



User Guide

Call Recorder Express



Contents

Introduction	3
Logon	4
Server Status	6
Navigating Around Xarios Call Recorder	7
Recordings.....	8
Play Recording.....	12
Windows Media Player Controls	13
Filter	14
My Settings	17

Introduction

The Xarios Call Recorder has been designed by Xarios CTi Software of the UK (www.xarios.com) exclusively for the Inter-Tel range of IP PBX telephone systems.

Call Recorder is a bulk telephone call recording server and can connect to ISDN30 circuits fitted to the telephone system.

The software uses Inter-Tel's powerful Open Architecture Interface (OAI) to track information about the call such as the Agent ID and account number in addition to the usual date/time/caller ID.

Organisations use Xarios Call Recorder for various applications:

- Compliance with government regulations
- Dispute resolution with contractual commitments
- Staff training and coaching

Xarios delivers Xarios Call Recorder using resilient PC server hardware. Specifically HP Compaq ML110 or equivalent grade with mirrored dual hard drives.

Xarios also produces a range of software applications that further enhances the features of the Inter-Tel system. See www.xarios.com

This document focuses on Xarios Call Recorder and the unique features that make the product stand apart from "off the shelf" call recorders.

Logon

Xarios Call Recorder is accessed locally through your network by using a web page. To gain access to Xarios Call Recorder please see your IT department with regards to an account being set up and also the web address required to logon.



The screenshot shows the Xarios Call Recorder web interface. At the top left is the Xarios logo with the text 'cti software'. To the right of the logo are links for 'Logon' and 'Forgotten Password'. Below the logo is a navigation bar with four tabs: 'Home', 'Admin', 'Recordings', and 'My Settings'. The main content area is titled 'Logon' and contains the text: 'Please supply your logon credentials using the form below in order to access the secure area of this website.' Below this text is a form with the following elements: a label 'LOGON', a 'Username:' label with an input field, a 'Password:' label with an input field, and a 'logon' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2006 Xarios Ltd. All rights reserved' and a link to 'site map'.

The Xarios Call Recorder homepage allows the user to login to the Xarios Call Recorder and gain access to the recordings. The Xarios Call Recorder homepage is shown above. Please note that the Express Version of the Xarios Call Recorder only allows for one user license.

Logon

Please supply your logon credentials using the form below in order to access the secure area of this website.

LOGON

Username:

Password:

To logon to the Xarios Call Recorder enter your assigned username in the 'Username' field and enter the associated password into the 'Password' field.

If you have forgotten your password select 'Forgotten password' from the top right hand corner on the homepage, and enter your username. Your password will then be sent to the email address that was registered with the account.

When your logon credentials have been validated the 'Home' page will be displayed.

Server Status

The 'Home' page that the user is directed to will show a 'Server Status view', which gives a general overview on the current status of the Xarios Call Recorder, it displays the following information:

- Hard Disk size and available space
- DVD drives status, disk volume number and disk usage
- Call Recorder application service status with option to stop/start
- Archive application service status with option to stop/start

SERVICES		
SERVICE NAME	STATUS	ACTION
Call Recorder	Running	stop
Call Recorder Archiver	Running	stop

LOCAL DRIVES		
HARD DRIVES:		
DISK NAME	SIZE (MB)	FREE SPACE (MB)
C:	18,001	3,143
D:	120,914	66,338

DVD DRIVES:			
DISK NAME	VOLUME	SIZE (MB)	FREE SPACE (MB)
E:	53	4,367	2,134
F:	54	4,368	3,067
G:	-	-	-

Navigating Around Xarios Call Recorder

Navigating around Xarios Call Recorder is achieved by the task bar at the top of the web page, as shown below.



- **Home** - By selecting the 'Home' button you will be directed to the 'Server Status' page of the Xarios Call Recorder.
- **Admin** - By selecting the 'Admin' button you will directed to the 'Admin' page.
- **Recordings** - By selecting the 'Recordings' button you will directed to the 'Recordings' page.
- **My Settings** - By selecting the 'My settings' button you will directed to the 'My Settings' page.
- **Logout** - By selecting the 'Logout' button you will logged out of Xarios Call Recorder.

Recordings

The recordings page shows a list of the calls that are available for playback. The list of calls that are shown are dependent on the user profile that has been assigned.

The screenshot shows the Xarios web interface. At the top, there is a navigation bar with the Xarios logo and the text "logged in as Xarios Built-in of Pure Promoter" and "Logoff". Below the navigation bar are tabs for "Home", "Admin", "Recordings", and "My Settings". The main content area is titled "Recordings" and contains a table of call records. The table has the following columns: OUTSIDE NUMBER, EXT, AGENT, STARTED, DURATION, DIRECTION, FLAGS, PLAY, SAVE, EMAIL, and TRUNK. The table contains 10 rows of data. Below the table, there are navigation controls including "page 1 of 3", a dropdown menu showing "10", and a "download" button.

OUTSIDE NUMBER	EXT	AGENT	STARTED	DURATION	DIRECTION	FLAGS	PLAY	SAVE	EMAIL	TRUNK
0007344000	2500		04/06/2008 10:27	00:00:40	inbound	0				94000
0127344000	1871	1871	04/06/2008 10:26	00:00:13	outbound	0				94014
0000004000	1821		04/06/2008 10:26	00:00:29	outbound	0				94014
0101273400	2500		04/06/2008 10:25	00:00:44	inbound	0				94005
0000001100	1821		04/06/2008 10:25	00:00:38	outbound	0				94014
0100070100	2500		04/06/2008 10:24	00:00:15	inbound	0				94001
0127344000	1821		04/06/2008 10:23	00:00:09	outbound	0				94011
0127344000	1821		04/06/2008 10:23	00:00:07	outbound	0				94010
0700040000	2500		04/06/2008 10:22	00:00:35	inbound	0				94003
0000000000	1871	1871	04/06/2008 10:22	00:00:45	outbound	0				94011

Figure 1

The recordings page shows a number of fields in default:

Outside Number - This is the number either dialled or the CLI received from an outside caller calling in.

Ext - This is the extension number that either answered the call or made the call.

Agent - If agent ID's are being used this is the agent ID that either answered the call or made the call.


Started - This is the time and date of the call at when it was either answered or when the call was placed.


Duration - This show the duration of the call that was recorded.

Direction - This field shows whether the call was an inbound or outbound call.

Flags - During playback you can flag a call. The number of flags that are applied to a call are recorded in this field.

Play - To playback the call click on the play icon. 

Save - To save the call click on the save icon.  (Please note: in Express Mode you are not able to save recordings)

Email - To email the call click on the email icon.  (Please note: in Express Mode you are not able to email recordings)

Additional Fields can be added to the recordings page by right clicking on one of the titles currently on the recordings page and selecting 'Add/Remove columns'. To add a column to the recordings page enable the checkbox from the list. To remove a column, uncheck the checkbox in the list.

Add/Remove columns	
<input checked="" type="checkbox"/> Outside Number	<input checked="" type="checkbox"/> Ext
<input checked="" type="checkbox"/> Agent	<input checked="" type="checkbox"/> Started
<input checked="" type="checkbox"/> Duration	<input checked="" type="checkbox"/> Direction
<input checked="" type="checkbox"/> Flags	<input checked="" type="checkbox"/> Play
<input checked="" type="checkbox"/> Save	<input checked="" type="checkbox"/> Email
<input type="checkbox"/> Speed Dial	<input type="checkbox"/> DNIS
<input type="checkbox"/> Ended	<input type="checkbox"/> Hunt Group
<input type="checkbox"/> DDI	<input type="checkbox"/> Account Code
<input type="checkbox"/> Field 1	<input type="checkbox"/> Field 2
<input type="checkbox"/> Field 3	<input type="checkbox"/> Field 4
<input type="checkbox"/> Field 5	<input checked="" type="checkbox"/> Trunk
<input type="checkbox"/> Agent Name	<input type="checkbox"/> Ext Name
<input type="checkbox"/> Hunt Group Name	<input type="checkbox"/> Serial
<input type="checkbox"/> Recorder Server	

[Move left](#)
[Move right](#)
[close](#)

The additional fields that can be added include:

Speed Dial – If the CLI is listed in the phone systems speed dial list the name associated with that number will be shown in this field.

DNIS - (Dialled Number Identification Service) is a telephone service that identifies for the receiver of a call the number that the caller dialed. If this service is available the number will be displayed in this field.

Ended – The date and time that the call ended will be shown in this field.

Hunt Group – If the call has come into a hunt group the hunt group number will be shown in this field.

DDI – On inbound calls the number that was dialled by the customer will be displayed in this field.

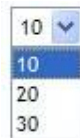
Account Code - If an account code has been entered on a call this will be displayed in this field.

Trunk – The trunk number that the call was made or received on is displayed in this field.

Agent Name – If an agent made or received the call the name associated with that agent ID will be displayed in this field.

Ext Name – If a name is associated with an extension the name will appear in this field.

The recordings page shows 10 calls per page in default, this can be increased by using the drop down menu.



From the drop down you can then select the number of calls to display per page, from 10, 20 or 30.

It is possible to navigate to more pages of calls by using the navigation buttons at the bottom of the recordings listing.

To go to the first page click on the **K** icon.

To navigate to the last page of calls click on the **»** icon.

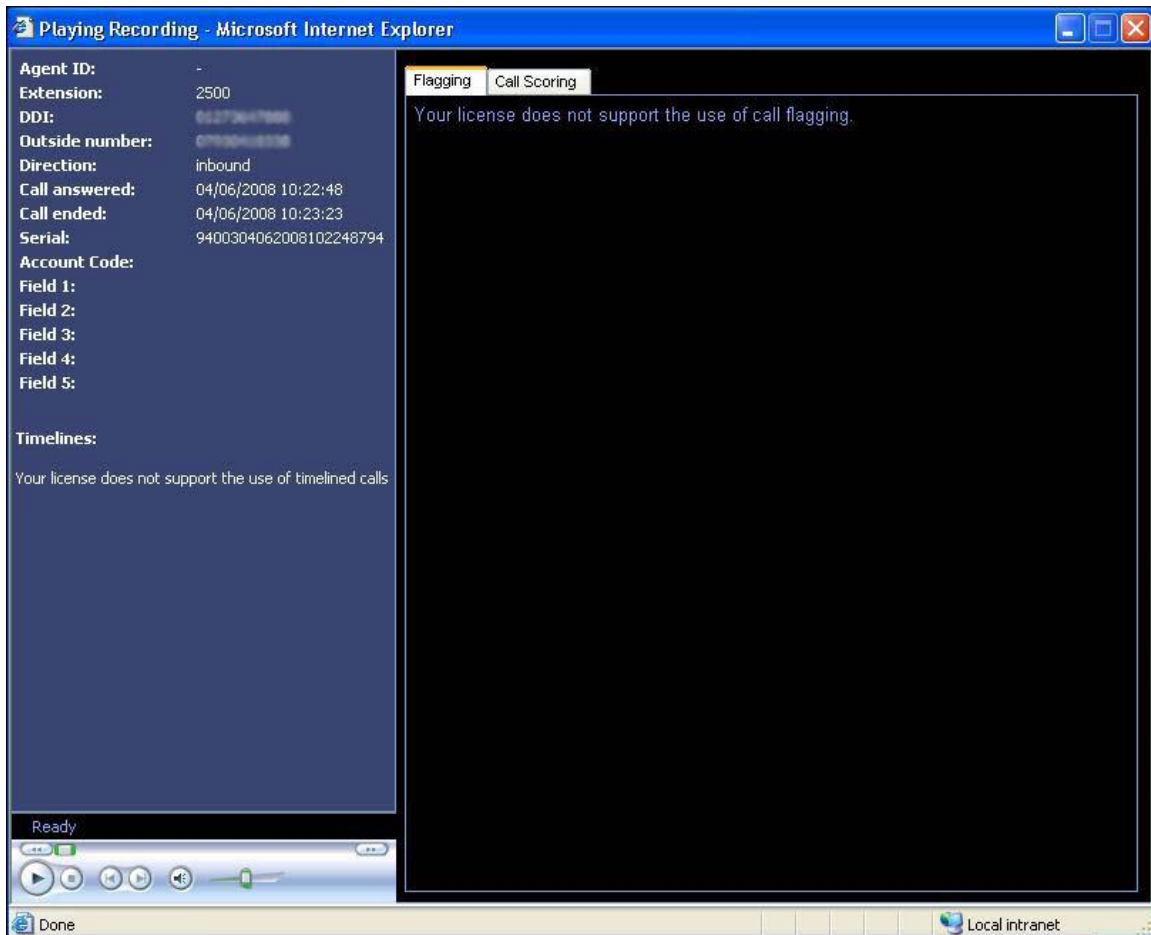
To move a page of calls forward select the **➤** icon.

To move a page of calls backward select the **◀** icon.

Play Recording

To play a recording from the 'Recordings' page click on the play icon. 

When you click on this icon a Windows Media Player pop-up box will appear that will show the recording as shown below.




The playing window will show the same information that has been displayed on the recordings window that relates to the recording that is currently being played.


The playing window will also show some additional information that was not visible on the recordings page. It shows the time the call was answered, the time the call was ended and a serial number for the recording. The serial number has the convention of trunk/date/time to make a clear understanding of the file contents.


If you are unfamiliar with Windows Media Player please read the topic on [Windows Media Player controls](#).


Windows Media Player Controls

Windows Media Player is used to playback recordings on the Xarios Call Recorder; this topic gives a brief overview of the control used.


To play the current recording, press the play button. 


While a recording is being played you can pause the recording by pressing the pause button. 


To stop the current recording, press the stop button. 


To return the current recording to the start of the recording press the previous button. 

To rewind the current recording press the rewind button. 

To fast forward the current recording, press the fast forward button. 

To move to the end of the current recording press the next button. 

To mute the current recording, press the mute button. 

To adjust the volume of the current recording move the slide bar either up to increase the volume or down to decrease the volume. 



Filter

The filter at the bottom of the recordings page can be used to help search for recorded calls by narrowing down the number of recordings shown.

The filter can be used to search for call recordings by the following parameters:

- Date
- Time
- Outside Number
- DDI
- Call Length
- Call Direction
- Agent ID
- Extension Number
- Supervisor Flagged Calls
- Trunk

Once the information has been entered into the filter click on the 'Filter' button to apply the changes to the recordings screen. If you need to clear the filter press the 'Clear Filter' button.

Agent ID/Extension Number - To select a filter on Agents or Extensions you can type the Agent ID or Extension number into the appropriate field or you can select the Agent ID icon  or the extension number icon  and a drop down box will appear from which you can select the appropriate Agent ID or Extension number.

The drop down will list all Agent IDs on the phone system. You can then select agents by clicking on the relevant name or ID. When an Agent ID is selected a green tick will appear next to the Agents ID. You can unselect an Agent by clicking on the Agent ID again and the green tick will be removed. Below are some example expressions which can be used to filter data on the recordings page.

Example Agent/Extension Range

Outcome

1000

Only the agent / extension 1000 is returned

1000,1004

Agents / extension 1000 and 1004 are returned

1000-1004

Agents / extensions 1000,1001,1002,1003 and 1004 are returned

1000-1002,1005







Agents / extensions 1000,1001,1002 and 1005 are returned

!1050

All agents / extensions are returned except agent / extension 1050

FILTER DETAILS

To make a selection, click the agent or extension required plus additional search criteria, then click "Filter".

Agent ids:	<input type="text"/>	Extension ids:	<input type="text"/>
	click here for examples		click here for examples
Agent name:	<input type="text"/>	Extension name:	<input type="text"/>
Outside number:	<input type="text"/>	DDI:	<input type="text"/>
Call start range:	04-06-2008  09 : 59	Call length range:	00 : 00 : 00 hh:mm:ss
	04-06-2008  23 : 59		00 : 00 : 00 hh:mm:ss
Call direction:	inbound and outbound 	Flagged calls:	flags n/a 
Hunt group name:	<input type="text"/>	Hunt group number:	<input type="text"/>
Scoring:	scoring n/a 	Call status:	completed calls 
Account Code:	<input type="text"/>	Field 1:	<input type="text"/>
Field 2:	<input type="text"/>	Field 3:	<input type="text"/>
Field 4:	<input type="text"/>	Field 5:	<input type="text"/>
Call serial ref:	<input type="text"/>	Speed dial name:	<input type="text"/>
Trunk:	<input type="text"/>		

Date - The date parameter can be changed so that calls are filtered for a longer or shorter time period.

Time - The time parameter can be changed so that calls are filtered for a longer or shorter time period.

Outside Number - Enter the Outside Number that is either being called or someone has dialled in on.

DDI - Enter the DDI that someone has dialled.

Call Duration - Enter the call length that you wish to use.

Call Direction - From the drop down box the options 'inbound calls' or 'outbound calls' can be selected, if this is left in its default state 'direction' both inbound and outbound calls are shown. If 'inbound calls' are selected and then the filter is applied only inbound call recordings will be shown. If 'outbound calls' are selected and then the filter is applied then only outbound call recordings will be shown.

My Settings

You can update your existing Xarios Call Recorder settings by using the 'My Settings' page.

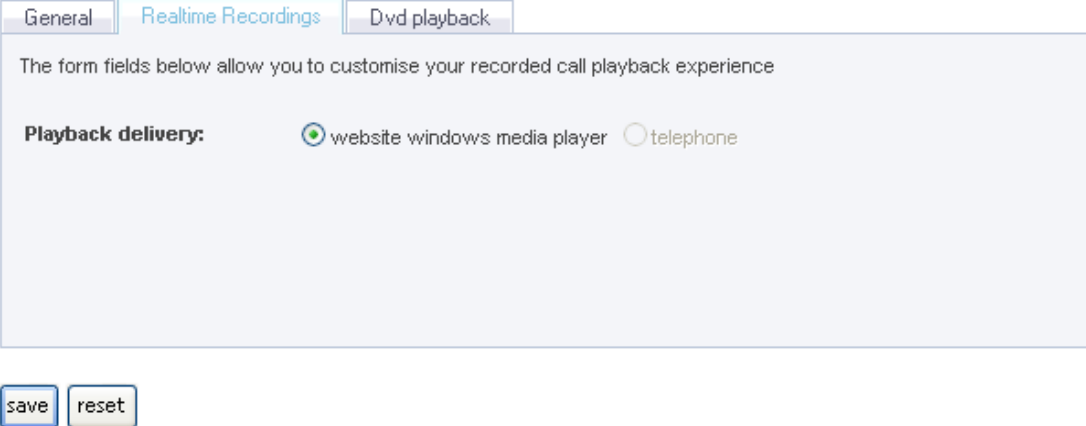
The name that is displayed on the Xarios Call Recorder web pages can be updated as well as the password that is used to log onto the Xarios Call Recorder.

The email address that is associated with the Xarios Call Recorder account can also be updated.

General	Realtime Recordings	Dvd playback
First name:	<input type="text" value="Xarios"/>	
Last name:	<input type="text" value="User"/>	
Password:	<input type="password"/>	
New password:	<input type="password"/>	
Confirm:	<input type="password"/>	
Email:	<input type="text" value="support@xarios.com"/>	

On the 'Realtime Recordings' tab the refresh time and how the playback is delivered can be set.

In Express mode it is only possible for the playback to be delivered via the websites own Windows media player.



The screenshot shows a web interface with three tabs: 'General', 'Realtime Recordings', and 'Dvd playback'. The 'Realtime Recordings' tab is active. Below the tabs, there is a text box containing the instruction: "The form fields below allow you to customise your recorded call playback experience". Underneath this, the label "Playback delivery:" is followed by two radio button options: "website windows media player" (which is selected) and "telephone". At the bottom of the form area, there are two buttons: "save" and "reset".

Please note that you are required to re-enter your existing password for security reasons on the general tab when saving these options.

The 'DVD Playback' tab is restricted in Express mode as this type of recorder has no use of archiving, meaning that there is no need to play back files that have been archived to DVD.



The screenshot shows the same web interface with the 'Dvd playback' tab active. The main content area of the tab contains a message: "Your license does not permit the use of archiving and therefore dvd playback functionality is restricted." Below this message, there are two buttons: "save" and "reset".



www.xarios.com