



User's Guide

- 1: [Introduction](#)
 - 1.1: [Product Overview](#)
 - 1.2: [Features and Benefits](#)
 - 1.3: [User login](#)
- 2: [Recordings](#)
 - 2.1: [Replay Calls](#)
- 3: [Questionnaires](#)
 - 3.1: [Managing Questionnaires](#)
 - 3.2: [Call Evaluation](#)
- 4: [Further Reading](#)
 - 4.1: [Phone Services](#)
 - 4.2: [Get Help](#)

1 - Introduction

1.1 - Product Overview

CallReplay is an easy to use VOIP call recording solution that implements the corporate call recording keeping policy and provides secure and easy access to call records.

It allows managers to review and score phone calls according to their work group.

Users are empowered by providing them with accurate records of their calls.

CallReplay is a self-contained software recorder which includes everything necessary to record VoIP calls (besides the Operating System and server hardware): database, web server, Java, etc.

1.2 - Features and Benefits

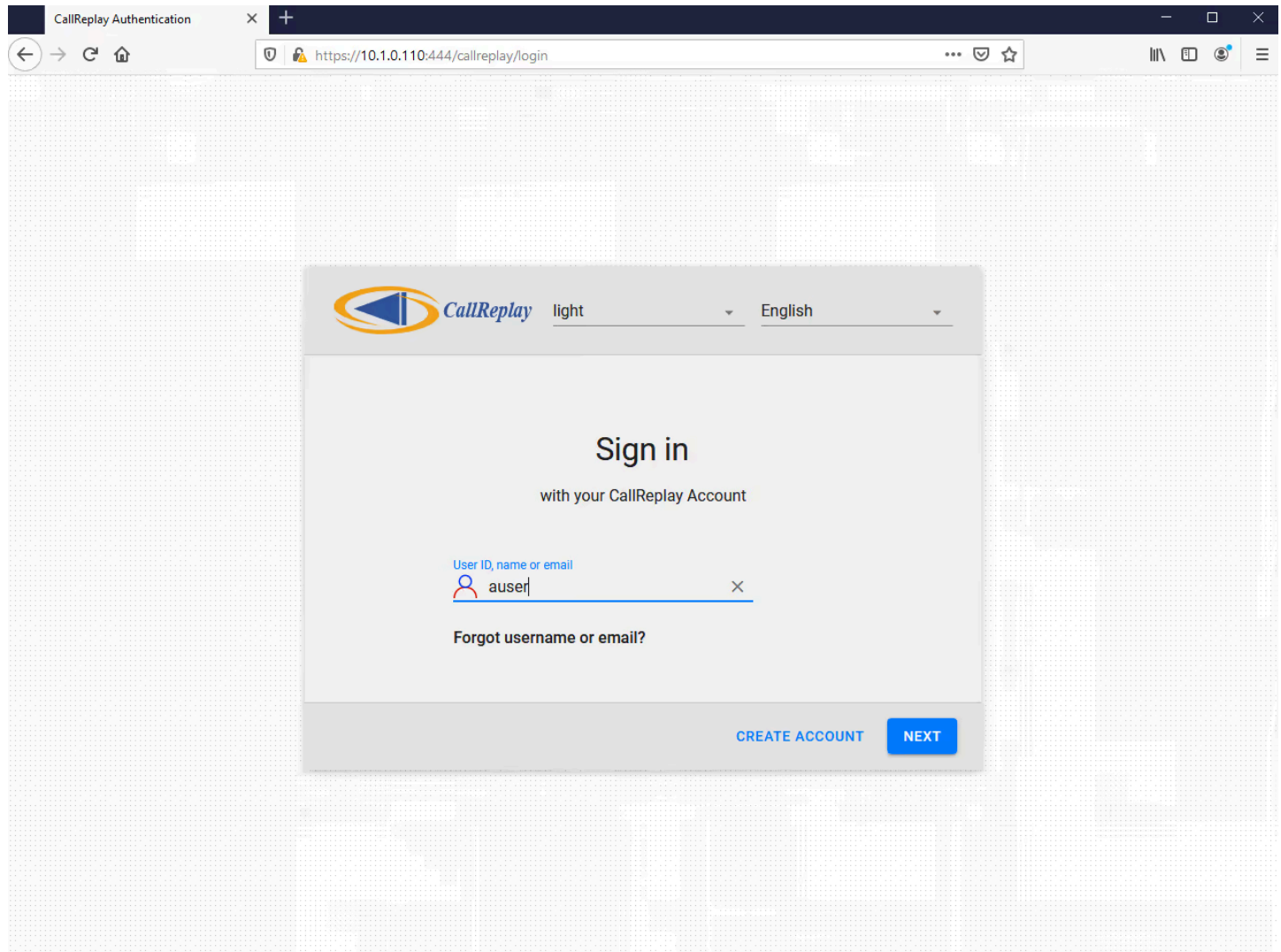
- Automatically Record Phone Calls - Damage control and increased accountability in your personnel, suppliers and customers.
- Manual (On-Demand) Control: recording can also be initiated by the user using the browser or IP Phone Service. Both
- Full Call and Partial Call recording modes are supported.
- Multiple Recording Methods: CallReplay supports both port mirroring (SPAN) and forked recording (SPANless).
- Hardware recording coming soon!
- Monitor live calls: Listen to a call in progress, through the browser or IP phone service. You can also whisper to the agent without being heard by the external party (IP phone service).
- Browse Recordings by Agent - Superb browsing interface tracks agents across multiple phone numbers.
- Search by caller ids, phone numbers, annotations, time, description, tags, etc.
- Replay, Annotate and e-Mail phone call recordings. Easy, secure access to call recordings, using a web audio player, desktop audio player or IP Phone Service.
- Tagging & Searching calls with customized hierarchical tags has never been easier.
- Call Scoring & Custom Forms - Integrated agent scoring and reporting module
- Agent Call Statistics Reports: the number of calls made, received, etc by each agent
- Email Notifications: automatically send email when a predefined number appears in a call.
- Backup & Restore: Archive calls on DVDs, HD-DVDs, BluRays or SANs. A single DVD can store up to 15,000 calls of 5 minutes each, due to the state-of-the-art voice compression technology incorporated in CallReplay.
- Reverse Caller Lookup - Displays the caller name and business unit using the company Phone Directory.
- Multi Site Replication: using queued replication, you can record many network partitions and centralize recordings at the HQ. Recording and replication survive a downed WAN link.
- Specialized Speech Compression lowers the storage requirements 8 times over MP3 and allows 18,000 hours of phone calls storage on one 120 GB hard drive.
- Call History - follow a call as it is transferred, put on hold or parked
- Audit Replays – prevent recordings abuse by browsing the list of accesses to a call.
- XML Phone Service – handily review your past calls from your XML enabled phone (Cisco IP Phones 7940, 7960 & 7970). Authenticate, Browse, Play, Rewind, e-mail, mark important. You can also assign calls to folders.
- Access Control Lists – fine grained permission system to allow listening and acting on calls.
- Automatic Software Update - the easiest, fastest way to apply patches

- Thin Client Deployment – The administration and user tools run in all web browsers supporting Flash.
- Integrated Support Tools – Request & receive technical support with a few clicks, by using the integrated log packer and TeamViewer support tool.
- Passive network sniffing assures zero impact of recording on PBX performance and improves system reliability.
- Try Before You Buy – Download a fully-featured evaluation version with a friendly configuration wizard from: <http://www.call-replay.com>

1.3 - User login

Login

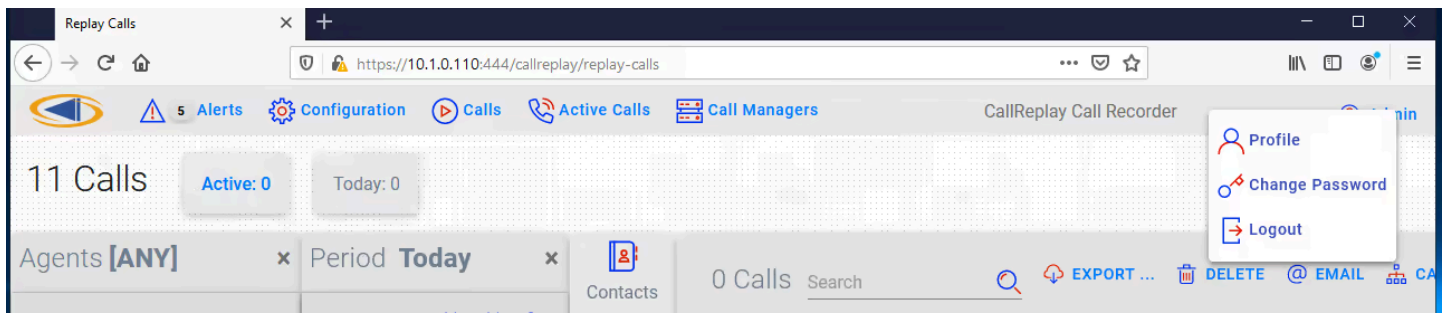
You connect to the CallReplay web interface by opening the address supplied by your system administrator. Next, login with your user account.



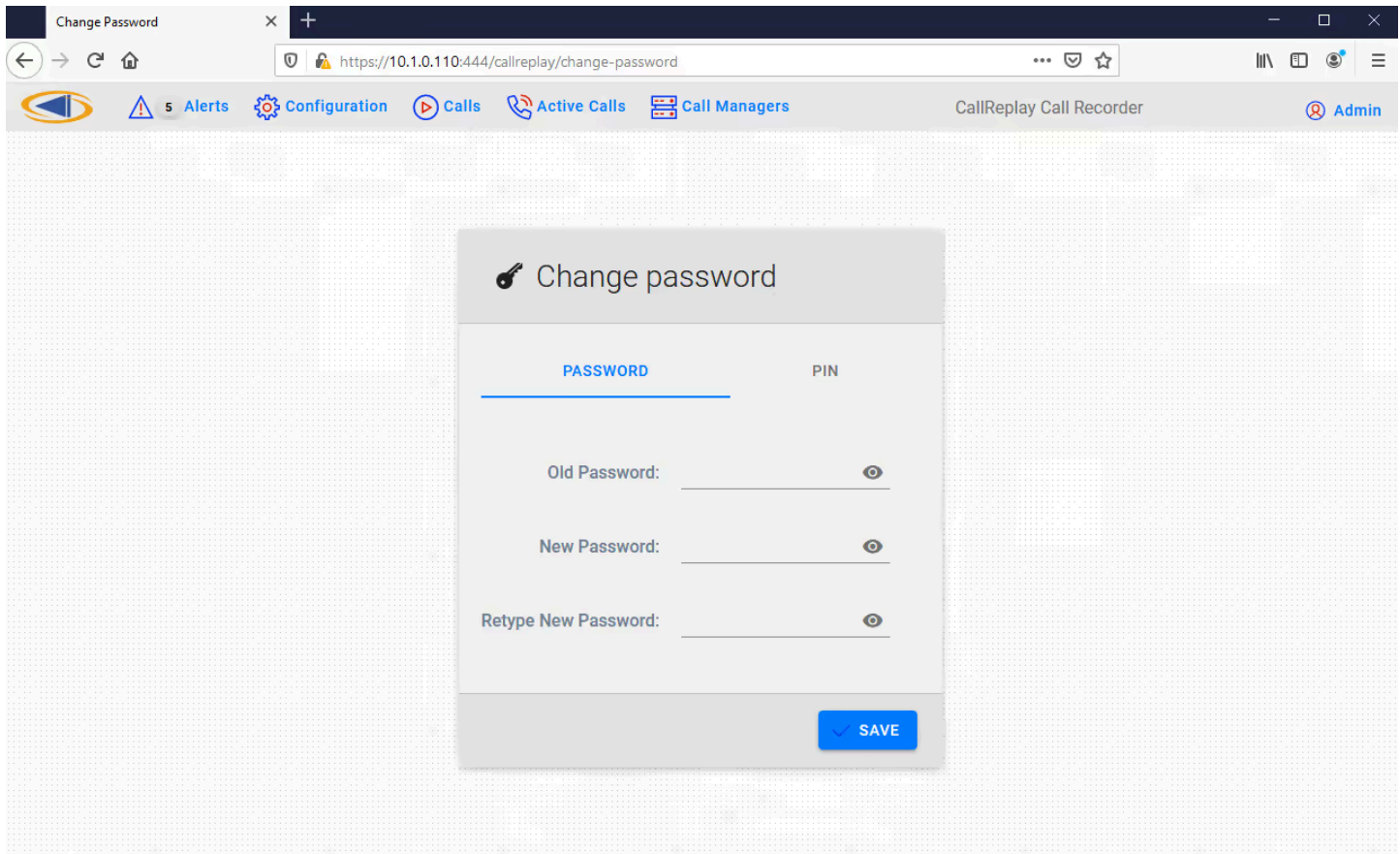
To change your password, go to the top right of the call replay web console and select your login name, which will then display a drop down menu as below

From here you may review your profile

Change your password and logout



When selecting Change Password the following screen is displayed where you can change your password and also your PIN



2 - Recordings

2.1 - Replay Calls

Replay Calls is the main user page. From here you can play and search recordings and access the call details page for each recording.

Introduction

From the top menu choose Calls:

Menu > Calls

Id	Date	Calling Party	Called Party	Duration	Actions
40	Today 19:39:4	2200 user1	2201 user2	2m 19s	▶ ⬇ ▶
37	Today 19:27:1	2200 user1	2201 user2	0m 19s	▶ ⬇ ▶
35	Today 19:22:5	2200 user1	2201 user2	0m 9s	▶ ⬇ ▶
33	Today 19:17:3	2200 user1	2201 user2	0m 4s	▶ ⬇ ▶
32	Today 19:11:3	2200 user1	2201 user2	0m 8s	▶ ⬇ ▶
30	Today 19:10:4	2200 user1	2201 user2	0m 11s	▶ ⬇ ▶
27	Today 18:56:2	2200 user1	2201 user2	0m 5s	▶ ⬇ ▶
26	Today 18:50:5	2200 user1	2201 user2	0m 6s	▶ ⬇ ▶
24	Today 18:44:4	2200 user1	2201 user2	3m 58s	▶ ⬇ ▶
22	Today 18:40:1	2200 user1	2201 user2	0m 11s	▶ ⬇ ▶

The Replay Calls page is divided in 4 zones:

- the top zone holds a variety of filters. These can be added (or removed) to refine your selection, or search for a specific call. The default view lists all the calls of the day.
- the left window holds all selected filters. Each filter you add will create a new vertical section for that filter. You can then customize the newly added filter.
💡 please note the cog in the right top corner of every filter section. You can use it to refine the filter's functionality. 💡

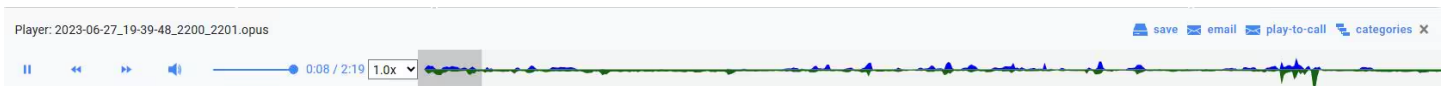
Just click the x sign at the top right to eliminate the filter. If the close sign is not visible, increase the filters window width by dragging on it's edge.

- the center window lists the recorded calls, according to the applied filters
- the rightmost window will display various options and information about the selected call

Note: You can only play the calls that your user account has permission to playback.

Quick Play

To quickly listen to a recording, just click on the play button next to it. The player will activate at the bottom of the page.



From here you can play your selected call by pressing the highlighted button.

Notice the caller ID's, first the caller then the called, the start date&time and the duration.

In addition to listening to recorded calls, if a call has an associated transcription, shown by the 'TR' bullet, a text transcription is accessible for the call. To access it, just select the call and the TRANSCRIPTION page in the call details window. From here you can view and save the trasnscription of the recorded call.

Tip: click on a dialogue segment to begin recording playback at that timepoint.

A screenshot of a call management interface. On the left is a sidebar with a calendar view showing dates from 2023 to 2021. The main area is divided into two panels. The left panel, titled '10 calls', shows a table of call records. The right panel shows the details for a selected call, including a transcription.

Id	Date	Calling Part	Called Party	Duration	
3346	Feb 21 11:43:3i		test 1 Tr	6m 7s	TR
3344	Feb 21 11:28:3:		2263+er	1m 2s	
3345	Feb 21 11:28:1:		8900 Transcri	0m 13s	TR
3342	Feb 21 10:43:3i		5910 test 1	6m 7s	TR
3341	Feb 21 10:28:3:		2263	1m 2s	
3343	Feb 21 10:28:1:		8900	0m 13s	
3333	Feb 21 10:25:4i		+19147:	18m 42s	
3337	Feb 21 01:02:2:		9min	1h 42m	

3345 - 21 February 2023, 11:28:16 - 2104222121 8900+en

ACTIONS INFO DESCRIPTION QUESTIONNAIRES TRANSCRIPTION⁹

English (United States) save as ... copy to ... redo delete

2 Info

2104222121 8900+en

0:01 good morning- how my direct-your call one moment (4 s) 0:01 good morning him my direct-your call one moment (4 s) 0:12 service please (0 s) 0:12 the service (0 s)

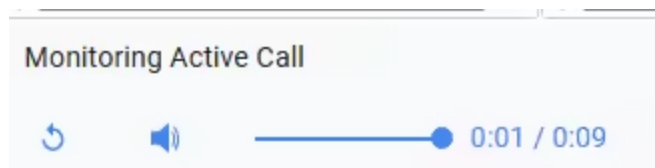
Live Monitoring

You have several different controls available for an active call.

The screenshot displays the CallReplay Call Recorder v11.1-3bd1ec4f interface. At the top, there's a navigation bar with icons for Numbers, Caller IDs, IP Addresses, Duration, Description, Computers, Clear all, and Hide. Below this is a table of calls. The first call, 1384307, is highlighted. To the right, a detailed view for call 1384307 is shown, including tabs for Actions, Info, Description, Questionnaires, and Transcription. The Actions tab is active, showing a 'Call Status' section with 'In Progress' and a 'Recording Status' section with 'Recording'. A control panel on the right side of the detailed view contains buttons for play, record, pause, and stop, with the play button highlighted by a red box.

Id	Date	Calling Party	Called Party	Duration	Actions
1384307	Today 20:08:31	2208	2209		
1384306	Today 20:08:31	2208	2209		
1384304	Today 20:07:02	2208	2209	0m 34s	

A call that is in progress it can be monitored live. For this, press the play button, as you would for a reorded call. A player will activate at the bottom of the page and the call will be played live.



You may also pause the recording, by pressing the pause button, and resume when appropriate, by pressing the record button.

Properties of the call

Click on the chevron > button or just select a call for the details window to populate. Here you can view the call details, view/change the call's category, set description of call, assign users/categories or export the call to email or to disk using wav or speex format.

20

0

20

configuration

calls

active calls

call managers

CallReplay Call Recorder v10.6

admin

20

0

20

calls

Active

Today

Refresh

Contacts

Tags

Phones

Numbers

Caller IDs

IP Addresses

Duration

Description

Computers

Clear all

Hide

Agents [ANY]

Period Today

20 calls

Search

Agent

[Any] 20

Users 20

[Any] 20

2023 20

Jun 20

This Week 20

Today 20

Date	Calling Party	Called Party	Duration	Action
Today 19:39:4	2200 user1	2201 user2	2m 19s	▶
Today 19:27:1	2200 user1	2201 user2	0m 19s	▶
Today 19:22:5	2200 user1	2201 user2	0m 9s	▶
Today 19:17:3	2200 user1	2201 user2	0m 4s	▶
Today 19:11:3	2200 user1	2201 user2	0m 8s	▶
Today 19:10:4	2200 user1	2201 user2	0m 11s	▶
Today 18:56:2	2200 user1	2201 user2	0m 5s	▶
Today 18:50:5	2200 user1	2201 user2	0m 6s	▶
Today 18:44:4	2200 user1	2201 user2	3m 58s	▶
Today 18:40:1	2200 user1	2201 user2	0m 11s	▶

40 - 27 June 2023, 19:39:48 - 2200 2201

ACTIONS

INFO

DESCRIPTION

QUESTIONNAIRES

TRANSCRIPTION

Call Status

Finished

Recording Status

Recorded

play

save

save as ...

email

categories

20

0

20

configuration

calls

active calls

call managers

CallReplay Call Recorder v10.6

admin

20

0

20

calls

Active

Today

Refresh

Contacts

Tags

Phones

Numbers

Caller IDs

IP Addresses

Duration

Description

Computers

Clear all

Hide

Agents [ANY]

Period Today

20 calls

Search

Agent

[Any] 20

Users 20

[Any] 20

2023 20

Jun 20

This Week 20

Today 20

Date	Calling Party	Called Party	Duration	Action
Today 19:39:4	2200 user1	2201 user2	2m 19s	▶
Today 19:27:1	2200 user1	2201 user2	0m 19s	▶
Today 19:22:5	2200 user1	2201 user2	0m 9s	▶
Today 19:17:3	2200 user1	2201 user2	0m 4s	▶
Today 19:11:3	2200 user1	2201 user2	0m 8s	▶
Today 19:10:4	2200 user1	2201 user2	0m 11s	▶
Today 18:56:2	2200 user1	2201 user2	0m 5s	▶
Today 18:50:5	2200 user1	2201 user2	0m 6s	▶
Today 18:44:4	2200 user1	2201 user2	3m 58s	▶
Today 18:40:1	2200 user1	2201 user2	0m 11s	▶

40 - 27 June 2023, 19:39:48 - 2200 2201

ACTIONS

INFO

DESCRIPTION

QUESTIONNAIRES

TRANSCRIPTION

Parties

Call Party Information

Caller Party

Called Party

Phone Number

2200

2201

User Name

Device Name

SEP000C298A60BF

SEP000C294C6568

Legal Zone

Legal Direction

Recording

Call ID

974181c9-3e3e-c8df-3deb-16fa94308e29

Start Time

2023-06-27T19:39:48+0300

Duration

2m 19s

File Size

545031

File Name

2023/06/27/19/2023-06-27_19-39-48_2200_2201.opus

Original Format

Encoding Format

opus

Questionnaires

For call rating and quality control you can use this tab to fill in any questionnaire you may have defined.

The screenshot displays a call management interface. On the left, there are tabs for 'Agents [ANY]', 'Period Today', and '20 calls'. The '20 calls' tab is active, showing a list of calls with columns for Id, Date, Calling Party, Called Party, and Duration. The list includes calls 40, 37, 35, 33, 32, 30, 27, 26, 24, and 22. The right panel shows a detailed view of call 40, dated 27 June 2023, 19:39:48, with calling party 2200 and called party 2201. The 'QUESTIONNAIRES' tab is selected, showing a form for 'Form1' with sections for 'Category 1' and 'Category 2'. Each category has a 'Details' field and radio buttons for 'N/A', 'No', 'Yes/No', and 'Yes'. At the bottom, there are buttons for 'play', 'save', 'cancel', and 'delete'.

Editing Descriptions

In the text box enter the description you want. Then click the Save button.

The screenshot shows the 'DESCRIPTION' tab of the call management interface. The title bar at the top reads '40 - 27 June 2023, 19:39:48 - 2200 2201'. Below the title bar, there are tabs for 'ACTIONS', 'INFO', 'DESCRIPTION', 'QUESTIONNAIRES', and 'TRANSCRIPTION^B'. The 'DESCRIPTION' tab is active, showing a text box with the text 'This is a description.' and buttons for 'save' and 'cancel'.

Quick Save - Mailing

The options presented are Save Call or sending it by E-mail using the Wav or the Speex format.

Send call by e-mail

To

address@mailserver.com

Subject

CallReplay Call Recording # 40 2200 () to 2201 () at 2023-06-27T

Body

Hello, this is the recording.

Format

☒ Default ☐ WAV ☐ OPUS ☐ Speex ☐ None

send

cancel

Wav (Waveform Audio) A common audio uncompressed file format for Windows computers (.wav). It has the advantage of being played by any Microsoft Windows sound application, the disadvantage being that it is uncompressed, thus, very large.

Speex A free software speech codec designed for VoIP which provides very good quality speech and low bit rate, thus, occupying less disk space.

3 - Questionnaires

3.1 - Managing Questionnaires

General

A questionnaire contains questions, grouped into categories. For each question can be defined a set of predefined answers. The status of a questionnaire can be Active or Disabled.

The list of questionnaires is found in Quality > Quality Standards.

Search (Ctrl-G) Playback Quality Help Session

Dashboard Replay Ca

Quality Standards

Add

	Quality Standard	Status		
	a	Active		

The following operations are available: adding, editing, deleting and cloning.

To add a questionnaire, press Add button.

Quality Standards

Add

	Quality Standard	Status		
	QS 1	Active		
	test	Disabled		

To edit an existing one press Edit button.

Quality Standards

 Add

	Quality Standard	Status		
 Edit	QS 1	Active	 Clone	 Delete
 Edit	test	Disabled	 Clone	 Delete

For creating a questionnaire based on an existing one, press Clone button.

Quality Standards

 Add

	Quality Standard	Status		
 Edit	QS 1	Active	 Clone	 Delete
 Edit	test	Disabled	 Clone	 Delete

Unused questionnaires can be deleted. Press Delete button.

Quality Standards

 Add

	Quality Standard	Status		
 Edit	QS 1	Active	 Clone	 Delete
 Edit	test	Disabled	 Clone	 Delete

Quality Standard Editor

Press Add or Edit button for editing questionnaire.

Evaluation

Replay Calls > Call Menu

The *Questionnaire menu* shows the questionnaires labels with the following information:

- Evaluated questionnaires have their score displayed to the right of the label (ex: QS 1).
- If a questionnaire has a 'N/A' answer, then it will be marked and shown as incomplete (ex: sta).
- If a questionnaire has all 'N/A' answers, the score will not be shown and only incomplete will be displayed (ex: QS 2).
- For not evaluated questionnaires, only their label is shown (ex: sta (2)).

sta - 30% - Incomplete

QS 1 - 50%

QS 2 - Incomplete

sta (2)

Quality Standards

Calculating scores

Each question can have a real **score** between 0 and 1 (ex: 0.5 = 50%). Unanswered questions have score 0.

The question's **importance** is a coefficient applied to the question's score. It has one the following values:

- Ignored = 0
- Low = 0.5
- Medium = 1
- Important = 2

Questions of type text have importance 0 (Ignored) by default.

When calculating the **total score** of an evaluated questionnaire, the following algorithm is applied:

1. Sum each answered question's score multiplied by its importance
2. Scale the result to a value between 0 and 100% based on the maximum achievable score of the questionnaire (sum of answered questions importance).

Note that if a question has 'N/A' answer, it is ignored from evaluation's total score. It is considered as if not answered, and the total score will scale accordingly (for example, you can have an evaluation score of 100% if the first question is answered '10' and the second is answered 'N/A').

Reports

To view reports containing questionnaire scores, go to **Quality>Reports**.

Choose report type **Compare Scores**, period of the report, department, and quality standard.

To view the report press **View report** button.

To export the report to an excel file, press **Export** button.

4 - Further Reading

4.1 - Phone Services

Using the IP Phone Service

The IP Phone Service allows users and managers alike to benefit from a couple of useful functions.

These are: Recordings, Monitoring, and Record on demand. They are all described below in the application Main Menu section.

Note: The Monitoring function in the IP Phone Service is only accessible to Managers.



Login

Here you will enter your username and PIN.

Services menu

After the login, you will be presented with this screen.

1. Select the **Services** menu.
2. From the **Services** menu, select **application name**



Phone Service Menu



There are three options in the application IP Phone Service Main Menu:

Recordings It allows call playback, moving a call to a folder and email to the address set in the application Configuration. **Monitoring** It allows monitoring of a selected phone number. **Record this call** It allows Record on Demand. **Pause this call** It pauses the recording of the current call

Open **Recordings** then select the extension you want



In this case, the only selection you can monitor is 2002. To select another, press the **Other** tab then enter the PIN accordingly.





Now you are presented with the list of calls from that extension. From here you can play move calls to application folders and E-mail them to the address set in application Configuration.

Monitoring

From the main **application** menu, open **Monitoring** and select the extension you want





In this case, the only selection you can monitor is 2002. To select another, press the **Other** tab then enter the PIN accordingly.



Next you must enter the **Phone Number** you want to monitor
After you have finished your selections, you should see the window below as a confirmation



Pausing Recording

You can use the pause feature to pause the recording of the call. You can resume the recording at any time by pressing the resume button.



On Demand Recording



{

Allows an agent the recording of a call in progress. Regardless of the moment you gave the command to record, that conversation will be recorded entirely.

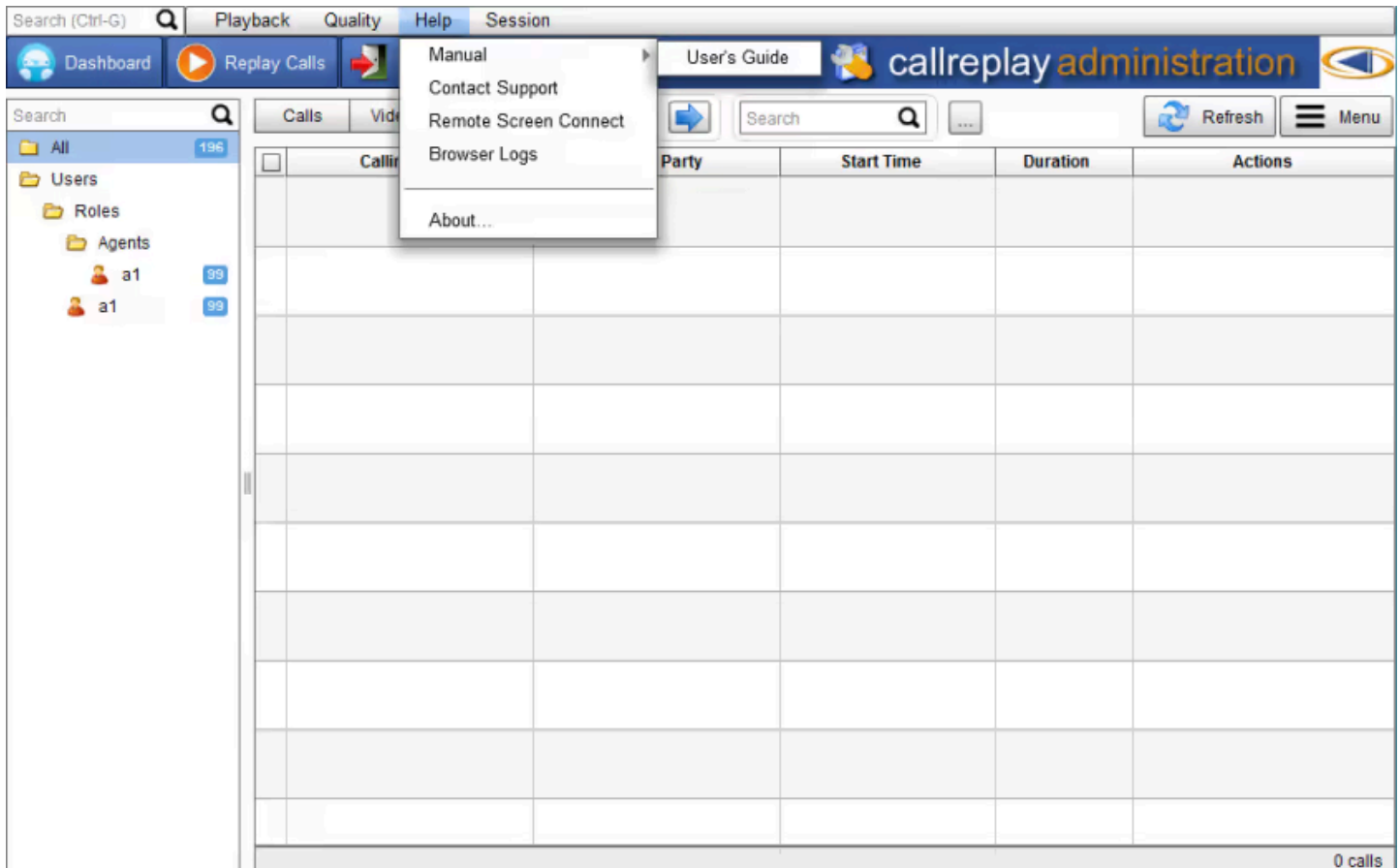


4.2 - Get Help

User Manual

The user's manual can be found in the help menu.

Help > Manual > User's Guide



TeamViewer Support

(TBD)

Remote Support

Some issues might require the CallReplay support personnel to connect to your PC for a remote support session, in which case, they will request a remote session. You can start a remote support session by going to Help > Remote Screen Connect

A new tab will open, please start a session.

Welcome

Welcome to our online remote support and collaboration portal. The following options allow you to connect to a session.

Start
a new session



Enter your name here

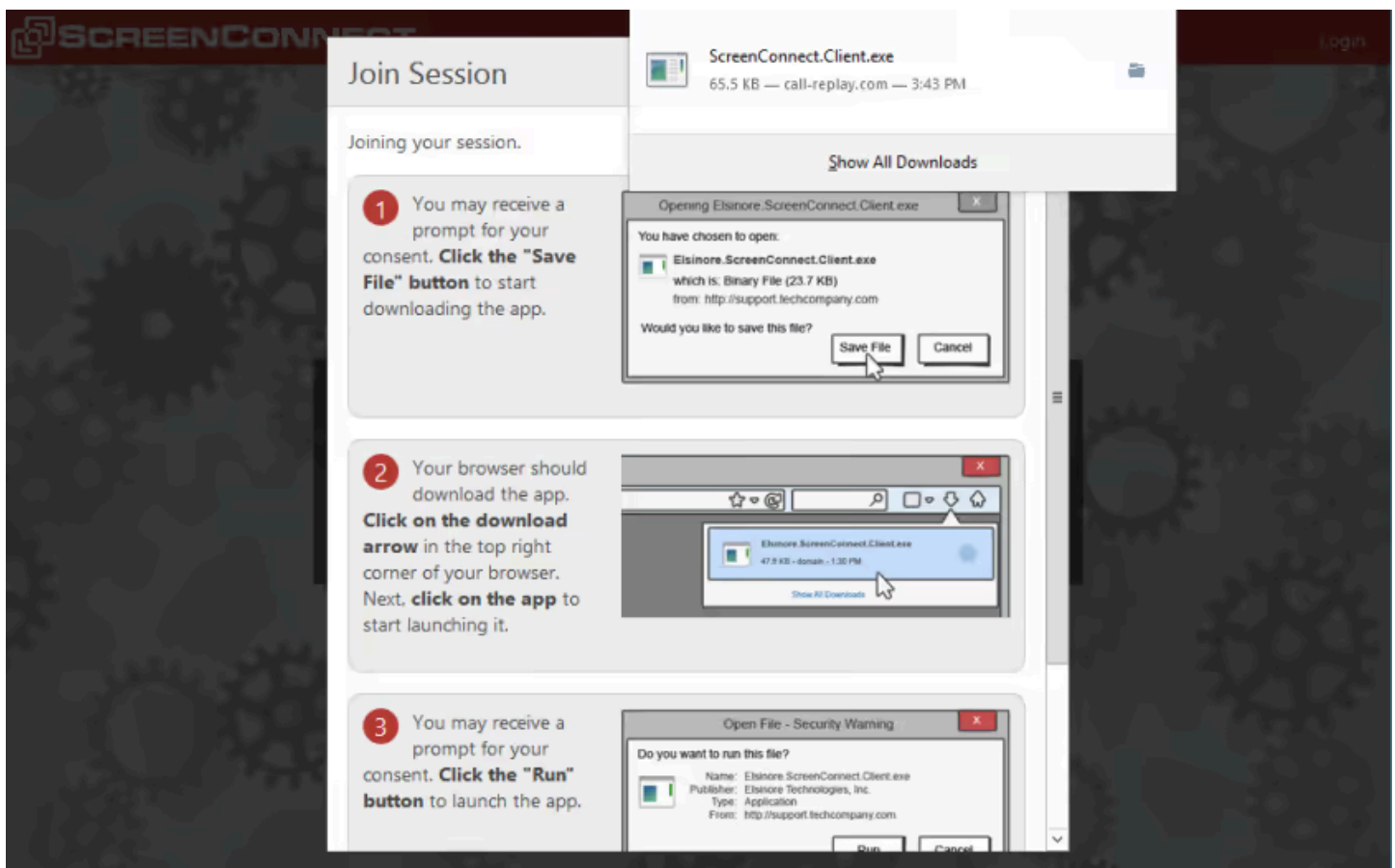
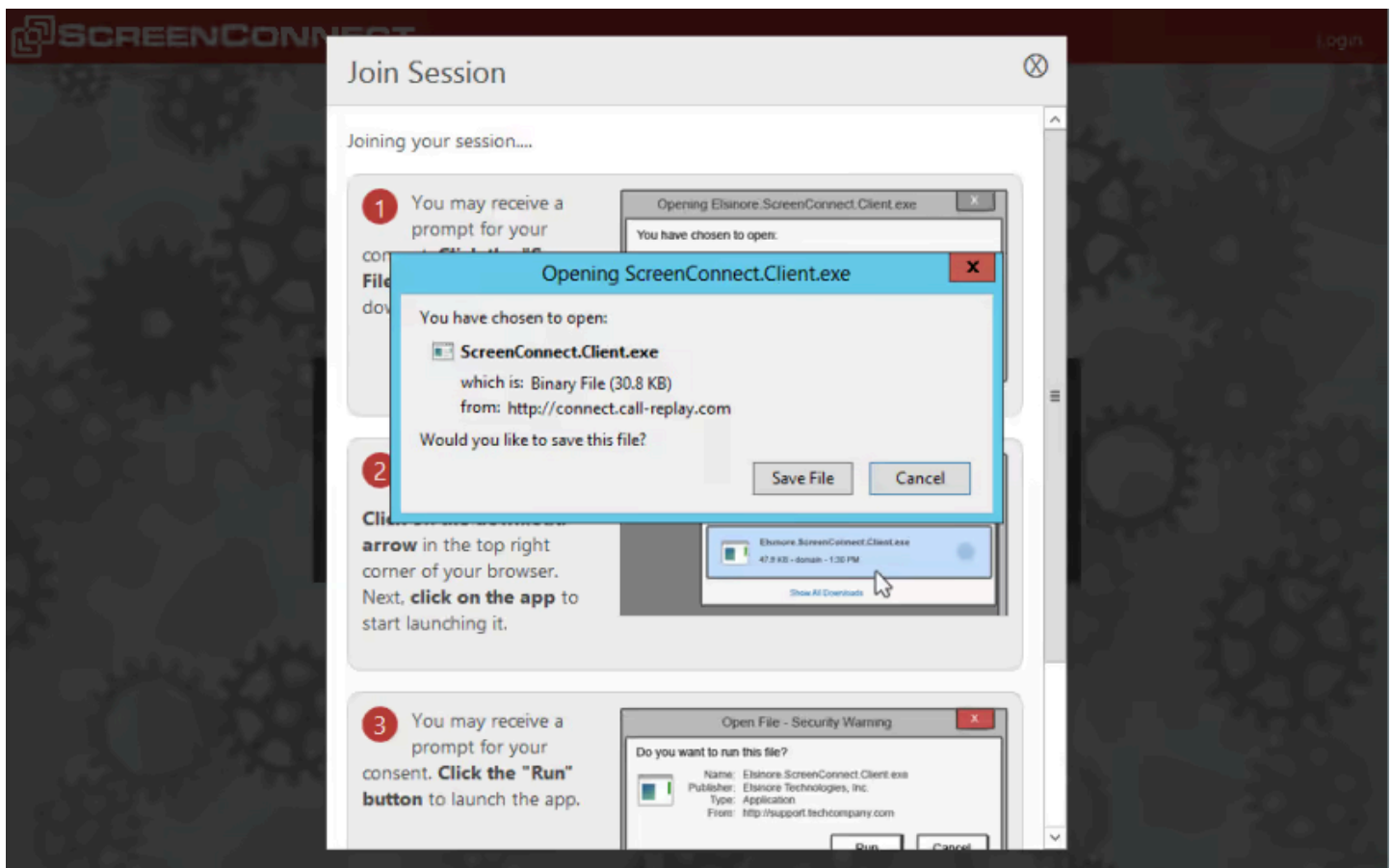
Join Session ⓧ

Please identify yourself to begin your session:

Your Name:

Start Session

Save and run the file that is prompted for download.



Allow the File to run, and allow the necessary permissions.

