



Avaya Contact Recorder
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User Guide

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Information

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Chapter 1: Replaying Recordings

Avaya Contact Recorder creates audio files of calls that have occurred on your telephone system. (It may also, optionally, create screen recordings of phone users' PCs.) Authorized users can search and replay recordings of interest using the browser based application described here.

This chapter explains how to:

- access the search and replay application
- find recordings of interest
- listen to recordings
- export recordings to a file
- use “Call Sets” to organise recordings

This manual is intended for end users of the application. Instructions on how to manage, customize and configure the application are included in the *Planning, Installation and Administration Guide*.

The main sections in this chapter are:

- [Accessing the Application](#) on page 7
- [Finding Recordings](#) on page 11
- [Result Sets](#) on page 14
- [Playing Recordings](#) on page 15
- [Exporting Recordings](#) on page 17
- [Using “Call Sets”](#) on page 19

Accessing the Application

The Search and Replay application is accessed via Internet Explorer. To use it, you must:

- know the IP address or hostname of the Avaya Contact Recorder server
- have a user account on the recorder – with appropriate access rights
- install the ActiveX controls that are used to play the audio and screen recordings

Connecting to the Application

To access the application, you will need to know the name or numerical IP address of the Avaya Contact Recorder server. Your System Administrator will know this. To access the application:

1. Open Internet Explorer
2. Enter the address of the application in the form <http://myrecorder:8080>
3. This assumes this address is *myrecorder*. You should insert the actual name or address of your recorder. The default port used by ContactStore is 8080. If your administrator has changed this you should enter the port number you are given.
4. Click **OK**

You will see the search and replay application login screen.

Note:

Your browser may be automatically redirected to an https port (8443 by default). This implies that the system has been configured for secure access only. Even if it hasn't, you may wish to use this port instead because all traffic between your browser and this port on the recorder is encrypted using SSL.

Note:

If you are using SSL (port 8443 by default) you may see a warning dialog stating that the name on the security certificate does not match that of the server. This occurs if the system administrator has not installed a valid SSL certificate and is relying on the one that ships with the product. If in doubt, check with you system administrator.

Logging In

Avaya Contact Recorder supports two access schemes. It may be integrated with your Windows Active Directory accounts or it may be using its own application accounts.

Windows Active Directory Accounts

If you have already logged on to a Windows account and the Avaya Contact Recorder server is configured with your domain and user details, then you will be taken directly to the search and replay form.

Local Application Accounts

If your existing authentication is not recognized, you will be directed to the Avaya Contact Recorder login screen.

1. Enter the user name given to you by the System Administrator.
2. Enter your password. If this is the first time you have logged in or if your password has been reset, use the temporary password given to you by your System Administrator.
3. Click **OK**

If you logged in with a temporary password you will automatically be redirected to the **Change Password** page where you must change this to a password of your own choice.

Dual Sign-in

You may be presented with a further login form which requires an authorized user to enter their credentials as well before you are allowed access to the system. In this case, you should ask your system administrator for the names of one or more such users whom you can contact when you need to access the system.

Note:

If you are entitled to authorize other users, note that you must first log in and change your temporary password to one of your own choosing before you can authorize others.

Setting a Password

If your password has not yet been set, you will be automatically taken to the Change Password page. Here you should

1. Leave the **Old Password** field blank.

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2. Enter a **New Password**
3. Enter the same in the **Verify New Password** field
4. Click **OK**

You will now be taken to the search and replay page.

Installing the ActiveX Control

The first time you use the application it will attempt to download some ActiveX controls to your PC. These are needed to replay the audio and screen recordings.

Your browser may prompt you to decide whether or not to download the ActiveX control. You must install these ActiveX controls if you wish to replay recordings.

Note:

If the control does not download successfully, consult your System Administrator.

Whenever the software on the system is upgraded, you may also be prompted to download an updated version of these controls.

Utility Links

At the top right of the page, are some links that perform basic functions:

Refresh

Click this link to refresh the page. It acts identically to the Search button and will perform the search again using the filter settings currently entered.

Help

Click this link to access online help.

Change Password

This link is only visible if you logged into the application using an Avaya Contact Recorder account. Click it to change your password as described in [Setting a Password](#) on page 8.

Tip:

If you accessed the application via a Windows Active Directory account this link is not present.

Logout

This link is only visible if you logged into the application using an Avaya Contact Recorder account. Click it to log out of the application.

Tip:

If you accessed the application via a Windows Active Directory account this link is not present.

Logging Out

If you logged into the application using an Avaya Contact Recorder account, your session will be timed out automatically after 15 minutes of inactivity. To log out sooner, click the **Logout** link at the top right of the screen.

If you accessed the application via a Windows domain account you remain authorized to use the application as long as your Windows authorization is valid.

Finding Recordings

Basic Search

To find the recording(s) of interest to you,

1. Enter the search criteria that define the recording(s) of interest. This must include a date/time range and can include any combination of other search filters shown in the left-hand pane.
2. Click the **Search** button.

Recordings that match your filter settings will be shown on the right-hand side of the screen.

Security Restrictions

Each recording made by the system is marked in the database with one or more “owners”. This is typically the extension number or agent number that was recorded (but can be overridden by the System Administrator).

Note:

Each user account is given access rights to specific sets of owners. You should ensure that your account is given the appropriate access rights. Otherwise you will fail to find the recordings you are looking for.

Filter Fields

The filter pane on the left-hand side lets you specify one or more criteria that define the recordings of interest. Normally these filters are empty when you first access the application but if the System Administrator has enabled the feature, they will retain your previous entry (if any) from one session to the next.

Most filters are enabled by selecting an “operator” from a drop-down list at the left and then entering text in the neighboring box. For example, selecting **Incl** (includes) and typing **1000** will select calls where that field includes the text “1000”.

Important details and tips regarding each of the fields shown are given below:

Tip:

The filter and column names vary depending on the type of telephone switch being recorded

Call Start Range

This is the only filter that must be applied. All searches must be bounded by a date/time range.

- This refers to the timestamp of the start of the recording
- By default this is set to the whole of the current day.
- The more precise you can be with this date range, the faster your searches will be.
- Type the date or click on the calendar icon to pick a date from a calendar.

Parties

This field lists the parties connected to the call during this recording. These can be any of the phone numbers that were used in the call. These include internal and external numbers (e.g. ANI or dialed digits), agent identifiers, hunt group numbers, skill sets, VDN, CDNs etc.. This is the most useful filter setting after **Call Start Range**.

- The order in which parties are listed depends on the setup of the recorder as well as the direction of the call. As a result **Incl** (includes) is by far the most useful option.

Length

This field lets you select recordings by their duration.

- Greater than (>) and less than (<) filters are most useful
- Enter the duration as seconds or minutes and seconds (e.g. 80 and 1:20 are the same).

Universal Call ID

This identifies the call and can be used to search for all recordings of a given call.

If a call is placed on hold, transferred or conferenced, multiple recordings can result. These will all be tagged with the same Universal Call ID.

User Defined Fields

A variety of additional fields are stored for certain types of calls. For example, the "type" of call may be set to "emergency"; dialer calls may include "jobname" etc. By default, any such additional tagging shows in this field - in the form *fieldname:value* where *fieldname* is the name of the additional information and *value* is the value of that field for the call in question. You can , for example, search for calls that have the "type" field set using the **Incl**

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(includes) option and entering **type:** in the adjoining text box. Use the % (percentage) character to match any character(s). For example, entering **Incl** and **type:em%** would find calls where type is "emergency" or "empty".

Call Set

You can search for calls that have previously been placed into a specific Call Set. See [Using "Call Sets"](#) on page 19 for more details.

The trash-can icon next to the drop-down list lets you delete a call set that you no longer require.

Alternate Filter Layouts

The layout of the filter fields on your search and replay page may differ from that described above. The layout can be customized by the System Administrator.

If you see a drop-down list at the top left (between **Search Filters** and **Call Start Range**) it means that your System Administrator has configured one or more alternate layouts for the Search Filters pane. Each layout is named and is selected by choosing it from this drop-down list.

These may contain more, less or different filter fields. These layouts can be used to search on additional data fields beyond the standard set described here.

Result Sets

When you perform a search, the right-hand pane shows the recordings that match the filter(s) you have specified.

Viewing Results

The system restricts result sets to a maximum number of recordings (typically 100). Any search you perform will return a maximum of this many results. This is necessary to avoid accidentally overloading the recorder or the network – as could happen with a very broad query that otherwise could return millions of results.

If the number of results is more than ten, they will be split into pages of ten at a time. Click on the page selection links at the top of the results table to view a specific page or previous or next pages.

To see all the results on a single page (particularly useful if you need to print out the results) click on the **Show All** link. Click on the **Page at a time** link to return to viewing 10 results at a time.

Sorting Results

By default, results are sorted by date, with the oldest recording at the top. To change the sort order, click on an arrow at the tops of the appropriate column. The sort order that is currently applied is that shown by the highlighted arrow.

Finding Related Recordings

As the recorder makes a separate recording of each “segment” of a call it is often a requirement to find all recordings of a given call. This would include before and after transfers or hold and retrieve operations.

To make this easier, the **Call Id** field is actually a hot-link. Click on this link to search for all recordings within 24 hours of this one that share the same Call Id – and hence are part of the same call.

Playing Recordings

When you see the details of a recording that you wish to play, you can fetch the recording and play it.

Fetching the Recording

To play a recording, you must first retrieve the audio from the recorder or archive disk on which it is held. To do this, click the radio button next to the details of the recording you wish to hear.

If the recording is still present on the recorder's hard disk, you will see the audio waveform start to appear across the top of the page within a second or two.

If the recording is only available from a removable archive disk, you will be prompted to insert the appropriate disk. Note the volume label shown on the screen for the appropriate disk and either insert that disk or ask your System Administrator to do so for you. Once the disk has been loaded, click on the radio button again to retrieve the call.

Seeing the Recording

As the audio of the recording is streamed to your PC it is shown across the top of the page. The height of the graph indicates the volume of the audio.

You will quickly learn to identify long pauses, tones and music on hold from the patterns displayed.

Timestamps along the bottom edge of the replay control show the time of day.

Click to Play

The simplest way to start playing the audio is by clicking on the audio waveform shown.

Click a little to the left of the start of the waveform if you want to play the recording from the beginning

Click anywhere within the audio waveform to play from that point onwards.

Replay Controls

As your mouse moves over the replay control where the audio waveform is shown, a small control bar will pop up.

You can use these buttons to skip backwards, play, stop and skip forwards respectively.

If the administrator has given you "export" rights, you will see an email and a floppy disk icon at the right-hand end of these buttons. Click on these to email the recording as an attachment or to save it as a standard WAV audio file respectively.

Screen Recordings

If the audio recording you want to play has an associated screen recording, a small screen icon will show next to the radio button. When you select the recording the audio will load in the top of the screen as normal and the screen playback will show in the lower portion of the screen.

If the recorded screen is larger than your window the whole screen may not fit. Use the scale to fit check box to compress the recording into the available space.

Use the X to close the screen replay window and return to the search results.

Exporting Recordings

The recordings held within the Avaya Contact Recorder system and streamed to your browser are deliberately kept in a format that is not immediately playable by anyone with Windows Media Player (or similar).

You may be given the ability to export recordings to industry standard WAV files that are readily playable on most PCs.

Permission to Export

If you are able to use the feature, you will see a floppy disk icon above the right-hand column of checkboxes on the replay page and email and floppy disk buttons will appear next to the play controls when you play a recording.

Single Call Export

To export the audio from a single call:

1. Follow the instructions above to retrieve and play the call.
2. Place your mouse cursor over the audio waveform to bring up the replay control tools.
3. Click the email icon on the right (assuming it is visible) to export the call as a file attached to an email.
4. Alternately, click the floppy disk icon to save the recording to a file. In this case you are asked to select the destination directory and filename for the recording.

Tip:

The default filename presented is the unique recording reference within the Avaya Contact Recorder system. If you change this name, you should note the call's original name in case you ever need to find it again.

Bulk Export

If you have to export a large number of calls, it can be very time consuming to export a call at a time as described in [Single Call Export](#) on page 17. Instead, you can:

1. Click on the check-box to the right of each call you wish to export.

Tip:

You can change pages or sort the results to find other calls within the result set. Those you have checked already will remain checked as you do so.

Tip:

You can click the Select All or Select None links to check or uncheck all the boxes.

Tip:

If you want to export most of the recordings, it can be quicker to click Select All and then uncheck the few that you do not require.

2. Click the floppy disk icon above the checkbox column to start the export.
3. Choose a name for the export index HTML file. The audio WAV files will be placed in the same directory as the index file.
4. Open the index file in Internet Explorer. This makes listening to the recordings easier.

Having selected the file location, the progress bars at the top show how many calls have been exported successfully. A red block in the bar indicates a problem with the export.

Note:

It is not possible to export screen recordings.

Using “Call Sets”

If you perform complex searches or are slowly building up one or more sets of recordings that are of interest to you, then you may find Call Sets of use.

You can place recordings that you have found into a named “set” which you can later retrieve with a simple search.

You can also remove calls from call sets and delete unwanted call sets.

Note:

Call Sets are defined globally. That is, every user will see the same list of Call Sets. Which of the calls marked as being in these Call Sets they can actually search for and replay, however, is still determined by their own replay access rights. If you are not allowed to search for a call then you will still not be able to do so even if it is placed in a Call Set.

Adding Calls to Call Sets

1. Click on the check-box to the right of each call you wish to place in a call set

Tip:

You can change pages or sort the results to find other calls within the results. Those you have checked already will remain checked as you do so.

Tip:

You can click the Select All or Select None links to check or uncheck all the boxes.

Tip:

If you want to select most of the recordings, it can be quicker to click Select All and then uncheck the few that you do not require.

2. Click the folder icon with the green plus sign (and popup tag “Add to Call Set”) above the checkbox column.
3. In the popup dialog that appears, either enter a new call set name or select an existing one.
4. Click **Enter**.

The selected calls are added to the Call Set.

Note:

This does not actually copy or even retrieve the audio content of the recordings. It simply creates a cross-reference in the database between each recording and the call set.

Retrieving Calls in a Call Set

1. Click on the dropdown list in the Filter Pane labelled **Call Set**
2. Select the Call Set of interest to you
3. Ensure the date/time range covers the range of calls you require
4. Clear any other filter settings unless you want to restrict the results further
5. Click **Search**

The recordings in the call set and the date/time range specified will be shown on the right.

Removing Calls from Call Sets

First, display the calls in the call set of interest as above

Select the call(s) you wish to remove from the call set using the checkboxes at the right.

Click the folder icon with the red cross (and popup tag **Remove from Call Set**)

The recordings are removed from the call set.

Note:

This does not actually delete the recordings themselves. It merely removes the cross-reference in the database between these recordings and this call set.

Deleting Call Sets

To delete a call set:

1. Select it in the dropdown list in the Filter pane labelled **Call Set**.
2. Click on the trashcan icon next to it.
3. Confirm your decision when prompted.

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Note:

This does not affect the actual recordings at all. It simply removes the cross-references between any recordings and this Call Set and then deletes the Call Set record.

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Appendix A: Troubleshooting

This appendix describes a number of common problems and the steps you should take to correct them. You may need to contact your System Administrator for assistance with some of these.

For most problems with Search and Replay, consider the following diagnostic approaches to narrow down the cause of the problem:

- Search for a different call, for example, one that is more recent or older; shorter or longer
- Log in as a different user with different replay restrictions

Cannot access the Replay Web Page

If you cannot reach the log in page on your browser:

1. Check the url you are using carefully. Make sure you include the colon and port number
2. Try using the fully qualified name. For example, `recorder.bigco.com:8080` rather than just `recorder:8080`
3. Try using the numeric address of the recorder
4. Try pinging the recorder
5. Try accessing the page from a machine on the network that is closer to the Avaya Contact Recorder server. For example:
 - a. from the other side of any firewalls.
 - b. on the same LAN if you are having problems with WAN access
 - c. from the same sub-net if having problems from a different sub-net
 - d. from the recorder itself if having problems from the same sub-net.

Cannot Log in

If you can access the log in page but cannot log in:

1. Check that the administrator has entered your account with exactly the account name you are using. Check the domain and username if using Windows accounts.
2. Check the Caps Lock key is not on. The password is case sensitive.
3. Ask the System Administrator to reset your password. Log in with a blank password and change your password when redirected to the Change Password page.

Problems downloading ActiveX controls

The first time you access the application, it will download up to three ActiveX controls to your PC. If you see error messages relating to this, your security settings may be too restrictive. Ask your System Administrator to place the recorder in the Trusted Sites or Intranet zones as described in the *Planning, Installation and Administration Guide*.

Red Cross on White Background

If you see a small white box with a red cross in it at the top of the web page, the ActiveX control is not functioning properly. These symptoms have been seen on Internet Explorer 5.0. You should upgrade to 6.0 or later.

Cannot Find Any Recordings

If you get to the search page but cannot see any recordings when you perform a search:

1. Broaden your search criteria. Just enter a date range and gradually increase this range.
2. The administrator gives each user particular search and replay rights. Confirm that your rights are set correctly. Your search and replay restriction may be wrong or too narrow for the search you are attempting.

Cannot Find Specific Recordings

If you can see some recordings but not the ones you are looking for:

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Relax your search criteria one at a time. It may be that one of the fields you are searching for is invalid or not as you expect.

Cannot Play Recordings

If you can see the list of calls that matched your search criteria, but cannot actually play them, look at the area at the top of the browser page where the "graph" of the audio normally shows and match your symptoms to one of the following:

No Audio “graph”

This means that the recorder has not sent the audio to your PC.

1. Check the server logs for errors.
2. Note the call's 15 digit reference number (shown if you hold the mouse pointer just to the right of the radio button that you click to retrieve the recording. Search for that wav file in the calls path to confirm that the recorded file exists.
3. Check connectivity and available bandwidth to the client PC.

Audio graph stops in mid call

This implies that the recorder did not send all of the recording to your PC.

1. Request the same call again. There may have been a temporary network problem.
2. Request a different call. If the problem is only with one call, you may have a corrupt file on your hard disk.
3. Request the problem call from another PC on the same network. If the other PC can retrieve it successfully, identify the differences between the two client PCs; the problem is most likely at the client end.
4. Request the problem call from different sub-nets, ideally working closer to the Avaya Contact Recorder server.
5. Request the call from the recorder server's own browser. If this works and remote access does not, then the problem is likely to be in the network between server and clients.

Audio graph appears but no sound

The audio file has reached your PC successfully. The problem is most likely to be with your PC's multimedia setup or current settings.

1. Verify that your PC has a sound card.

Troubleshooting

2. Play a WAV file through Media Player or a similar application to confirm that the sound card is set up correctly.
3. Adjust any hardware volume and/or mute controls on your speakers or headphones.
4. Double-click on the icon in the system tray at the bottom right-hand corner of the screen to check that your PC's software volume controls are not set to mute or very low.
5. Ensure you are not running any other programs that may be locking the sound card exclusively. If in doubt, shut down all other programs.
6. Try another similar PC. If that works, look for differences between the multimedia setup of the two PCs.

No New Recordings Playable

If you can replay old recordings but not newly made calls, there may be a problem with the recording and/or storage components of the system.

Inconsistent Results as Daylight Saving Time Starts and Ends

When Daylight Saving Time ends and the clock falls back, the same time (e.g. 01:30) can appear in the search results twice - one hour apart. The recordings will, however, always be shown in the order that they were started (if sorted by start time).

When searching for recordings at or near the hour when the clocks change it best to 'bracket' the time change. For example, if the clocks change at 02:00, search between 00:30 and 03:30. Do not use a time point that never occurred (for example 02:30 when the clocks went forward at 02:00 to 03:00) or occurred twice (for example 01:30 when the clocks went backward from 02:00 to 01:00).

Bulk Export Will Not Work

If you receive a 403 (Forbidden) error or simply do not see a file/directory selection dialog when you try to use Bulk Export, this is likely to be because the client PC is not time-synched accurately.

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