

Feature Overview

Businesses, call centers, and government agencies of all types and sizes are facing the need for call recording to remain compliant with regulatory issues and for legal protection. Additionally, organizations of all sizes and types are seeking to improve the quality of customer service, both through review of actual calls and improved training. The XO Hosted PBX Call Recording service provides a simple and scalable means to addressing these objectives.

The XO Hosted PBX Call Recording service provides fully hosted solution to record, store, organize, and access recordings of customer calls. The service can be used to cost effectively address regulatory compliance obligations, monitor quality control, training, or dispute resolution. Since this solution is hosted within the XO Hosted PBX network, that means you don't have to maintain servers with ever increasing hard drive requirements, complicated backup/restoration plans and maintenance schedules.

Feature Details

- All station types with a My Phone user may be assigned to Call Recording.
- Call Recording may be configured in My Site to record all user calls or only selected calls initiated on an on demand basis by the user via a feature access code on the phone.
- On demand recordings may be invoked at any time while on a call and the entire conversation will be recorded.
- The site administrator can optionally configure if a pre-alerting announcement message (default or custom) is played before the call is sent to the user and whether the message can be interrupted. The pre-alerting message can be set up to play for all callers at all times or only for select users and select time periods.
- Call recordings will be retained for 30 days.
- Access to call recordings are available through My Account. The account administrator is able to search, filter, add searchable comments, play, and download the recordings. More detailed information can be found in the *XO Hosted PBX Call Recording Dashboard User Guide*
- If both Calling and Called parties have Call Recording active, a separate recording is made for each user.
- Recording of calls begin when a call is answered, thus pre-alerting announcements are not recorded.
- Removing recording assignment from a user will cause all recordings for the user to be deleted.

Notes:

- Call Recording is subject to a number of Federal, State, and FCC regulations, primarily related to recording consent. It is critical that all customers utilizing the Call Recording service be familiar with, and in compliance of these regulations. It is the customer's responsibility to be aware of and implement measure to address all regulatory requirements in their area.

Feature Prerequisites

Before the Call Recording can be used the following conditions must be met:

- Call Recording is a site specific service ordered and assigned to appropriate users (DIDs).
- All DID's to be recorded must be assigned to a user station
- At least one Recorder must be purchased per site to use Call Recording
- Recording will only be active while the assignment on a user is active. Simply having the recorder in inventory will not record any calls.
- DTMF control of Pause and Resume require 2833-based DTMF support

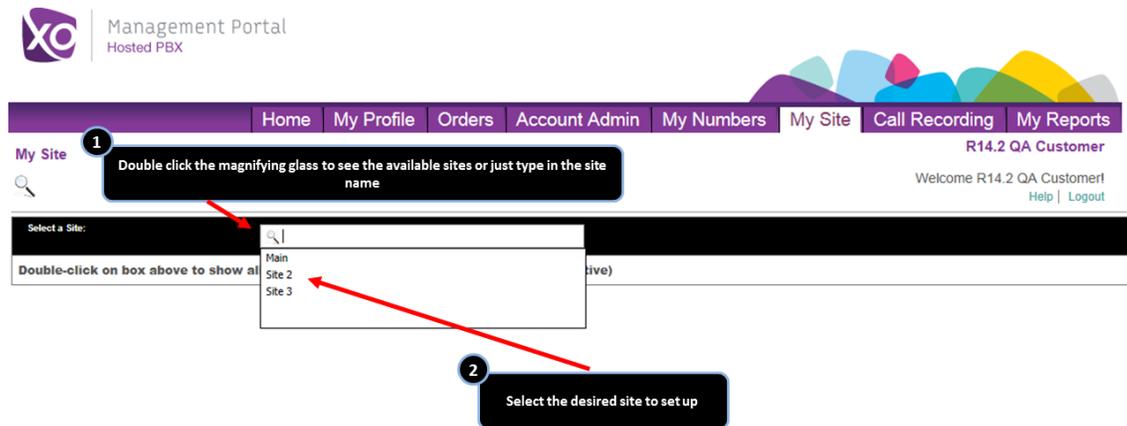
Feature Setup

Prior to recording any calls, the Site administrator must assign the Recorders. Once logged into to My Account, simply follow the steps detailed below.

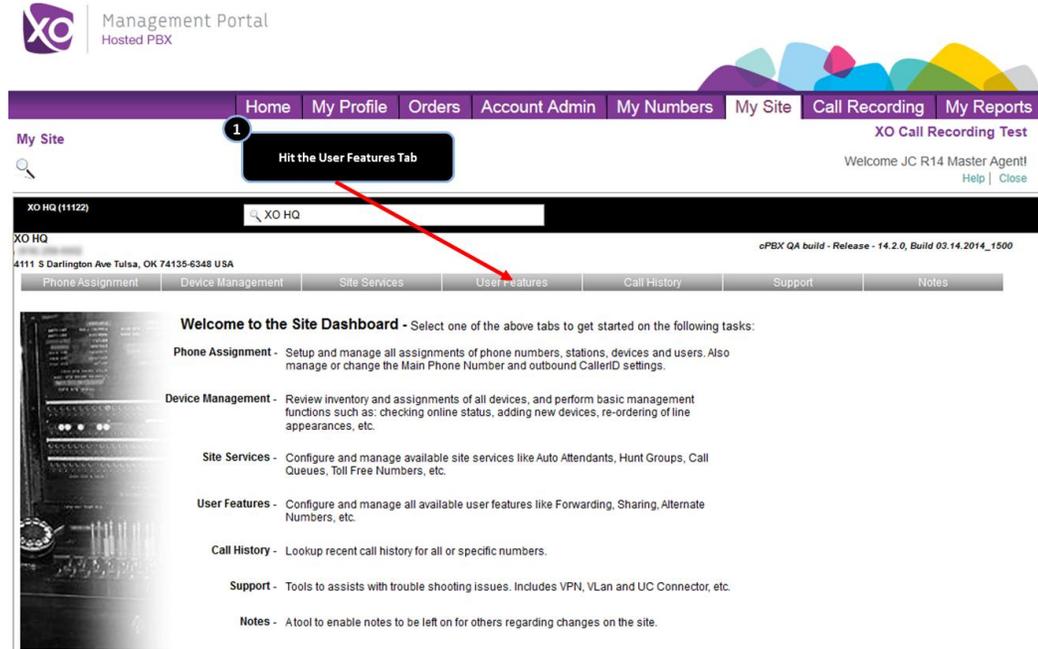
Step 1. Go to My Site



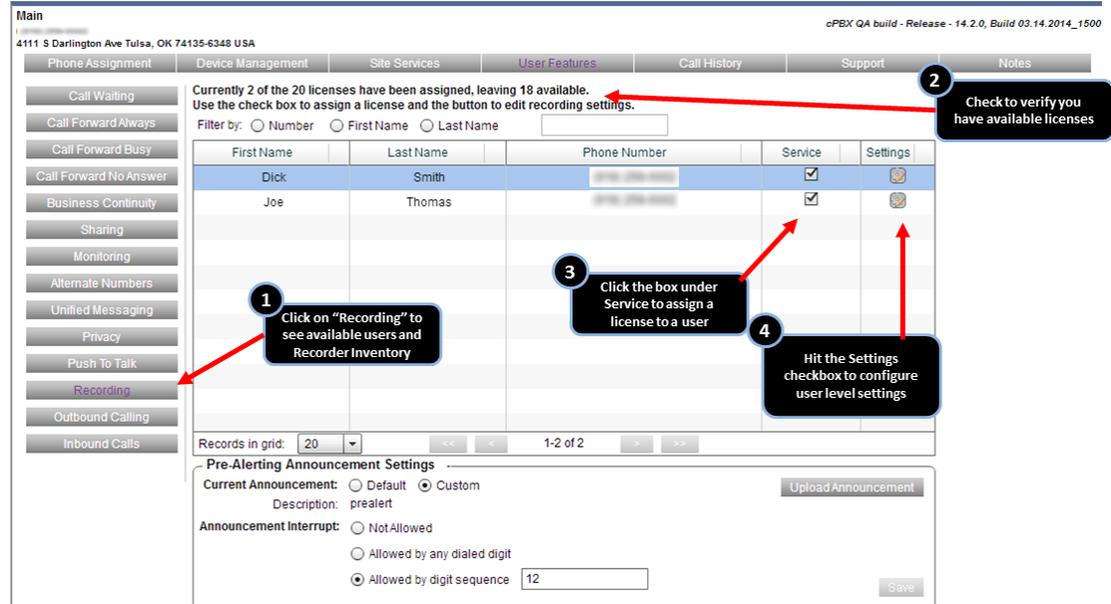
Step 2. Select the appropriate Site to configure



Step 3. Go to User Features



Step 4. Go to Recording Admin page and assign user licenses



Step 5. Configure user settings

Controls whether the Pre-Alerting announcement is played or not and whether the announcement played is the Site default or a custom announcement.

User Call Recording Settings: (918) 321-6002 - Dick Smith x

Recording Mode:

User Pre-Alerting Announcement:

On
 Off

Announcement to play:

Company Default
 Custom

Current Announcement: prealert

Pre-Alerting Announcement Rules -
 click Add button to add new rules and on the Rule Name to edit it

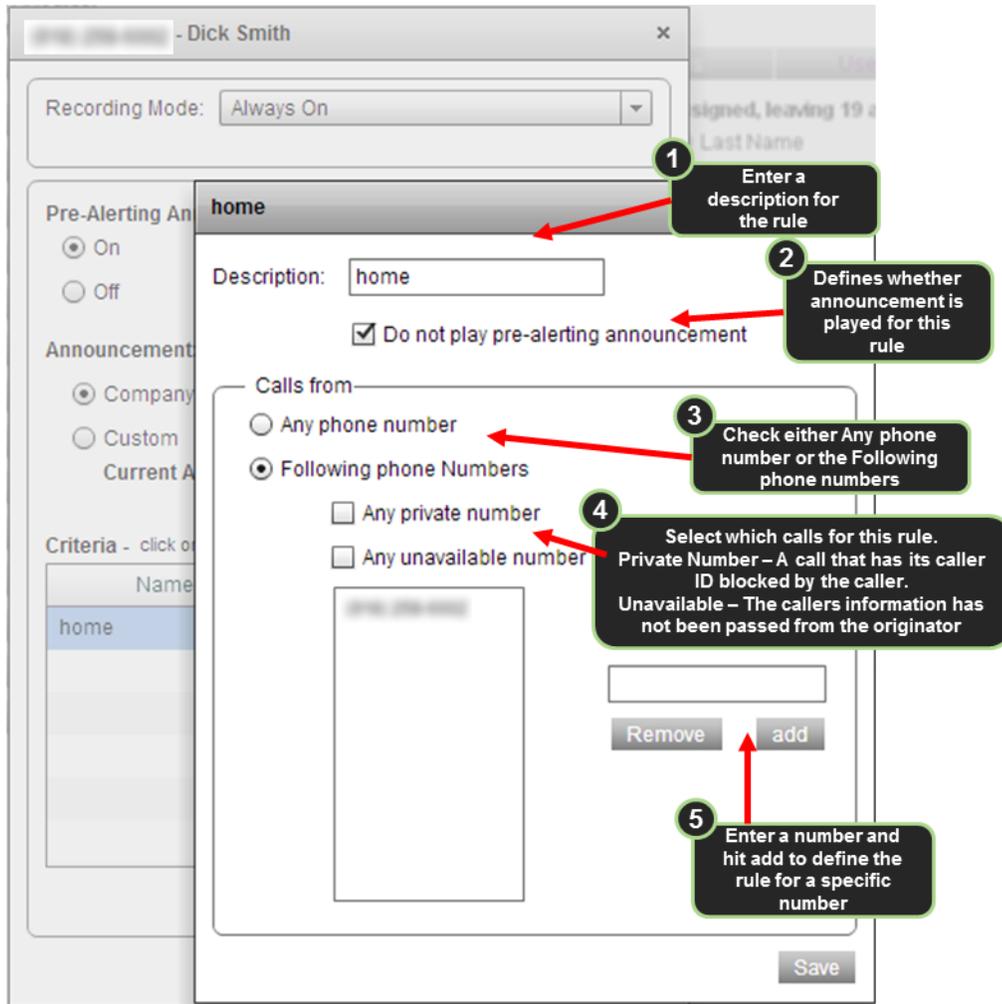
Rule Name	Enabled	Active
home		

Add

Save

Step 6. Create/Edit Rules

Defines by user whether the Pre-alerting announcement is played or not played for incoming calls from specific phone numbers



User Feature Operation

Always On - If Call Recording is set up by the site administrator to record all calls, then no action or control is required of the end user.

On Demand – If Call Recording is set-up to be On Demand, the user must enter put the call on hold, hit an available line and enter the feature access code (*44) to record the call. The user will hear an announcement that the call is being recorded. The user may resume the call that is on hold. In this mode, all calls are recorded but are only kept on the recording platform if the FAC is entered at any time before the call is ended.

Pause – When on a call being recorded, a user may enter the code *1234 to pause the recording. Recorded calls that are paused will have silence during the portion of the call that is paused when played back.

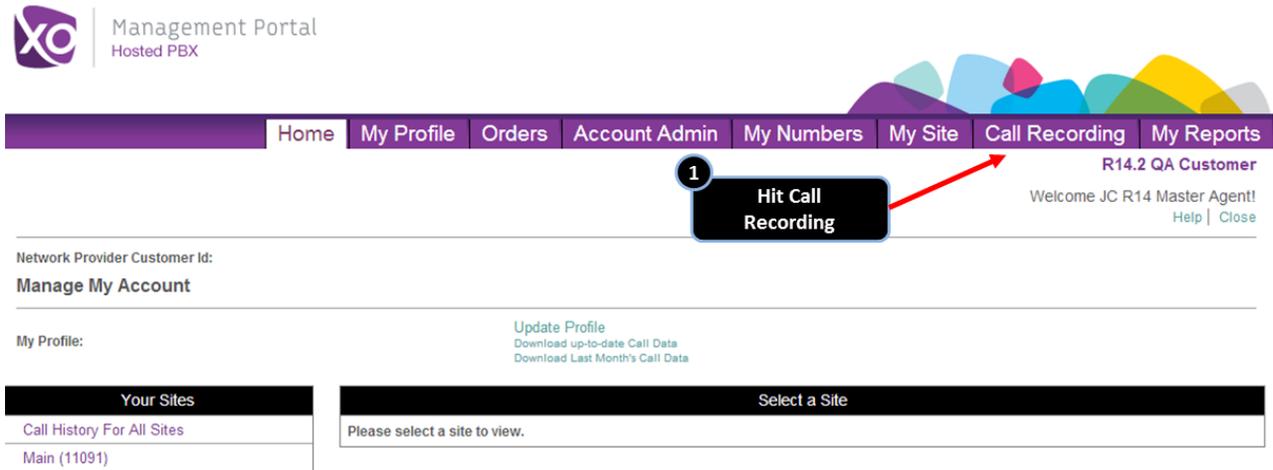
Resume Recording – If a call being recorded is paused, the user may enter *4321 to resume the recording of a call.

Administrator Recording Management

Recording retrieval is limited to the Account administrator, or appointed user with defined administrative access. To pull recording, login to My Account and follow the steps below.

For more detailed information, see the *XO Hosted PBX Call Recording Dashboard User Guide*.

1. Go to My Account and hit the Call Recording tab at the top

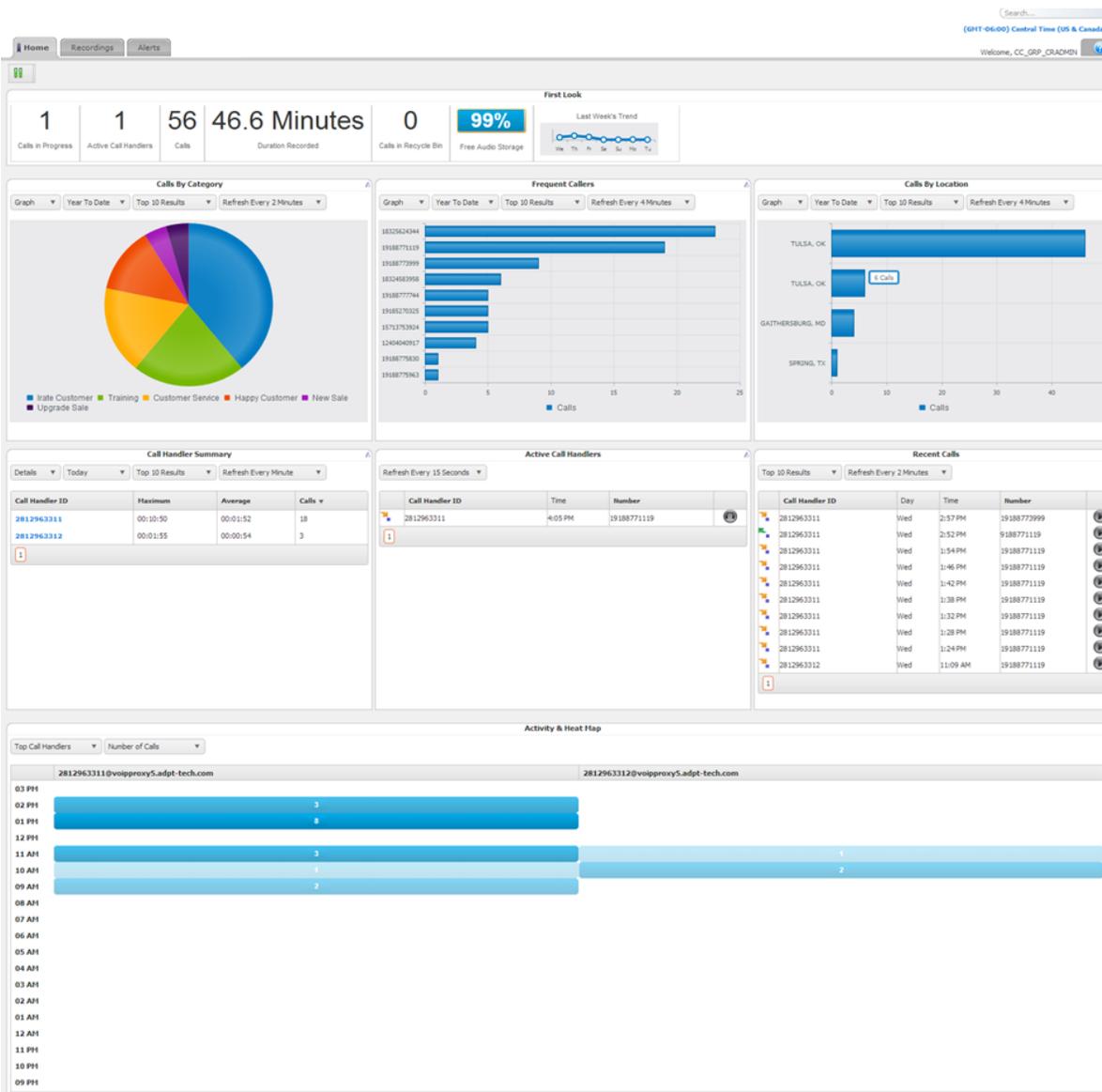


2. Choose the site



3. View the Dashboard

Home tab – provides an updated view of real time information on recorded calls in process as well as Calls by Category, Frequent Callers, Calls by Location, Active Calls, and Recent Calls and Calls to each user. These data points are shown in widgets that can be configured to display graphs or charts in user defined time periods. These widgets can also be resized or minimized if you do not wish to view them.



Recordings Tab – Provides the list of recorded calls and enables playback, downloading, commenting, annotating, categorization, comparing, deleting and exporting the list. An enhanced search, filtering and sorting capability exist to find specific calls.

The Recycle Bin shows calls that are nearing 30 days in age and will be deleted from the system soon.

Calls in Progress displays all calls in progress to users with Call Recording licenses. Calls to users with On Demand recording are shown in the list but will not be kept unless the user has prompted the system to record the call.

Home Recordings Alerts

Welcome, CC_GRP_CRADMIN

Recorded Calls Recycle Bin Calls In Progress

Filter

Results Per Page: 20 | Delete | Download | Export | Export All (No Category) | Apply Category | Manage Categories | Select Columns | Refresh Grid

56 Recorded Calls

Number	Day	Date	Time	From Number	From Caller ID	To Number	To Caller ID	Redirected From	Redirected To	Duration	Recording	Annotate	Comments	Category	MDS	Archive
2812963311	Wed	2/5/2014	2:57:02 PM	19188773999		18325624344				00:00:42				(No Category)		
2812963311	Wed	2/5/2014	2:52:38 PM	18325624344		9188771119				00:01:01				(No Category)		
2812963311	Wed	2/5/2014	1:54:01 PM	19188771119		18325624344				00:02:20				Irats Customer		
2812963311	Wed	2/5/2014	1:46:28 PM	19188771119		18325624344				00:01:48				Irats Customer		
2812963311	Wed	2/5/2014	1:42:37 PM	19188771119		18325624344				00:01:46				Irats Customer		
2812963311	Wed	2/5/2014	1:38:34 PM	19188771119		18325624344				00:00:39				(No Category)		
2812963311	Wed	2/5/2014	1:32:56 PM	19188771119		18325624344				00:01:26				(No Category)		
2812963311	Wed	2/5/2014	1:28:37 PM	19188771119		18325624344				00:01:03				(No Category)		
2812963311	Wed	2/5/2014	1:24:46 PM	19188771119		18325624344				00:01:48				(No Category)		
2812963312	Wed	2/5/2014	11:09:35 AM	19188771119		18325624344				00:01:55				(No Category)		
2812963312	Wed	2/5/2014	10:15:56 AM	18325624344		9188771119				00:00:25				(No Category)		
2812963312	Wed	2/5/2014	10:07:00 AM	18325624344		9188771119				00:00:23				(No Category)		
2812963311	Wed	2/5/2014	10:02:57 AM	18325624344		9188771119				00:03:20				(No Category)		
2812963311	Wed	2/5/2014	9:58:10 AM	18325624344		9188771119				00:00:24				(No Category)		
2812963311	Wed	2/5/2014	9:55:46 AM	19188771119		18325624344				00:01:13				(No Category)		
2812963311	Tue	2/4/2014	10:49:29 AM	18325624344		5713753924				00:00:50				(No Category)		
2812963311	Tue	2/4/2014	10:41:29 AM	15713753924		18325624344				00:01:31				(No Category)		
2812963311	Tue	2/4/2014	10:38:35 AM	18325624344		5713753924				00:00:31				(No Category)		
2812963311	Tue	2/4/2014	10:33:22 AM	15713753924		18325624344				00:01:18				(No Category)		
2812963311	Tue	2/4/2014	9:45:22 AM	18324583958		18325624344				00:00:39				Training		

1 2 3

Results Per Page: 20 | Delete | Download | Export | Export All (No Category) | Apply Category | Manage Categories | Select Columns | Refresh Grid

Alerts Tab – Enables the setup of criteria that will provide an alert via email that a call is in progress or has ended that meets the defined criteria.

Home Recordings Alerts

(GMT-06:00) Central Time (US & Canada)

Alert List

There are currently no alerts defined

Apply

New Alert

Name:

Description:

Event Type: Call Initiated

Enabled:

Alert on any day: Days of Week Date Date Range

Start Time:

End Time:

Time Zone: (GMT-06:00) Central Time (US & Canada)

From Caller ID: Equal To

To Caller ID: Equal To

From Number: Equal To

To Number: Equal To

Redirected From: Equal To

Redirected To: Equal To

Location: Contains

Add a Category: (No Category)

Add a Comment:

Notify By: Web Application Email

Cancel | Save

Alert History

There is currently no alert history

Clear Selected