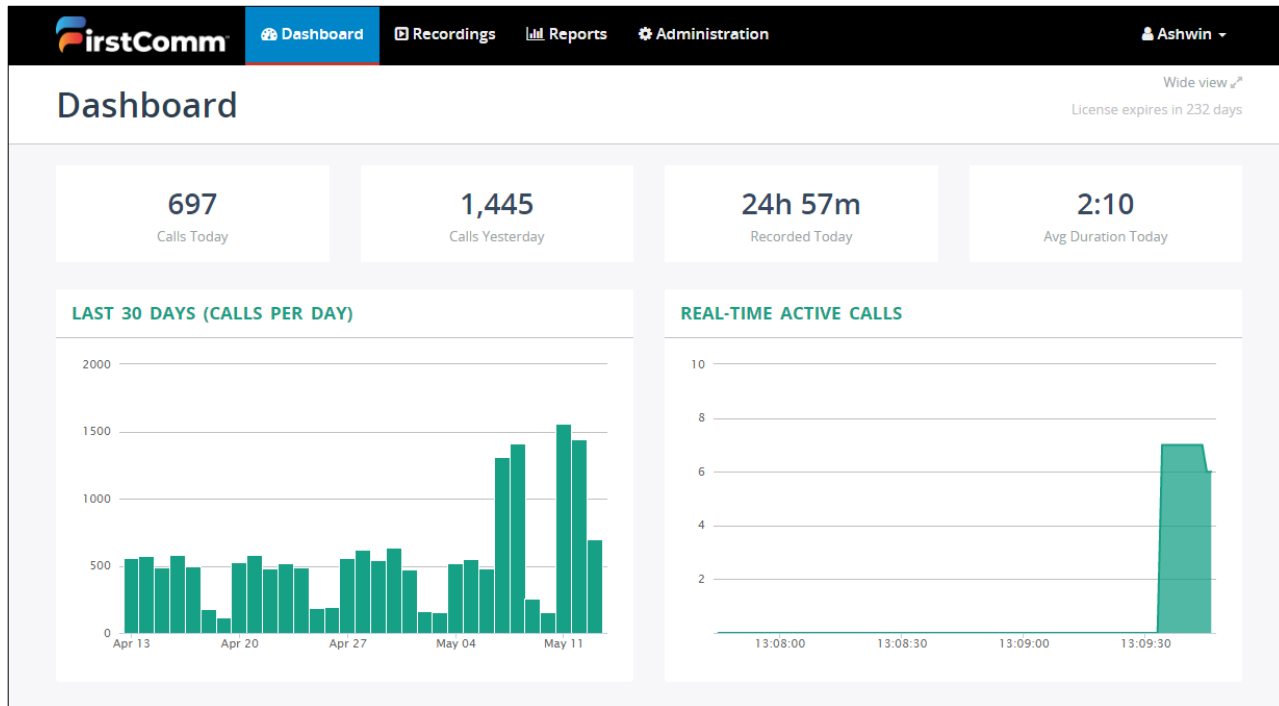


The image shows a screenshot of the FirstComm login interface. At the top, there is a black header with the FirstComm logo, which consists of a stylized 'F' in blue and orange followed by the text 'irstComm' in white. Below the header, the page has a white background. There are two input fields: the first is labeled 'Login' and contains the placeholder text 'Login'; the second is labeled 'Password' and contains the placeholder text 'Password'. Below these fields is a large green button with the text 'SIGN IN' in white capital letters.

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:

The screenshot shows the 'Recordings' page in the FirstComm application. The 'ALL CALLS' view is selected and highlighted with a red box and an arrow. The interface includes a navigation bar with 'Dashboard', 'Recordings', 'Reports', and 'Administration'. Below the navigation bar, there are filters for date range (2015/01/01 - 2015/04/01), user/group selection, and text search. The main table displays call recordings with columns: USER, DATE, TIME, DURATION, FROM, TO, and CATEGORIES. The table contains 8 rows of call data from April 1, 2015.

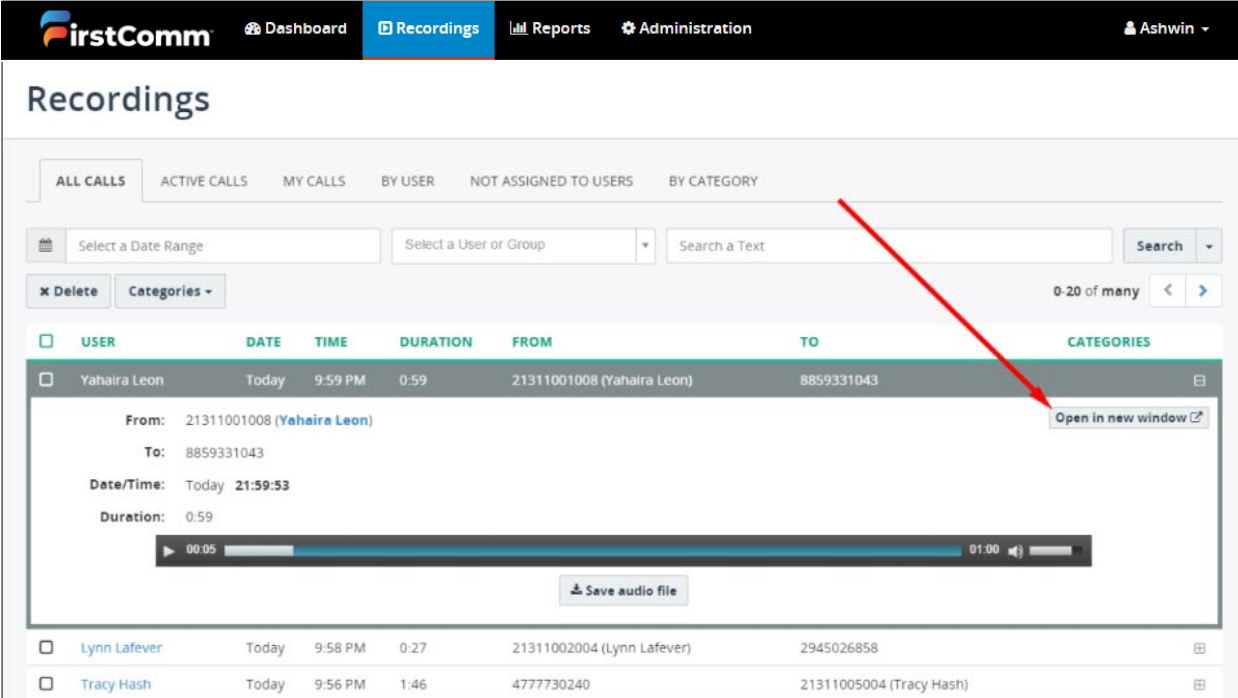
USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
Nicki Rosel	Apr 1, 2015	9:56 PM	19:34	88811001100 (Nicki Rosel)	8740196940	
Cedrick Irons	Apr 1, 2015	9:55 PM	0:45	6348236350	12333001007 (Cedrick Irons)	
David Amado	Apr 1, 2015	9:54 PM	0:45	6357493166	21311002100 (David Amado)	
Rosendo Brooking	Apr 1, 2015	9:50 PM	0:24	21311001002 (Rosendo Brooking)	7623095290	
Travis Barlebaugh	Apr 1, 2015	9:49 PM	5:43	6763452230	12333002005 (Travis Barlebaugh)	
Shelli Abee	Apr 1, 2015	9:43 PM	0:43	5808131149	88811001009 (Shelli Abee)	
Yahaira Leon	Apr 1, 2015	9:43 PM	0:14	21311001008 (Yahaira Leon)	8032529402	

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.



The screenshot displays the 'Recordings' section of the FirstComm application. The interface includes a navigation bar with 'Dashboard', 'Recordings', 'Reports', and 'Administration'. The 'Recordings' page features a filter menu with options like 'ALL CALLS', 'ACTIVE CALLS', and 'MY CALLS'. Below the filters are search and filter controls, including a date range selector, a user/group dropdown, and a text search field. A table lists call recordings with columns for 'USER', 'DATE', 'TIME', 'DURATION', 'FROM', 'TO', and 'CATEGORIES'. The first entry, 'Yahaira Leon', is selected, and its details are shown in a modal player. The player includes a 'From' and 'To' field, 'Date/Time', and 'Duration'. A red arrow points from the 'Search a Text' field to the 'Open in new window' link in the call details modal. Below the player is a 'Save audio file' button. The table also shows entries for 'Lynn Lafever' and 'Tracy Hash'.

USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
Yahaira Leon	Today	9:59 PM	0:59	21311001008 (Yahaira Leon)	8859331043	
Lynn Lafever	Today	9:58 PM	0:27	21311002004 (Lynn Lafever)	2945026858	
Tracy Hash	Today	9:56 PM	1:46	4777730240	21311005004 (Tracy Hash)	

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

The screenshot displays the FirstComm user interface for a call recording. The top navigation bar includes the FirstComm logo, menu items for Dashboard, Recordings, Reports, and Administration, and a user profile for Ashwin Manager. The main header shows the call ID 'Call 07987654321 -> +447123456789' and a 'Delete Call' link. Below this is an 'AUDIO' section with a waveform visualization of the call. The waveform shows several periods of silence (represented by flat lines) and talk-over (represented by overlapping waveforms). Below the waveform are 'Pause' and 'Save audio file' buttons. The bottom section is divided into three columns: 'DATE/TIME', 'FROM', and 'TO'. The 'DATE/TIME' column shows the date '2010-05-19', connect time '10:19:18', disconnect time '10:19:58', and duration '0:40'. The 'FROM' column shows the user 'David Amado', phone number '07987654321', and IP address '192.168.0.10 (5060)'. The 'TO' column shows the user, phone number '+447123456789', and IP address '192.168.0.154 (5060)'.

DATE/TIME	FROM	TO
Date: 2010-05-19	User: David Amado	User:
Connect Time: 10:19:18	Phone Number: 07987654321	Phone Number: +447123456789
Disconnect Time: 10:19:58	Phone Name:	Phone Name:
Duration: 0:40	Ip-address: 192.168.0.10 (5060)	Ip-address: 192.168.0.154 (5060)

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

Recordings

ALL CALLS ACTIVE CALLS MY CALLS BY USER NOT ASSIGNED TO USER BY CATEGORY ADVANCED SEARCH

Select a Date Range Select a User or Group Search a Text Search

No auto-refresh Categories Download Export Delete More Selected rows: 1 40-47 of 47

USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES		
<input checked="" type="checkbox"/>	Ashwin	Sep 11, 2019	2:09 PM	0:15	330E	(yan)	234	
<input type="checkbox"/>	Ashwin	Sep 11, 2019	1:10 PM	2:10	312	(yan)	3308	

OR

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

<input checked="" type="checkbox"/>	Ashwin	Sep 11, 2019	2:09 PM	0:15	3308	(yan)	234		+
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2. Click on "Save Audio File"

Ashwin Sep 11, 2019 2:09 PM 0:15 330 (yan) 234

Group: Marketing [Open in new window](#)

From: 3308 /an Ashwin

To: 2343520955

Date/Time: Sep 11, 2019 2:09:30 PM

Duration: 0:15

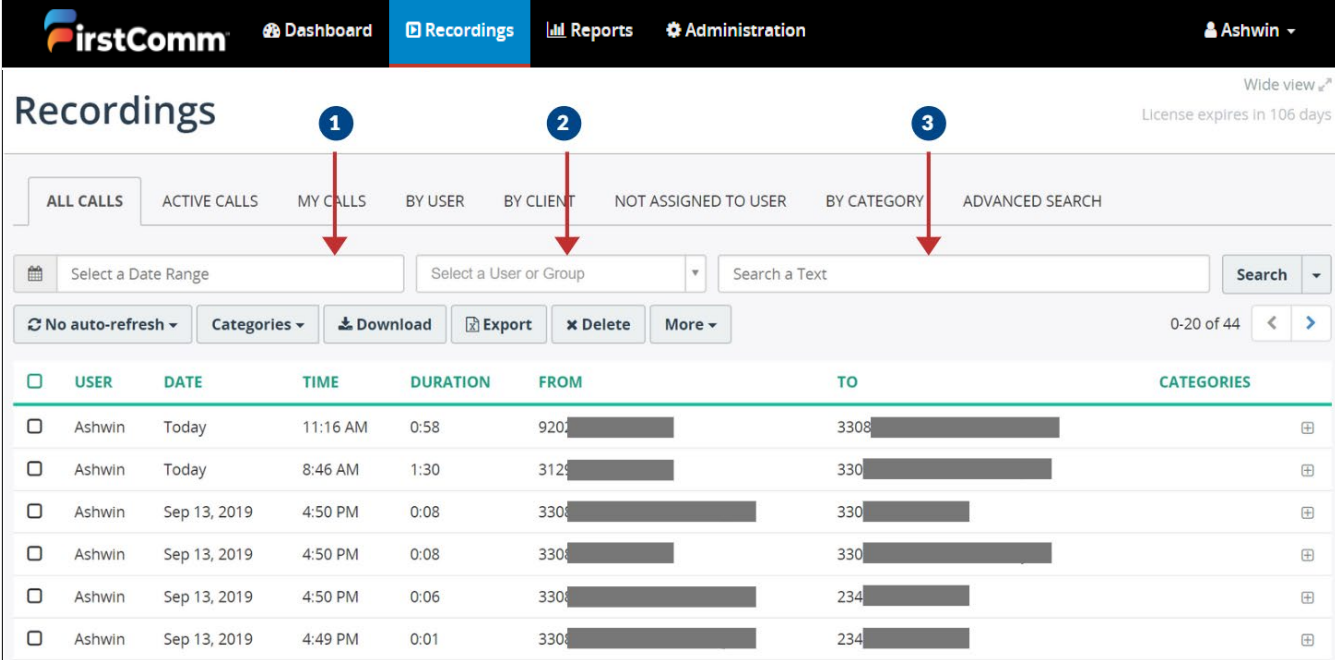
00:00 00:00 [Save audio file](#)

[More details](#)

Notes: [Add note](#)

5. Searching calls

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



The screenshot displays the 'Recordings' section of the FirstComm application. The interface includes a navigation bar with 'Dashboard', 'Recordings', 'Reports', and 'Administration'. The 'Recordings' section has a 'Wide view' toggle and a 'License expires in 106 days' notification. Below the navigation bar, there are search filters: 'ALL CALLS', 'ACTIVE CALLS', 'MY CALLS', 'BY USER', 'BY CLIENT', 'NOT ASSIGNED TO USER', 'BY CATEGORY', and 'ADVANCED SEARCH'. Three red arrows point to the search filters: arrow 1 points to the 'Date Range' field, arrow 2 points to the 'User or Group' dropdown, and arrow 3 points to the 'Search a Text' input field. Below the filters, there are buttons for 'No auto-refresh', 'Categories', 'Download', 'Export', 'Delete', and 'More'. The main content area shows a table of recordings with columns: USER, DATE, TIME, DURATION, FROM, TO, and CATEGORIES. The table contains six rows of call records.

USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
Ashwin	Today	11:16 AM	0:58	920-██████████	3308-██████████	☒
Ashwin	Today	8:46 AM	1:30	312-██████████	330-██████████	☒
Ashwin	Sep 13, 2019	4:50 PM	0:08	330-██████████	330-██████████	☒
Ashwin	Sep 13, 2019	4:50 PM	0:08	330-██████████	330-██████████	☒
Ashwin	Sep 13, 2019	4:50 PM	0:06	330-██████████	234-██████████	☒
Ashwin	Sep 13, 2019	4:49 PM	0:01	330-██████████	234-██████████	☒

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`.

Recordings

[ALL CALLS](#)
[ACTIVE CALLS](#)
[MY CALLS](#)
[BY USER](#)
[NOT ASSIGNED TO USERS](#)
[BY CATEGORY](#)
[ADVANCED SEARCH](#)

[+ Add Criteria](#)

0-20 of many

<input type="checkbox"/>	DATE	TIME	DURATION	FROM	TO
<input type="checkbox"/>	May 3, 2015	11:24 AM	0:59	12333001100 (Micheal Harvell)	8303620297
<input type="checkbox"/>	May 2, 2015	7:22 PM	0:45	3910091940	12333001011 (Veta Pospisil)
<input type="checkbox"/>	May 2, 2015	6:25 PM	0:57	12333001010 (Manual Spoor)	5281360644

Saved Search

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

The screenshot shows the IristComm Recordings interface. At the top, there is a navigation bar with 'Dashboard', 'Recordings', 'Reports', and 'Administration'. The 'Recordings' tab is active. Below the navigation bar, there are tabs for 'ALL CALLS', 'ACTIVE CALLS', 'MY CALLS', 'BY USER', 'NOT ASSIGNED TO USERS', 'BY CATEGORY', and 'ADVANCED SEARCH'. The 'ADVANCED SEARCH' tab is selected. On the left, there is a list of saved searches: 'Last 7 days', 'Long calls (> 5m)', 'Short calls (< 15 s)', and 'SIP protocol'. A red arrow points to the 'Long calls (> 5m)' search. The search criteria are displayed as 'Duration' greater than '5:00'. Below the search criteria, there are buttons for 'Search' and 'Save Search'. At the bottom, there is a table of call recordings with columns for 'TENANT', 'USER', 'DATE', 'TIME', 'DURATION', 'FROM', and 'TO'. The table shows four call recordings from March 17, 2016.

TENANT	USER	DATE	TIME	DURATION	FROM	TO
Flexus	Brandon Thornburg	Mar 17, 2016	4:26 PM	55:47	4041501053	12333001007 (Cedrick Irons)
PeriSolutions Ltd.	Sierra Bowyer	Mar 17, 2016	3:57 PM	8:18	21311005002 (Sierra Bowyer)	7080977305
PeriSolutions Ltd.	Yahaira Leon	Mar 17, 2016	3:33 PM	34:17	3370610156	21311001008 (Yahaira Leon)
PeriSolutions Ltd.	Lynn Lafever	Mar 17, 2016	2:42 PM	20:40	21311002004 (Lynn Lafever)	2989088384

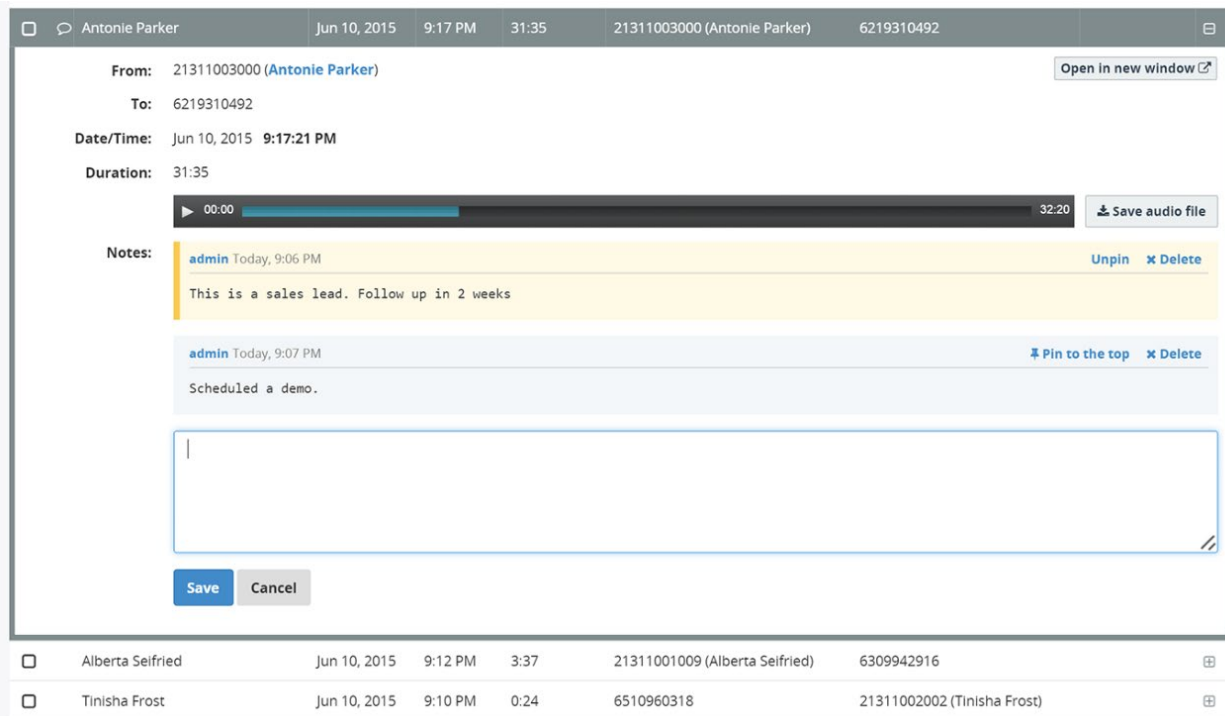
7. Add notes to calls

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



The screenshot displays a call recording interface for a call with the following details:

- From:** 21311003000 (Antonie Parker)
- To:** 6219310492
- Date/Time:** Jun 10, 2015 9:17:21 PM
- Duration:** 31:35

A progress bar shows the call is at 00:00 of a 32:20 duration. A "Save audio file" button is visible next to the progress bar.

The **Notes** section contains two entries:

- admin Today, 9:06 PM** (Pinned): This is a sales lead. Follow up in 2 weeks. Actions: Unpin, Delete.
- admin Today, 9:07 PM**: Scheduled a demo. Actions: Pin to the top, Delete.

Below the notes is a text input field for adding a new note. At the bottom of the note editor are "Save" and "Cancel" buttons.

At the bottom of the interface, a list of other call recordings is visible:

Call ID	From	To	Date/Time	Duration	Call ID	From	To
21311001009	Alberta Seifried	6309942916	Jun 10, 2015 9:12 PM	3:37	21311001009	Alberta Seifried	6309942916
6510960318	Tinisha Frost	21311002002	Jun 10, 2015 9:10 PM	0:24	6510960318	Tinisha Frost	21311002002

Call notes in new window

The screenshot displays the FirstComm interface for a specific call. At the top, the navigation bar includes 'Dashboard', 'Recordings', 'Reports', and 'Administration', with the user 'Ashwin Manager' logged in. The main header shows the call ID 'Call 21311003000 -> 6219310492' and a 'Delete Call' link.

The 'AUDIO' section features a waveform player with a timeline from 0 to 30:00. Below the waveform are 'Play' and 'Save audio file' buttons. A 'Switch to basic player' link is also present.

The call details are organized into three columns: 'DATE/TIME', 'FROM', and 'TO'.
- **DATE/TIME:** Date: Jun 10, 2015; Connect Time: 9:17:21 PM; Disconnect Time: 9:48:56 PM; Duration: 31:35; Watermark: View.
- **FROM:** User: [Antonie Parker](#); Phone Number: 21311003000; Phone Name: Antonie Parker; Ip-address: .
- **TO:** User: ; Phone Number: 6219310492; Phone Name: ; Ip-address: .

The 'Notes' section, titled 'Notes 2', contains two entries:
1. From 'admin' at 9:06 PM: 'This is a sales lead. Follow up in 2 weeks'. Actions: Unpin, Delete.
2. From 'admin' at 9:07 PM: 'Scheduled a demo.'. Actions: Pin to the top, Delete.

Below the notes is a large text input area for adding new notes, with 'Save' and 'Cancel' buttons at the bottom.

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.

The screenshot shows the 'Recordings' page in the FirstComm application. The top navigation bar includes 'Dashboard', 'Recordings', 'Reports', and 'Administration'. The user 'Ashwin' is logged in. The page title is 'Recordings' and a license expiration notice 'License expires in 20 days' is visible. Below the title, there are filter tabs: 'ALL CALLS', 'ACTIVE CALLS', 'MY CALLS', 'BY USER', 'NOT ASSIGNED TO USERS', and 'BY CATEGORY'. A search bar contains 'Select a Date Range', 'Select a User or Group', and 'Search a Text'. A 'Delete' button and a 'Categories' dropdown are visible. The main table lists call recordings with columns for 'USER', 'DURATION', 'FROM', 'TO', and 'CATEGORIES'. A dropdown menu is open over the 'Categories' column, showing options: 'Back Office', 'Lead' (checked), 'Lead/Won', 'Lead/In progress', 'Lead/Lost', 'Sales' (checked), and 'Technical Support'. An 'Apply' button is at the bottom of the dropdown. The table data is as follows:

USER	DURATION	FROM	TO	CATEGORIES
David	:21	102	8662367979	Sales, Lead
David	:10	102	8662367979	Sales
David	:22	102	8662367979	Lead, Sales
Dakota	:12	4772420007	21311001007 (Dakota Vialpando)	Technical Support
Dakota	:46	3314291406	21311001007 (Dakota Vialpando)	
Alberta	:46	21311001009 (Alberta Seifried)	8923553624	
Dakota Vialpando	Jan 7, 2015 20:27:24 0:03	1288769878	21311001007 (Dakota Vialpando)	Technical Support
Justin Frost	Jan 7, 2015 20:23:29 0:21	4994645761	21311002102 (Justin Frost)	
Gwyn Brace	Jan 7, 2015 20:19:43 0:16	4325482861	21311005100 (Gwyn Brace)	
Idalia Alligood	Jan 7, 2015 20:14:53 0:24	4979922902	21311001006 (Idalia Alligood)	Technical Support

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.

	USER	DATE	TIME	DURATION	FROM	TO
<input type="checkbox"/>	3/3 Carrol Robards	Nov 20, 2017	6:59 PM	1:41	+1310 [REDACTED]	8088 [REDACTED] (CSR 808 [REDACTED])
<input type="checkbox"/>	2/3 Carrol Robards	Nov 20, 2017	6:56 PM	2:52	8088 [REDACTED] (CSR 808 [REDACTED])	2056
<input type="checkbox"/>	1/3 Carrol Robards	Nov 20, 2017	6:50 PM	5:40	+1310 [REDACTED]	808 [REDACTED] (CSR 808 [REDACTED])

Visualization of multi-part calls

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

CALL [1] CALL [2] CALL [3]

MEDIA PLAYER Switch to basic player | Wide view

0 | :10 | :20 | :30 | :40 | :50 | 1:00 | 1:20 | 1:30 | 1:40 | 1:50 | 2:00 | 2:10 | 2:20 | 2:30 | 2:40 | 2:50 | 3:00 | 3:10 | 3:20 | 3:30 | 3:40 | 3:50 | 4:00 | 4:10 | 4:20 | 4:30 | 4:40 | 4:50 | 5:00 | 5:10 | 5:20 | 5:30

▶ Play ⬇ Save audio file

ALL CALLS IN THIS INTERACTION

TIME	DURATION	FROM -> TO	TIMELINE	
6:50 PM	5:40	+1310 [REDACTED] -> 808 [REDACTED] (CSR 808 [REDACTED])		View
6:56 PM	2:52	808 [REDACTED] (CSR 808 [REDACTED]) -> 2056		View
6:59 PM	1:41	+1310 [REDACTED] -> 808 [REDACTED] (CSR 808 [REDACTED])		View

Supported call scenarios

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

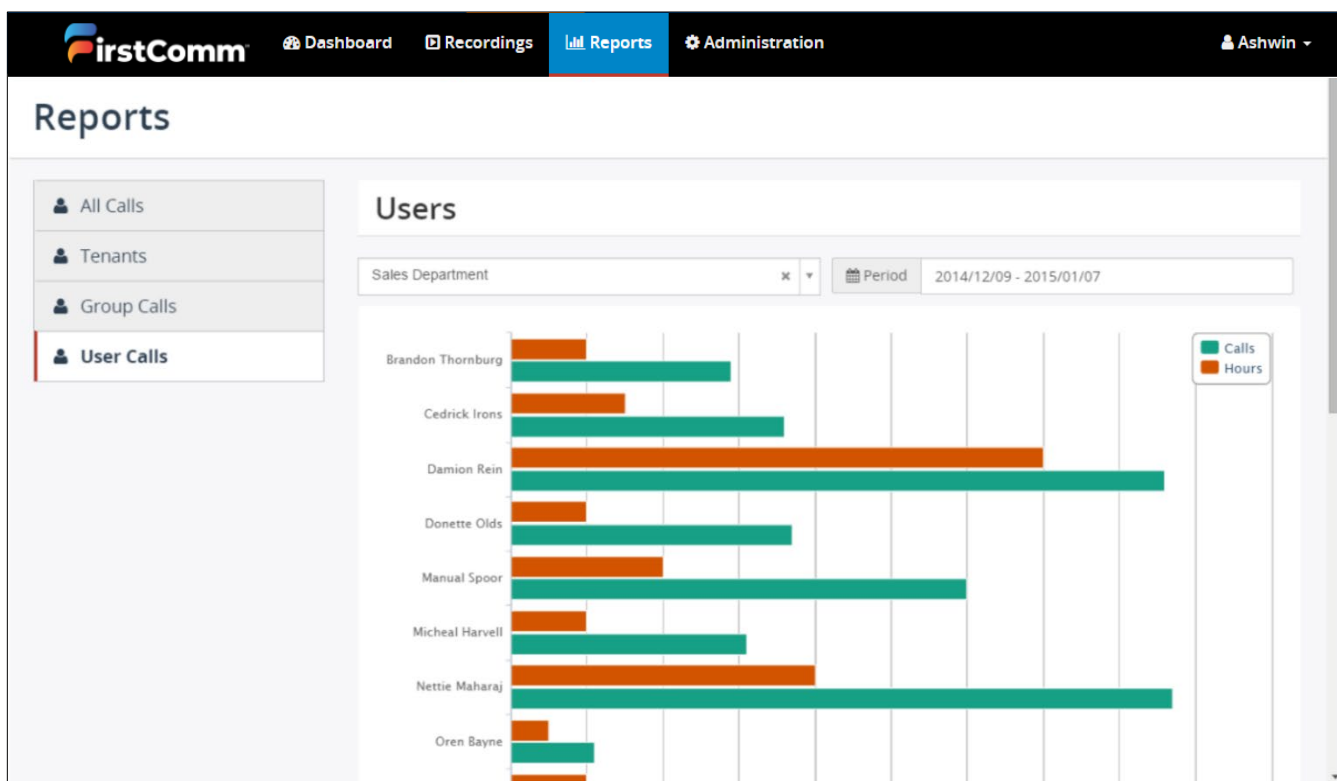
1. An inbound call is transferred from one agent to another; in this case, both parts of the call will be added to the interaction.
2. An agent puts their first call on hold, makes an outbound consultative call, and then returns to their original call. In this case, all 3 calls will be added to the interaction.
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.

The screenshot shows the FirstComm web interface. At the top, there is a navigation bar with the FirstComm logo and menu items: Dashboard, Recordings (highlighted), Reports, and Administration. On the right side of the navigation bar, the user's name 'Ashwin' is displayed with a dropdown arrow. A dropdown menu is open, showing options: My Profile, Language, Change password (highlighted), and Sign Out. Below the navigation bar, the main content area is titled 'Recordings'. It features a filter bar with tabs: ALL CALLS, ACTIVE CALLS, MY CALLS, BY USER, BY CLIENT, NOT ASSIGNED TO USER, BY CATEGORY, and ADVANCED SEARCH. Below the filter bar, there are search and filter controls: a date range selector, a user/group selector, a text search field, and a Search button. Below these are action buttons: No auto-refresh, Categories, Download, Export, Delete, and More. At the bottom, there is a table header with columns: USER, DATE, TIME, DURATION, FROM, TO, and CATEGORIES. The page number '0-20 of 44' is shown at the bottom right.

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

WEB ACCESS SETTINGS

Login	<input type="text" value="ashwinuser"/>
Allow web access?	<input checked="" type="checkbox"/> Yes, user can login to web portal
Authenticate with	<input checked="" type="radio"/> Password <input type="radio"/> LDAP <input type="radio"/> Broadworks Web Portal <input type="radio"/> Metaswitch CommPortal <input type="radio"/> SAML 2.0
Reset password	Reset password
Must Change Password	<input type="checkbox"/> Must change password on next login
Valid till	<input type="text" value="2019-09-29"/>