

User Guide

IPFX Recording Playback Client

Version 9



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Introduction

Typographical Conventions

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation.

For more information on specialized terms used in the documentation, see the Glossary at the end of this document.

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information
Triangular Bullet(➤)	Step-by-step procedures. You can follow these instructions to complete a specific task.
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.
<i>Emphasis</i>	Use to emphasize the importance of a point or for variable expressions such as parameters.
CAPITALS	Names of keys on the keyboard. for example, SHIFT, CTRL, or ALT.
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another, for example, CTRL+P, or ALT+F4.
Keyword	An IPFX platform, product or component.
	IPFX Module or product licensing required
	A specific User Level Feature is required
	IPFX Director Feature
	IPFX for Cisco Unified Communications Manager

The following lists terms used in this document.

Term	Description
IPFX Clients	Includes IPFX Console , IPFX Explorer , IPFX for Outlook , IPFX Toolbar ,
IPFX Electron/Web Clients	IPFX Contact Centre Client and IPFX Web Console
IPFX Product Suites	 IPFX Empower or IPFX Connect
CUCM	Cisco Unified CallManager
MSTeams	Microsoft Teams (TM)

Images used in this document are based on a configuration enabled for all features, so may differ from what you see.

Items that are based on specific modules or User Level Features are highlighted as such.

Press **F1** within the **IPFX Client** for access to help or press the  **Help** icon.

About the IPFX Recording Playback client

MOD IPFX Recording Playback Client

FEA IPFX Supervisor or IPFX Administrator

This web-based client, allows you to search for and listen to, or view, captured audio or video. This client also allows **IPFX Supervisors/Administrators** to evaluate agent call handling, if licensed for **Quality Evaluation surveys**.

The **IPFX Recording Playback** client is accessed via any of the Web browsers, supported by the IPFX Web Suite.

Use the alias "Recording" as an addendum to your IPFX Web Suite address. For example, **https://ipfxweb.example.com/uc/Recording**, to access and playback recorded audio and video (if licensed).

You will receive a login prompt, which will need your extension number and PIN entered to proceed. If your site employs Single Sign On (SSO), you should be automatically logged in.



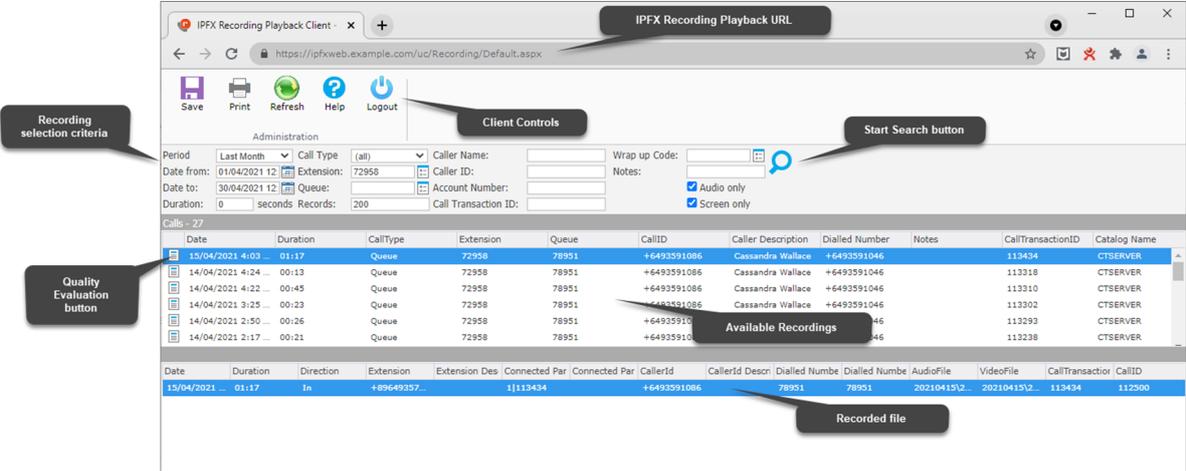
The image shows a login form for the IPFX Recording Playback Client. At the top is the IPFX logo, which consists of the letters 'IPFX' in a bold, sans-serif font, with a stylized human figure icon to the right. Below the logo is the text 'Welcome Back'. The form contains a dropdown menu labeled 'IPFX Authentication' with a downward arrow. Below this are three input fields: 'Extension' (highlighted with a red border), 'PIN', and a blue 'Next' button. At the bottom right of the form is a 'Remember me' checkbox.

Monitoring Groups need to be configured to provide the IPFX Supervisors and Administrators permission to view and listen to recordings. Their own extension must be in the list of extensions to be monitored.

Note that the Remember me checkbox, refers to the current session only. If the client is logged out or the browser is closed, the cookies are cleared and the user will be prompted to login again (unless using SSO)

Recording Playback - Overview

Once you have successfully entered your Extension and PIN information, the Playback client will open, ready for you to choose the criteria you want to filter the data.



Recording Playback - Client Controls

The following Client Controls are available:

Button	Description
 Save	Individual files can be saved locally for attaching to emails, CRM or other workflow tools. Simply click the Save icon with a recording selected.
 Print	Will print a listing of the current Calls Pane listing
 Refresh	Will refresh the client view.
 Help	Will open an HTML version of the IPFX Recording Playback manual
 Logout	Will logout of the IPFX Recording Playback Client.

Recording Playback - Search Criteria

There are a number of parameters to search on to filter your search for recordings (audio and/or video).

Filter parameter	Description
Period	A dropdown selection to automatically enter Date to/from values: Last Month Last Week Yesterday Tomorrow This Week This Month
Date from and Date to	To use an alternative date range to that available with the quick select above.
Duration	The minimum duration of the recording
Call Type	Select from the available options, Inbound, Outbound or Queue. Leaving blank will return all.
Extension	To filter for a specific extension, enter it here. If this field is left blank, it will return all extensions you have permission to access recordings for.
Queue	To filter on a specific queue. If left blank, will return all queues.
Records	The number of records to return.
Caller Name	The name of the incoming caller, if they exist in the Company Directory. Leaving blank will search for all.
Caller ID	The Calling Line Identification of the incoming call. Leaving blank will return all.
Account Number	The Account Number as configured in the Company Directory. Leaving blank will return all.
Call Transaction ID	If known, otherwise leave blank.
Wrapup Code	Select the wrapup codes from the selection button. Leave blank to search through all.
Notes	Select to filter on specific notes associated with the call. Leave blank to check all.
Audio Only checkbox	If selected will display all records with Audio files linked. If not selected will return all call records meeting the criteria.
Video Only checkbox	If selected will return all records with Video files linked. If not selected, will return all records meeting the criteria.

Selecting any of these criteria to filter on, then clicking on the  Search icon, will show the results in the Calls Pane.

The 'Show unmatched' value in Monitoring Groups will only take effect if both the Audio Only and Screen Only checkboxes are clear.

Recording Playback - Interactions Pane

Having clicked on the Search icon, any results matching the selected criteria will display in this Interactions Pane.

Selecting a record in this Interactions Pane, will then show any available recordings for this selected interaction, in the Recordings Pane.

If licensed for Quality Evaluation Surveys, this view will also show an  icon, for calls that have a recording available for evaluation.

Select Quality Evaluation from the context menu of this icon, to perform a Quality Evaluation on the selected interaction. Double clicking on the selected interaction will automatically initiate the Quality Evaluation.

Recording Playback - Recordings Pane

The recordings pane will display the details of each call that has one or more associated legs recorded.

Double clicking on any recording, will play the recording. If an audio only recording, it will open an audio player and play the recording over your chosen sound device (PC Speaker or Headset).

If a recording has multiple legs, there may be more than one recording available for playback when you open the player.

If the recording also has an associated video recording, a video player will open and play both the audio and video.

Note that all call legs for a queue call will be recorded, so some recordings may have the queue announcement and MoH only.

The video can show the active screen or all screens. This is a global setting and is set at installation on the IPFX Server. By default, it sets to record the active screen only.

Note the screen recordings are only captured, if the agent has their **IPFX Client** open, prior to receiving any queue calls. Note that this does not apply to **IPFX Web Clients**. If using **IPFX Electron** clients, then the **IPFX Web Admin** application needs to be installed.

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