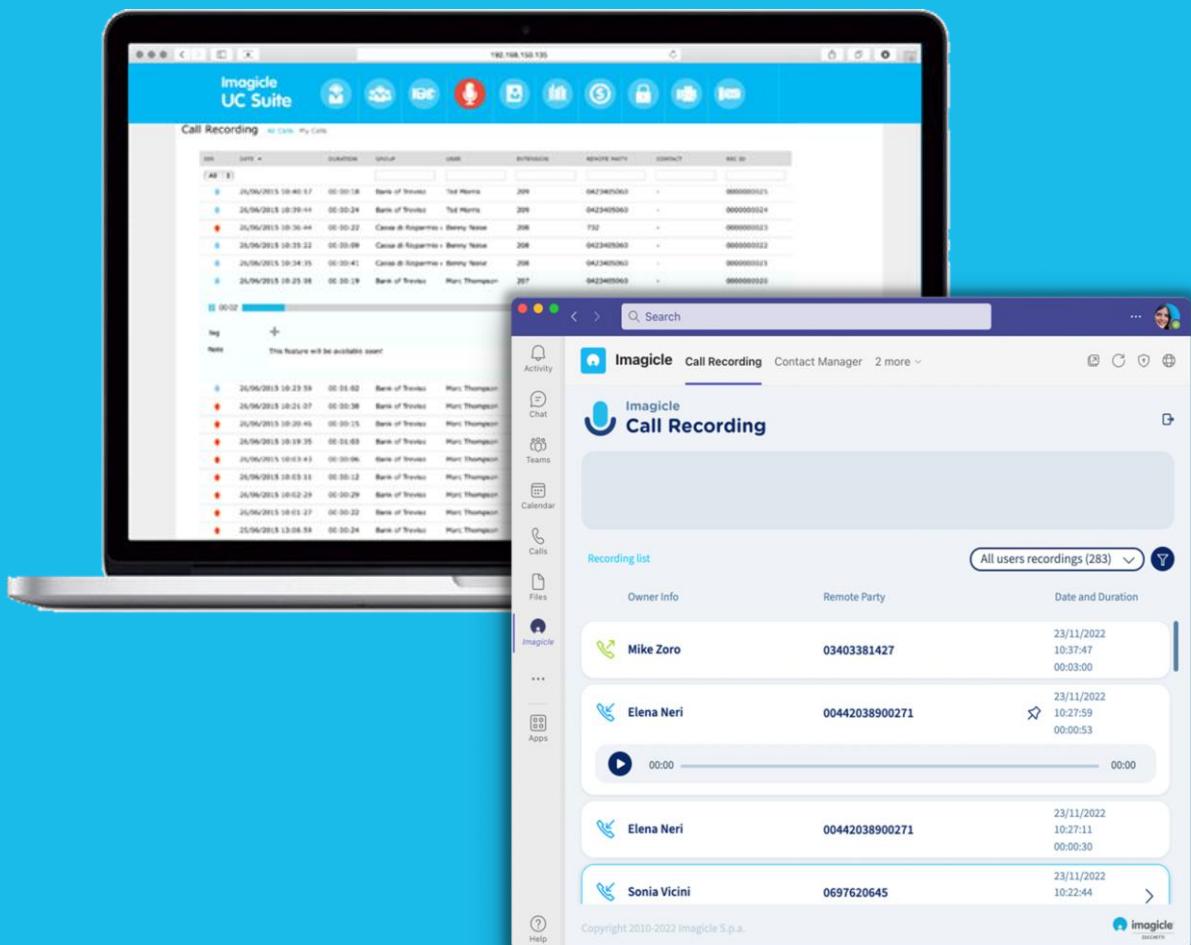


# Call Recording

## User Guide

Included in the Imagicle UCX on-prem/hosted Platform for Microsoft Teams

Rel. Winter 2026



The image displays two screenshots of the Imagicle UC Suite interface. The top screenshot shows the 'Call Recording' section of the UC Suite, listing several recorded calls with details like date, duration, and participants. The bottom screenshot shows the Microsoft Teams application with the 'Call Recording' tab selected, displaying a list of recorded calls for different users.

**Call Recording**

Date	Duration	Group	User	Extension	Remote Party	Contact	Call ID
25/06/2013 10:40:57	00:00:18	Bank of Trevor	Tot Morris	209	0423405060		00000000125
25/06/2013 10:39:44	00:00:24	Bank of Trevor	Tot Morris	209	0423405060		00000000124
25/06/2013 10:36:44	00:00:22	Cassa di Risparmio + Benny Neri		206	732		00000000123
25/06/2013 10:35:22	00:00:09	Cassa di Risparmio + Benny Neri		208	0423405060		00000000122
25/06/2013 10:34:35	00:00:41	Cassa di Risparmio + Benny Neri		208	0423405060		00000000123
25/06/2013 10:25:08	00:00:19	Bank of Trevor	Marc Thompson	207	0423405060		00000000120

**Imagicle Call Recording**

Owner Info	Remote Party	Date and Duration
Mike Zoro	03403381427	23/11/2022 10:37:47 00:03:00
Elena Neri	00442038900271	23/11/2022 10:27:59 00:00:53
Elena Neri	00442038900271	23/11/2022 10:27:11 00:00:30
Sonia Vicini	0697620645	23/11/2022 10:22:44

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# 1 Introduction

## 1.1 Purpose of this document

This guide has been created to allow Imagicle Call Recording users to access to the list of recorded conversations performed by all enabled employees within own company.

Imagicle Call recording allows users to access to own recordings through web portal and Microsoft Teams client.

The access is fully managed by an intuitive and easy to use interface, available in seven different languages: English, German, French, Spanish, Arabic, Polish and Italian.

## 1.2 Imagicle UCX Suite overview

Imagicle Call Recording is included in the UCX on-prem/hosted Platform, which provides a set of best-in-class applications empowering and simplifying existing collaboration offering.

The Imagicle UCX Suite addresses the needs of organizations from any vertical, providing an awesome experience to all users, from their MS-Teams clients and web browsers.

All the applications are accessible through an easy-to-use Web Interface: Digital Fax, Call Analytics, Contact Manager, UCX Console, Advanced Queueing, and more.

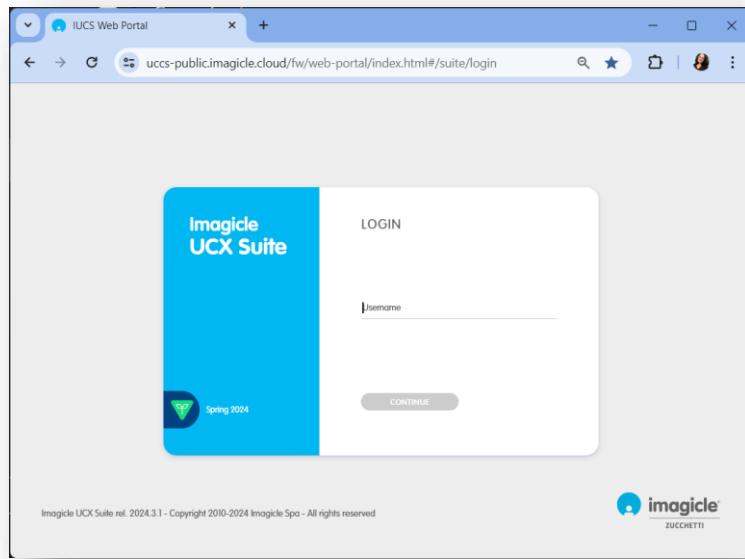
The web interface provides a single integrated environment to get access to all functionalities by logging in once.

In an international multi-site environment, each user has a localized access to Imagicle server with own language.



## 2 Imagicle User's Web Portal

Imagicle UC Cloud Suite provides its own web portal, that you can access with your own credentials. Just open a supported web browser, like Firefox, Chrome or Safari, and enter the https URL of Imagicle Cloud Instance. This will bring the Imagicle Suite login page:

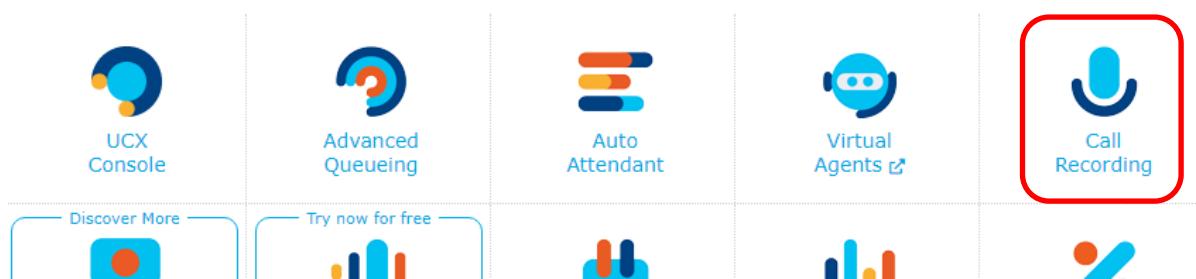


Normally, users' credentials are the same as Windows PC logon (MS Entra ID) Pls. contact your IT administrator for further details.

Once logged in, Imagicle Suite's main menu is displayed, showing all application available to users. Pls. click on "Call Recording" icon to access to relevant web pages.



Welcome admin



**IMPORTANT** Based on your privilege, you can have access to your recordings only (simple user) or to all recordings of your recording group (superuser).



## 2.1 Call Recording Search & Play

“[My Recordings](#)” web page appears. This page allows you to browse and search for all your recordings. By default, this page shows recordings related to last seven days. It is possible to apply several different filters to narrow search to a portion of specific recordings. Available filters are:

- Date/time interval
- Recording duration interval
- Calling platform call ID
- Imagicle ID
- Note content

Once filters have been applied, please click on “Refresh” to update recordings list.

Once desired recordings list appears on web page, it is possible to apply further filtering based on:

- Call direction
- Remote calling/called party
- Remote contact name (if Contact Manager Enterprise is available, too)

By clicking on any recording entry, you can listen to recording, read various Calling Platform and Imagicle ID details and read or add a text note. If additional permissions are granted by your administrator, it might be possible to save the recording on local PC as unencrypted MP3, tag the recording for a longer retention and delete the recording itself. See sample below:

Call Recording    All Recordings | [My Recordings](#) | Reports | Scheduled Reports

**Filter Options**

From date	8/1/2024	<input type="button" value=""/>	00:00	<input type="button" value=""/>
To date	11/26/2024	<input type="button" value=""/>	23:59	<input type="button" value=""/>
Duration	00:00:00	<input type="button" value=""/>	max	
Calling platform call ID	<input type="text"/>			
Imagicle ID	<input type="text"/>			
Note	<input type="text"/>			

Download audio of selected result    Tag for additional retention period (Legal Hold)   

DIR	DATE	DURATION	REMOTE PARTY	CONTACT
<input type="checkbox"/> All	DATE	00:00:06	3311779186	Multiple contacts <input type="button" value=""/>
<input type="checkbox"/>  	10/2/2024 09:28:33	00:00:06	3311779186	Multiple contacts <input type="button" value=""/>

**CALLING PLATFORM DETAIL**

Recording technology: N.A.  
 Remote call ID: 32758202  
 Local call ID: 32758223  
 Session ID:

00:00  00:00

Add a note

1

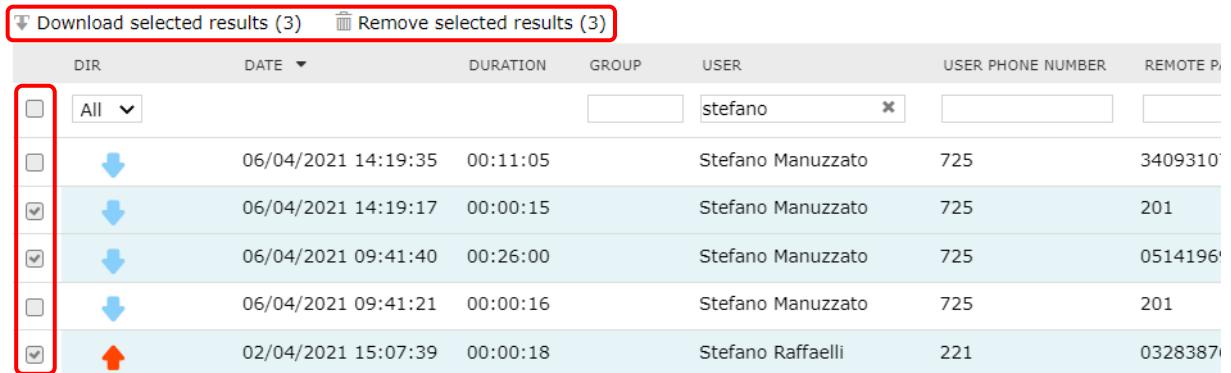
- displayed 1 in total

Notice that all dates and times refer to your local timezone    Single MP3 download and/or delete (if enabled)



If you are a group Superuser, you can also access to “[All Recordings](#)“ page, which includes all recordings performed by all member of your recording group. Search parameters and filtering options are the same as “My Recordings” web page.

Both “My Recordings” and “All Recordings” Search and Play web page allows to download multiple recordings (up to 20) in one shot, retrieving them into a zip file. Just select required recordings by using the leftmost flag option and hit “Download selected results” button on top of the list. Same flag option also allows you to delete multiple recordings at once. See below sample:



		DIR	DATE	DURATION	GROUP	USER	USER PHONE NUMBER	REMOTE P
<input type="checkbox"/>	All					stefano	x	
<input type="checkbox"/>		06/04/2021 14:19:35	00:11:05			Stefano Manuzzato	725	3409310
<input checked="" type="checkbox"/>		06/04/2021 14:19:17	00:00:15			Stefano Manuzzato	725	201
<input checked="" type="checkbox"/>		06/04/2021 09:41:40	00:26:00			Stefano Manuzzato	725	0514196
<input type="checkbox"/>		06/04/2021 09:41:21	00:00:16			Stefano Manuzzato	725	201
<input checked="" type="checkbox"/>		02/04/2021 15:07:39	00:00:18			Stefano Raffaelli	221	0328387

If you have a "Record Only" user profile, you can record your calls, but the system prevents you from accessing any of the recordings. Consequently, the Search and Play portals across various tools will have the same restriction.



## 3 Call Recording reports

Call Recording reports are only accessible by administrators and Group superusers, by selecting relevant “**Reports**” option from Call Recording web interface.

In this section there are two report panels available: **Traffic Analysis** and **Volume Analysis**. Both panels include a set of preconfigured and ready to use reports, supplied by Imagicle with each Call Recording installation. The reports can be further customized, using filters and groupings.

**Traffic Analysis**

**Recording List** - It shows recorded calls

**Recording Busy Channels** - It shows the relation between the licensed channels and the recordings in a time period

**Volume Analysis**

**Recording Volume by User** - It shows recorded call volume by user

**Recording Volume by Group** - It shows recorded call volume by group

**Recording Volume by Server Node** - It shows recorded call volume by server node

You can launch reports using default filter settings, by just clicking on “Run report” button. Otherwise, you can tweak “**Report options**” and change filter settings to fit your needs.

Please have a look at below screenshot sample:

**Call Recording** All Recordings | My Recordings | **Reports** | Scheduled Reports | Global Settings | Manage Service

**Report options**

Per recordings with date: Last Month

With duration: Between 00:00:56 and MAX

With size: Between 0 MB and MAX MB

Users: All

Recording groups: All

Server nodes: All

Marked to be preserved: No

Notes:

**Recording Volume by User**  
Date between 2/1/2020 and 2/29/2020, Duration is greater than 00:00:56, Recording is not marked as preserved

**TOT. RECORDINGS (TOP 10 USERS)**



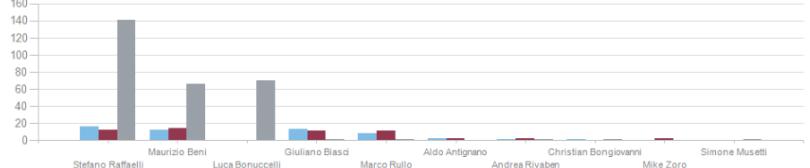
User	Recordings
Stefano Raffaelli	169
Maurizio Beni	92
Luca Bonuccelli	70
Giuliano Biasci	25
Marco Rullo	20
Aldo Antignano	4
Andrea Rivaben	4
Christian Bongiovanni	2
Mike Zoro	2
Simone Musetti	1

**TOT. DURATION (TOP 10 USERS)**



User	Duration
Marco Rullo	04:04:44
Stefano Raffaelli	03:36:10
Maurizio Beni	03:31:16
Luca Bonuccelli	01:36:15
Loris Pozzobon	01:15:24
Giuliano Biasci	00:33:25
Andrea Rivaben	00:27:22
Andrea Rivaben	00:25:20
Mike Zoro	00:14:19
Simone Musetti	00:13:07

**DIRECTIONS OF RECORDED CALLS (TOP 10 USERS)**



User	Incoming	Outgoing	Unknown
Stefano Raffaelli	15	10	140
Maurizio Beni	10	10	70
Luca Bonuccelli	10	10	70
Giuliano Biasci	10	10	70
Marco Rullo	10	10	70
Aldo Antignano	10	10	70
Andrea Rivaben	10	10	70
Christian Bongiovanni	10	10	70
Mike Zoro	10	10	70
Simone Musetti	10	10	70



When the filter setup is done, you can click on “**Run report**” to get the results based on the selected filters. Once the report has been executed, you can export report as PDF, Word or Excel format.

Reports can be configured to be automatically sent by email to one or several email recipients with specific intervals, making it possible to get the needed reports directly through your email account without accessing the web portal.

This is accomplished by clicking on the “**Schedule**” button. Here you can set email subject, body text, email address or user, report format (Excel or PDF) and schedule the recurrence. Reports can be scheduled on an hourly, daily, weekly or monthly base. See a sample screenshot below:

**Schedule**

Report reference	Recording Volume by User		
Email subject *	Monthly Volume of Recordings by user		
Email body	The report has been executed with the following filters: [[FILTER]] <span style="font-size: small;">i</span>		
Send to *	User	laura_luisotti_imagi	...
File format	PDF	<input checked="" type="checkbox"/> Don't send email if report is empty	
Oncoming run	01/04/2020	09:00	...
Recurrence	1	Months	...
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

Each scheduled report is listed into “**Scheduled Reports**” Call Recording menu.

**Scheduled Reports**

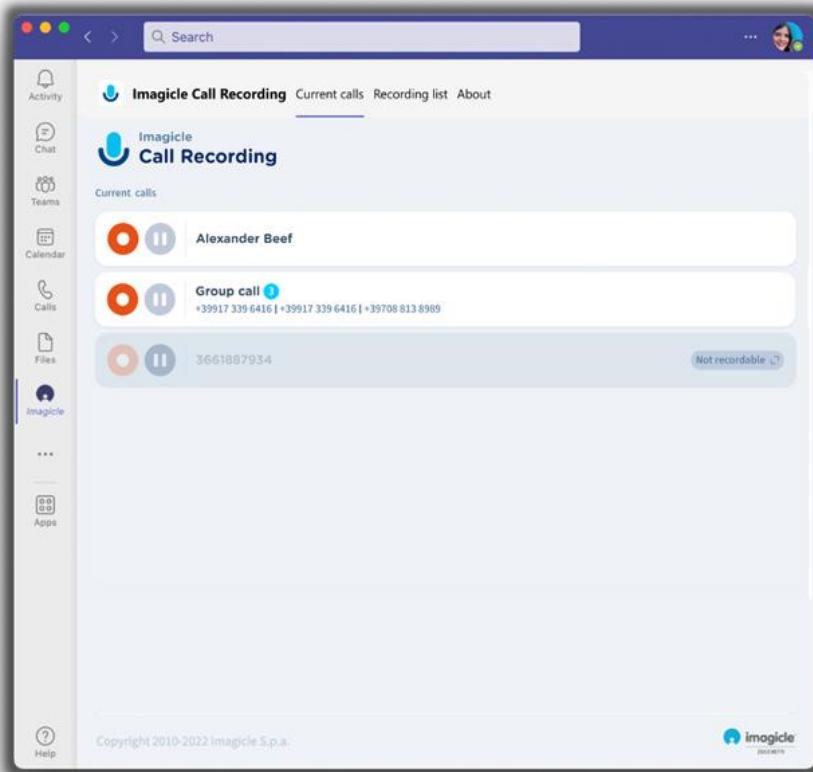
ACTIVE	REPORT REFERENCE	SCHEDULE DETAILS	CREATED BY	ONCOMING RUN	LAST RUN	NOTES FROM LAST RUN
<input checked="" type="checkbox"/>	Recording Volume by User	Send PDF every 1 Month(s) to laura_luisotti_imagi	Andrea Sonnino	01/04/20 09:00		 



## 4 Application for Microsoft Teams client

Call Recording application includes an official Application for MS-Teams Desktop and Mobile clients called **Call Recording**.

This App displays the list of all ongoing user's calls, with buttons to start/st  and pause/resu  a recording. The list is automatically refreshed every 15 seconds. See below sample:



*Ongoing recordings list on MS-Teams App*

You can login to the app by leveraging same credentials you use for web portal. The administrator can decide to keep the App session alive for a long period of time, as per your local policies.



## 5 Call Recording – Email Notifications

If the Administrator enabled this feature, you can automatically receive an email, at the end of each recorded call, including the following data:

- Recording date/time
- Recording ID
- Recording duration
- Remote phone number

MP3 recording content is attached to email notification, if it doesn't exceed a configured size limit. Else, you just receive the notification without any attachment. See screenshot below.

