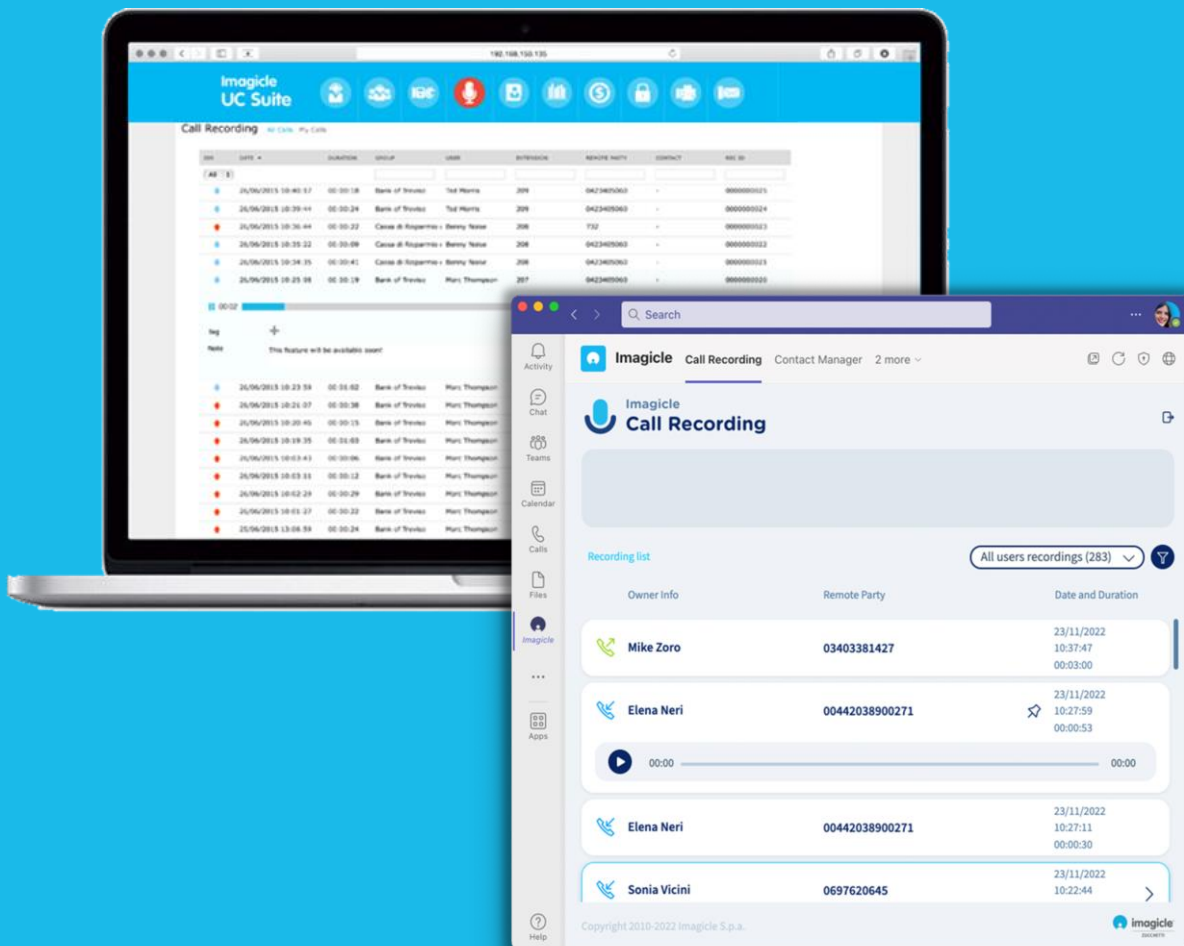


# Call Recording

## User Guide

Included in the Imagicle UCX Suite for Microsoft Teams

Rel. Spring 2024



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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 six different languages: English, German, French, Spanish, Arabic and Italian.

## 1.2 Imagicle UCX Suite overview

Imagicle Call Recording is included in the UCX Suite, 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, IP Phones, browsers, and mobile devices (iOS-Android Smartphones & tablets).

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

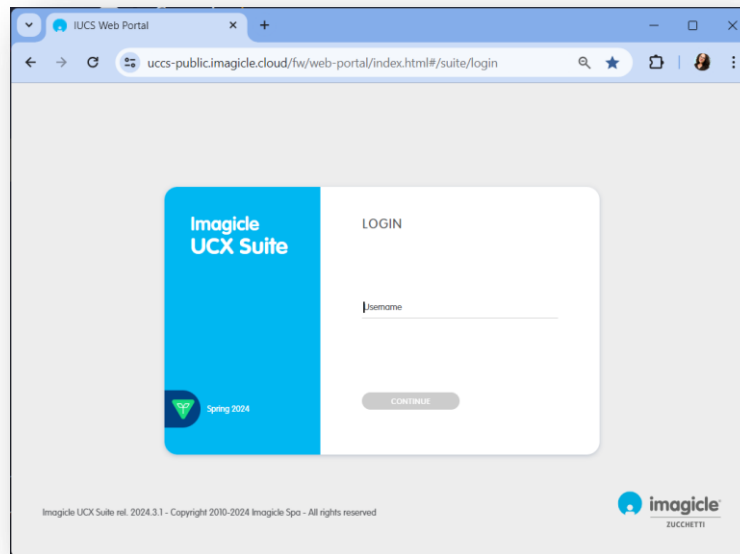
The web interface provides a single integrated environment to get access to all functionalities by logging in once.

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



## 2 Imagicle User's Web Portal

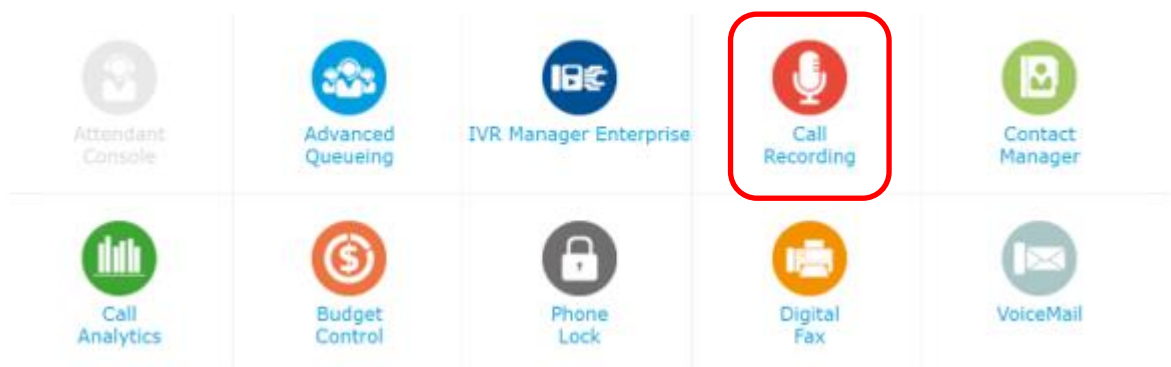
Imagicle UC Cloud Suite provides its own web portal, that you can access with your own credentials. Just open a supported web browser, like Firefox, Chrome or Safari, and enter the https URL of Imagicle Cloud Instance. This will bring the Imagicle Suite login page:



Normally, users' credentials are the same as Windows PC logon (Active Directory). 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 John Smith



**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
- Note content

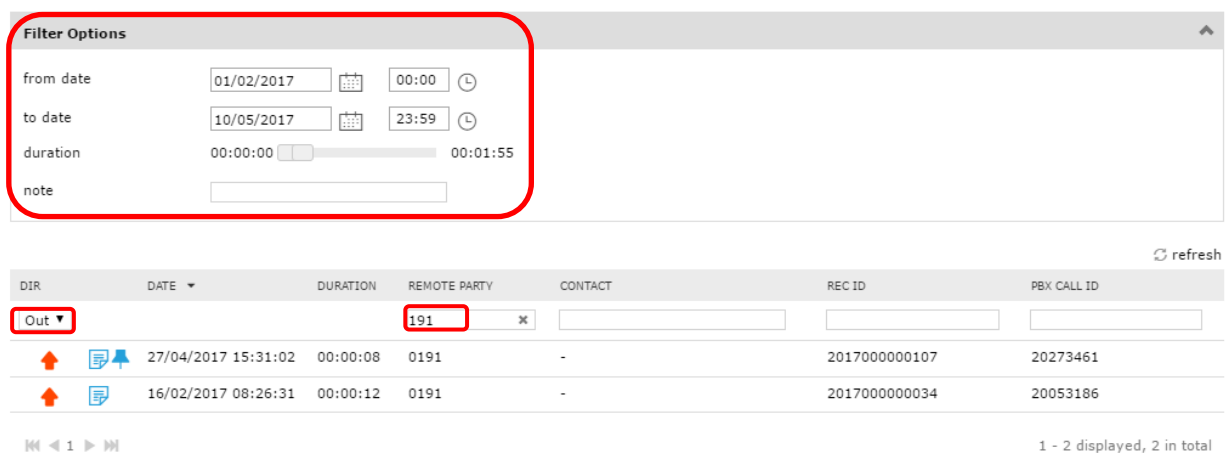
Once filters have been applied, please click on “Refresh” to update recordings list.

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)
- Unique recording ID (assigned by the application)

Below you can see a Call Recording search sample.

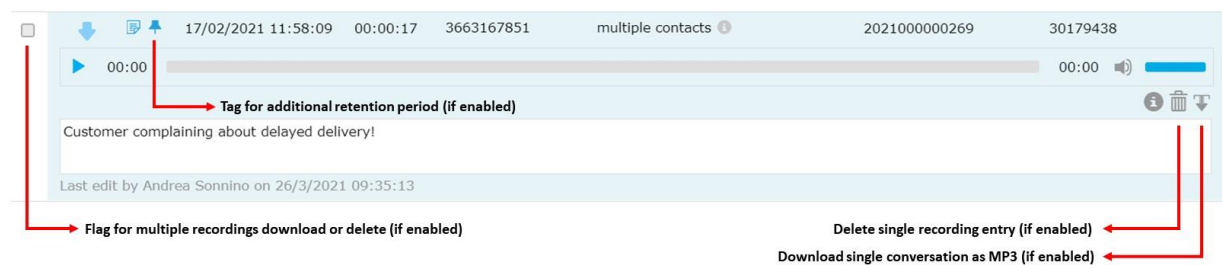
Call Recording My Recordings



DIR	DATE	DURATION	REMOTE PARTY	CONTACT	REC ID	PBX CALL ID
Out	27/04/2017 15:31:02	00:00:08	0191	-	2017000000107	20273461
	16/02/2017 08:26:31	00:00:12	0191	-	2017000000034	20053186

*Notice that all dates and times refer to the server timezone*

By clicking on any recording entry, you can listen to recording 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.



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 leftmost flag



option and hit "Download selected results" button on top of the list. Same flag option also allow to delete multiple recordings at once. See below sample:

Download selected results (3)   
  Remove selected results (3)

DIR	DATE ▼	DURATION	GROUP	USER	USER PHONE NUMBER	REMOTE P
<input type="checkbox"/>	All ▼			stefano ✕		
<input type="checkbox"/>	↓	06/04/2021 14:19:35		Stefano Manuzzato	725	3409310
<input checked="" type="checkbox"/>	↓	06/04/2021 14:19:17		Stefano Manuzzato	725	201
<input checked="" type="checkbox"/>	↓	06/04/2021 09:41:40		Stefano Manuzzato	725	0514196
<input type="checkbox"/>	↓	06/04/2021 09:41:21		Stefano Manuzzato	725	201
<input checked="" type="checkbox"/>	↑	02/04/2021 15:07:39		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. As a consequence, the Search and Play portals across the various tool 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** ▼

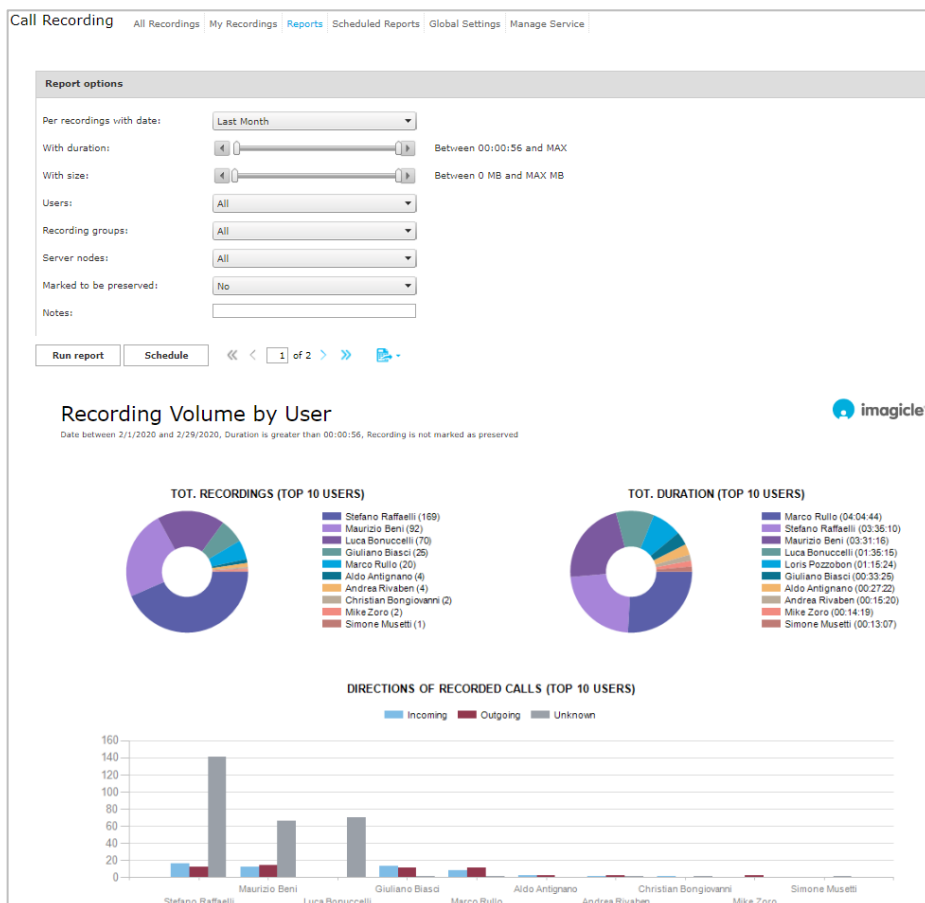
- Recording List** - It shows recorded calls
- Recording Busy Channels** - It shows the relation between the licensed channels and the recordings in a time period

**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:



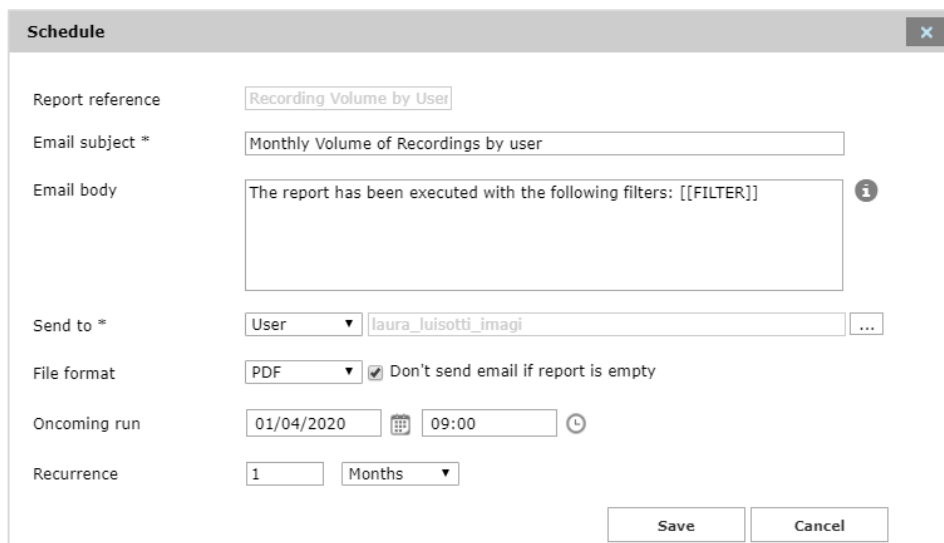






When the filter setup is done, you can click on **“Run report”** to get the results based on the selected filters. Once the report has been executed, you can export report as PDF, Word or Excel format.

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:



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

Refresh						
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 a free Application for MS-Teams desktop and mobile client called **Call Recording**.

**Call Recording** Application allows you to browse and search for your own recordings and, for group superuser, to all recordings performed by your group members.

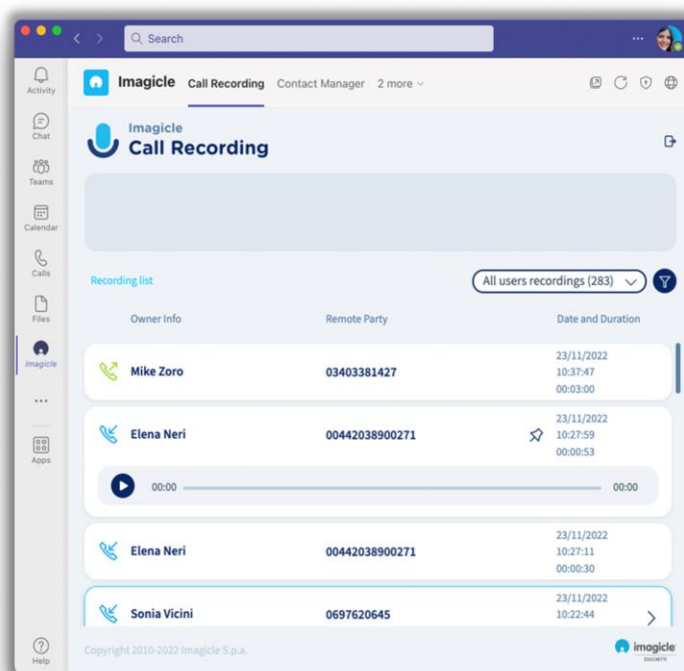
You can login to the app by leveraging same credentials you use for web portal. The administrator can decide to keep the app session alive for a long period of time, as per your local policies.

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
- Note content

Once filters have been applied, please wait for recordings list to auto-Refresh every 15 seconds.

By clicking on any recording entry, you can listen to recording 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 **workstation** as unencrypted MP3, tag the recording for a longer retention and delete the recording itself.





## 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.

