# Hosted Voice Call Recorder for Call Center-

Call Recorder is a portal that stores call recordings that have been recorded while using Hawaiian Telcom's Hosted Call Center service. Through this portal, you will have the capability to listen to your business's previously recorded calls, view historical call reports and monitor calls. You can also download call recordings, add comments to an existing recording and create categories to help manage your call recordings. Access to the Call Recorder Portal is provided by Hawaiian Telcom and is limited to Authorized Users only. This document will provide you with a basic overview on how to navigate and utilize the Call Recorder Portal.

Logging In:

Enter the portal URL (shown below) in your web browser or use the link that was emailed to you when your Call Recorder user account was set up to launch the portal.

https://cr.hawaiiantel.com/CallRecorder

You will be greeted with the portal's login screen. Your login credentials should be identical to your login credentials for Hawaiian Telcom's Web Portal. If you do not have this information, please see your system administrator.
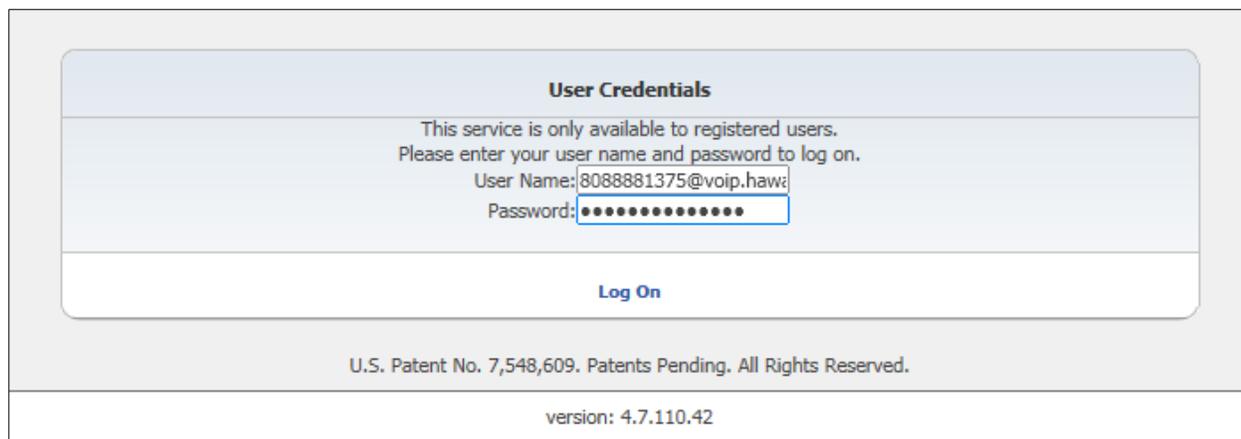
User Credentials

This service is only available to registered users.
Please enter your user name and password to log on.

User Name: 8088881375@voip.hawa

Password: ●●●●●●●●●●●●●●

Log On

U.S. Patent No. 7,548,609. Patents Pending. All Rights Reserved.

version: 4.7.110.42

Dashboard:

The Call Recorder Dashboard gives you a quick overview of information that includes Calls in Progress, Active Call Handlers, Duration Recorded and Calls in Recycle Bin. Here you will also be able to view graphs or details on subjects such as Calls by Category (if applicable), Frequent Calls and Calls by Location.

In most of these categories you will have the option to use the drop down box and select from a list of predetermined options what type of information you want to be shown for each category. The types of options you have access to change or choose from include:

- Style- Choose between Graph and Details for the format you want to view each category in.
- When- Narrow the information you view by selecting the time period you want to view for each category, such as choosing today, yesterday, last week, etc.,
- Top Results- Choose whether you want to view a categories Top 5, 10, 15, etc. results.
- Refresh- Select how often you would like the information for each category refreshed.
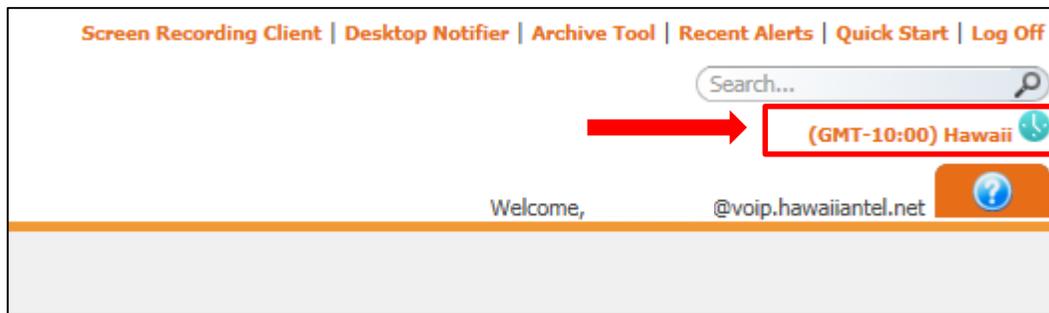
The screenshot below gives you a glance of the Call Recorder Dashboard.
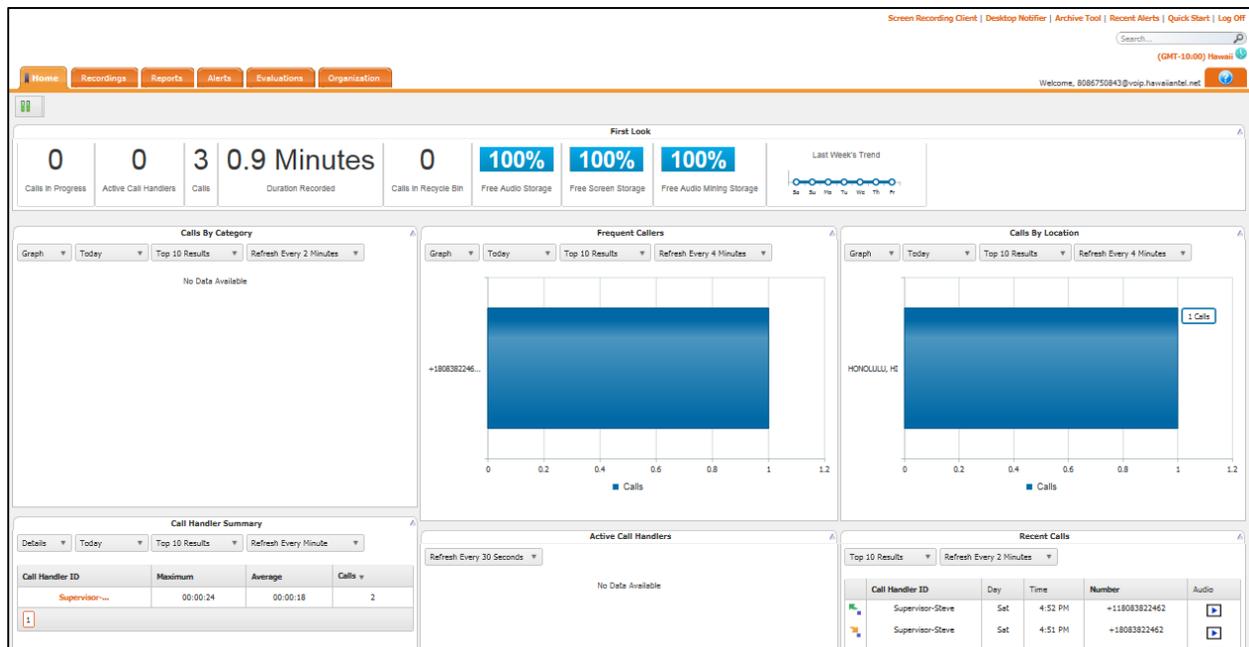
Getting Started:

Once you get familiar with the Call Recorder Dashboard there are a few things that you should do before moving on.

1. On the top right hand side of your screen, change your time zone to reflect "**Hawaii**" time. Save your changes by clicking on save once you've chosen your time zone.

2. Next, notice the "**Log Off**" link at the top right hand side of your screen directly above the time zone you just updated. Be sure to always Log Off of the portal when you are done to prevent any unauthorized usage.

3. Also, use the question mark **(?)** tab for help. A guide with detailed information on the entire Call Recorder Portal will appear. Use this guide as an additional resource to get you familiar with the Call Recorder Portal.

4. Lastly, please note that there are a few features that are currently not available but will be part of the product in the future. These features include Screen Recording, Audio Mining, Evaluations (Agent Scorecard) and Organization.

Other links that you will notice on this screen are:

Desktop Notifier- An external application that allows a User to receive automated notifications of new incoming alerts.

Archive Tool- Allows a user to archive call recordings to ISO images that can be burned to CD or DVD.

Recent Alerts- Allows a user to view up to 20 of the most recent alerts.

Quick Start- Clicking on this link will launch a quick start tutorial for the corresponding tab.

Please utilize the question mark (?) tab for detailed information for each feature.

Recordings:

Click the "**Recordings**" tab to view, listen and manage your call recordings.

Listed below are a few highlighted tasks that you may use often.

1. Listen to a recording.
2. Download a recording as an MP3 file.
3. Create/Manage Categories and assign a Category to a recording.
4. Annotate- Allows you to add a marker to a recording, create a marker description, attach a document to marker and download the annotation.
5. Email- Email a copy of the recording to another user (must have portal access).
6. Comments- Add a note to go with a recording.
7. Delete- Delete a recording.
8. Export- Export selected recordings or all.

On this tab you also have a "**Select Columns**" link. Here you can choose the information that you want viewed on this screen. Use the "**Refresh Grid**" link to get the latest information available.

On the top located on the recording tabs bar you can use the "**Recycle Bin**" link to view deleted call recordings. Through this link you will have the option to recover a recording or to permanently empty your recycle bin. Next, use the "**Calls in Progress**" link to view all calls all calls that are currently taking place. Here you can perform different functions such as monitoring a call for training purposes.

Reports:

The "**Reports**" tab is an additional resource you have to generate reports. Please note that information may not match reports generated from the Call Center Client if the Subscribers in Call Record and Agents in the Call Center Client do not match.

For more information on reports, please use the question mark (?) tab for detailed information.

Alerts:

The "**Alerts**" tab allows a user to create alerts based on specific call condition criteria set by the user. If set up, a user will be notified if the call condition criteria's are met.

For more information on reports, please use the question mark (?) tab for detailed information.