

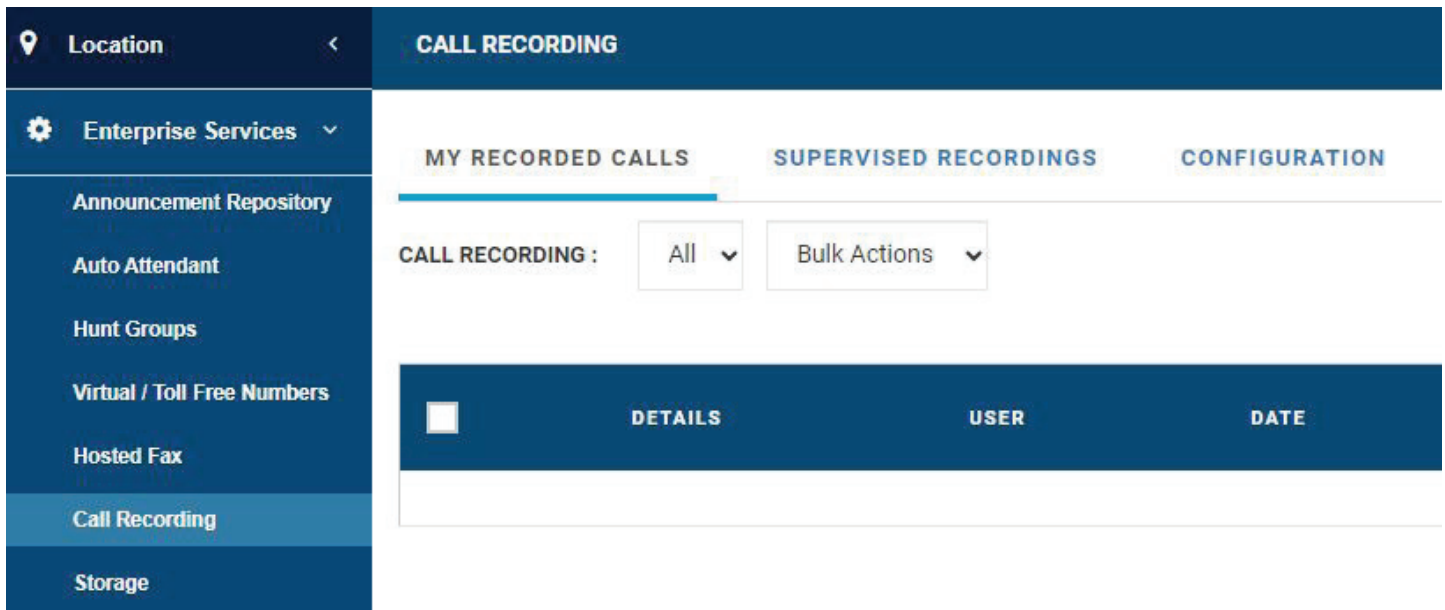
## Using Call Recording in the Customer Admin Portal

### The Basics

**Call Recording** allows calls to be recorded automatically or on demand and provides easy access to stored files in the web-based **Customer Administration Portal**. Recorded calls can be either **Supervised** or **Unsupervised**. If **Unsupervised**, you are the only one who has access to your recordings. If **Supervised**, one or more other users within your company have access to the recordings.

### Log In

- Go to <https://voice.clearwavefiber.com/login>
- Enter your username and password.
- If you do not have your username and password, please contact your company administrator.
- Locate the **Call Recording** section in the **Enterprise Services** tab.



The screenshot displays the 'CALL RECORDING' section of the Customer Admin Portal. On the left is a dark blue sidebar with a 'Location' dropdown and an 'Enterprise Services' menu. The 'Enterprise Services' menu is expanded, showing options like 'Announcement Repository', 'Auto Attendant', 'Hunt Groups', 'Virtual / Toll Free Numbers', 'Hosted Fax', 'Call Recording' (which is highlighted), and 'Storage'. The main content area has a dark blue header with 'CALL RECORDING' and three tabs: 'MY RECORDED CALLS', 'SUPERVISED RECORDINGS', and 'CONFIGURATION'. Below the tabs, there is a 'CALL RECORDING:' label followed by two dropdown menus: 'All' and 'Bulk Actions'. At the bottom, a table header is visible with columns for 'DETAILS', 'USER', and 'DATE'.

### My Recorded Calls Tab

If you have been assigned the **Call Recording** feature, you will be able to view all stored recordings.

### Configuration Tab

Within Configuration Tab, you can configure the call recording preferences for users.

CALL RECORDING CONFIGURATION - CALL RECORDING-1



CONFIGURATION

SUPERVISED CALL RECORDING

CALL RECORDING LABEL

Call Recording-1

ASSIGN TO USER

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CALL RECORDING MODE

- NEVER
- RECORD ALL CALLS
- SELECTIVELY RECORD CALLS

CALL RECORDING NOTIFICATION

- PLAY RECORDED MESSAGE
- REPEAT WARNING TONE EVERY 60 SECONDS

SAVE

CANCEL

CALL RECORDING CONFIGURATION - CALL RECORDING-1



CONFIGURATION

SUPERVISED CALL RECORDING

SUPERVISED CALL RECORDING

OFF  ON

ASSIGN SUPERVISOR

Search for user



ASSIGN SUPERVISOR

ASSIGNED SUPERVISOR(S)

SUPERVISOR NAME	ACTION
No Assigned user.	

ADVANCED SETTINGS

- ENABLE COMMENTS OF RECORDED CALLS
- ENABLE SCORING OF RECORDED CALLS

USER PERMISSION

- CAN VIEW, DOWNLOAD AND EMAIL RECORDED CALLS

SAVE

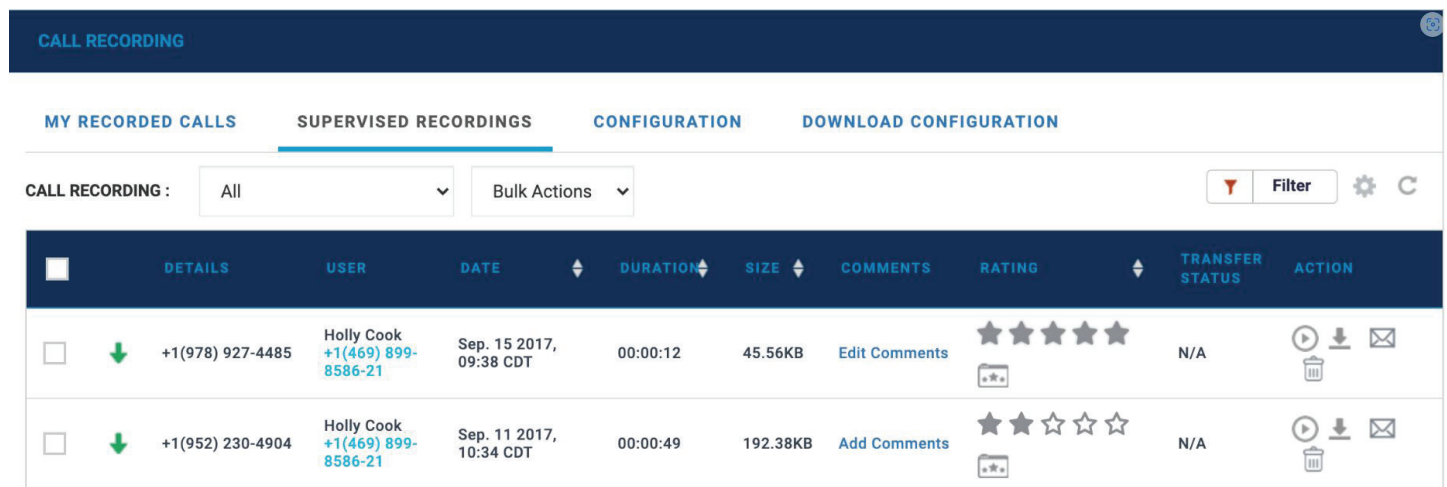
CANCEL

## Manage Settings

Choose the DID you want to manage, then click **Settings**. Choose among the following settings:

- **Call recording mode:**
  - **Never:** No calls into this phone number will be recorded.
  - **Record All Calls:** Every call into this phone number will be recording.
  - **Selective Record Calls:** This can be done when dialing a call or in the middle of the call. To record the call when dialing a number - dial \*44 followed by the DID and pick up the receiver or select the speaker button. Automatically play recording notification and /or recording warning tone.
- Click **Save**.

## Recorded Calls



CALL RECORDING											
MY RECORDED CALLS		SUPERVISED RECORDINGS			CONFIGURATION		DOWNLOAD CONFIGURATION				
CALL RECORDING :		All	Bulk Actions		Filter						
	DETAILS	USER	DATE	DURATION	SIZE	COMMENTS	RATING	TRANSFER STATUS	ACTION		
<input type="checkbox"/>	↓ +1(978) 927-4485	Holly Cook +1(469) 899-8586-21	Sep. 15 2017, 09:38 CDT	00:00:12	45.56KB	Edit Comments	★★★★★	N/A			
<input type="checkbox"/>	↓ +1(952) 230-4904	Holly Cook +1(469) 899-8586-21	Sep. 11 2017, 10:34 CDT	00:00:49	192.38KB	Add Comments	★★★☆☆	N/A			

All your recorded calls will be stored within this tab. To view a list of your recorded calls:

- Expand the widget by clicking the double arrow icon in the upper right-hand corner of the widget.
- The following information will be displayed for each file:
  - Assigned DID or Phone Number
  - User (You)
  - Call Details (Direction of Call, Other User Details)
  - Date and Time when the call was recorded
  - Duration of recorded call
  - Size
  - Annotations (if applicable): These are comments as provided by your supervisor(s) for the specific recording
  - Ratings (if applicable): This is the rating provided by your supervisor for this specific recording.
- Actions: You can perform the following actions on individual files: Play, Download, Email, Delete

## Using the Call Recording Features:

### Activate Call Recording (Selectively Record Calls only)

To record an ongoing call, place the call on hold, dial \*44 and then resume the call. This will record the call from the beginning of the conversation.

### Pause and Resume Call Recording (Selectively Record Calls only)

To Pause Call Recording in an ongoing call, place the call on hold, dial \*48 and then press the resume soft key.

To Resume call recording, place the call on hold, dial \*49 and then press resume soft key.

Some devices may also offer a soft key (“Record” on Poly, “StartRec” on Yealink). From here you have pause and resume soft keys to toggle on and off.

## To Email or Delete Multiple Files from Your Storage

- Click on the little box located on the right side of the row corresponding to each file.
- Click all files you wish to email or delete.
- Click **Bulk Actions** in the lower left-hand corner of the widget.
- Click the **Email** or **Delete**.
- If emailing, a box will appear for you to input the recipient’s email address.
- If deleting, a box will appear for you to confirm the deletion.

## Supervised Recordings Tab (Supervised Mode Only)

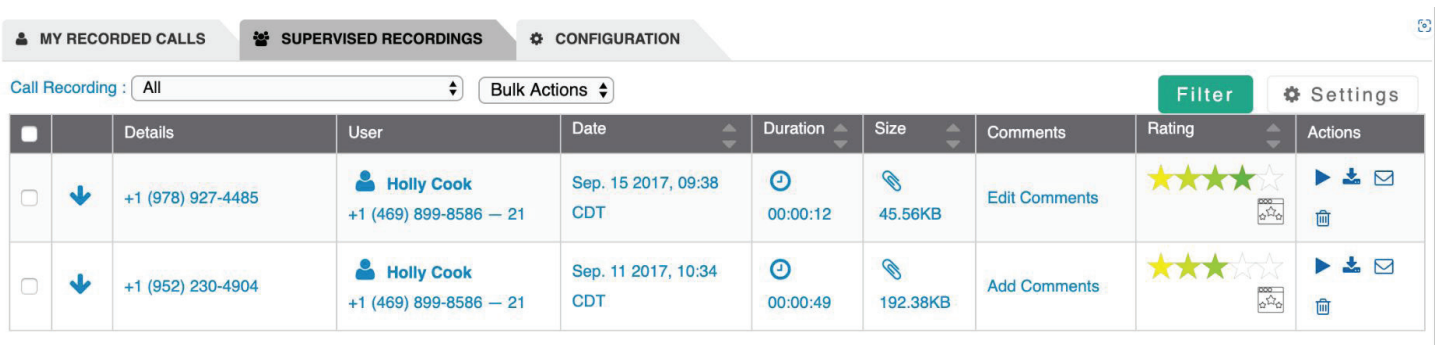
If you have been assigned to supervise another user’s call recordings, you will be able to set each user’s recording preferences and view all stored supervised recordings.



## Manage Supervised Recordings

- **Select the User** – phone number from the dropdown menu.
- Click on **Settings**.
- Choose among the following settings:
  - **Call recording mode:**
    - Never: No calls into this phone number will be recorded.
    - Record All Calls: Every call into this phone number will be recording.
    - Selective Record Calls: This can be done when dialing a call or in the middle of the call. To record the call when dialing a number - dial \*44 followed by the DID and pick up the receiver or select the speaker button.
- Automatically play recording notification and / or recording warning tone.
- Click **Save**.

## View Supervised Recordings

- Expand the widget by clicking the double arrow icon in the upper right-hand corner of the widget.
- Click on the **Supervised Recordings** tab.
- You can view the call recordings of a particular user by selecting from the **Dropdown** box.



MY RECORDED CALLS			SUPERVISED RECORDINGS			CONFIGURATION		
Call Recording : All			Bulk Actions			Filter Settings		
	Details	User	Date	Duration	Size	Comments	Rating	Actions
<input type="checkbox"/>	↓ +1 (978) 927-4485	 <b>Holly Cook</b> +1 (469) 899-8586 — 21	Sep. 15 2017, 09:38 CDT	🕒 00:00:12	📎 45.56KB	Edit Comments	★★★★☆	▶️ ⬇️ ✉️ 🗑️
<input type="checkbox"/>	↓ +1 (952) 230-4904	 <b>Holly Cook</b> +1 (469) 899-8586 — 21	Sep. 11 2017, 10:34 CDT	🕒 00:00:49	📎 192.38KB	Add Comments	★★★★☆	▶️ ⬇️ ✉️ 🗑️

The following information will be displayed for each file:

- Assigned DID or Phone Number
- User whose call was recorded
- Call Details (Direction of Call, Other User Details)
- Date and Time when the call was recorded
- Duration of the recorded call
- Size of the recorded file
- Annotations (if Applicable): Comment made on recording.
- Ratings (if applicable): Rating made on recording
- Actions: Actions applicable to the specific call Recording

You can perform the following actions on individual files:

- Play
- Download
- Email
- Delete

## To Email or Delete Multiple Files

- Click on the little box located on the right side of the row corresponding to each file.
- Click all files you wish to email or download.
- Click **Bulk Actions** in the lower left-hand corner of the widget.
- Click **Email** or **Delete**.
- If emailing, a box will appear for you to input the recipient's email address.

## To View Files Stored Based on Certain Criteria

- Click on the **Filter** button on the top right-hand corner.
- Click on the time frame you wish to view:
  - Choose the **To** and **From** date.
- Type in the name of user whose faxes you are trying to search.
- Type in the phone number of user whose faxes you are trying to search.
- Select Rating (if applicable) you want to filter.
- Click Filter.
- The files matching the filter criteria will be displayed.

## Configuration Tab (Company Administrator Only)

The configuration tab is for administrators of the company's phone system and allows the option to view/manage all Call Recording accounts within a company.

## Configure Call Recording Users

To configure each Call Recording user:

- Browse down the list of call recording licenses that are available.
- Select the **User** – phone number to configure.
- Click **Configure**.
- Select which features to enable:
- **Assign User** whose calls will be recorded.
- **Call Recording Mode:**
  - Never Record Calls
  - Record All Calls
  - Selectively Record Calls
- Notification - Play recorded message, repeat warning tone every 60 seconds.
- Supervised Call Recording
- Assign **Supervisors**.
- Enable annotation for recorded calls.
- Enable scoring of recorded calls.
- Select if the **User** can view the recorded calls.
- Click **Save**.