

Phoneware Call Recording User Guide

Accessing web interface

Phoneware call recording has a web-interface, which can be accessed via the internet.

Inside web-browser address bar, visit <https://phoneware.mysiprec.com>.

Once you have entered the correct address, you should see the login page:



Login

Password

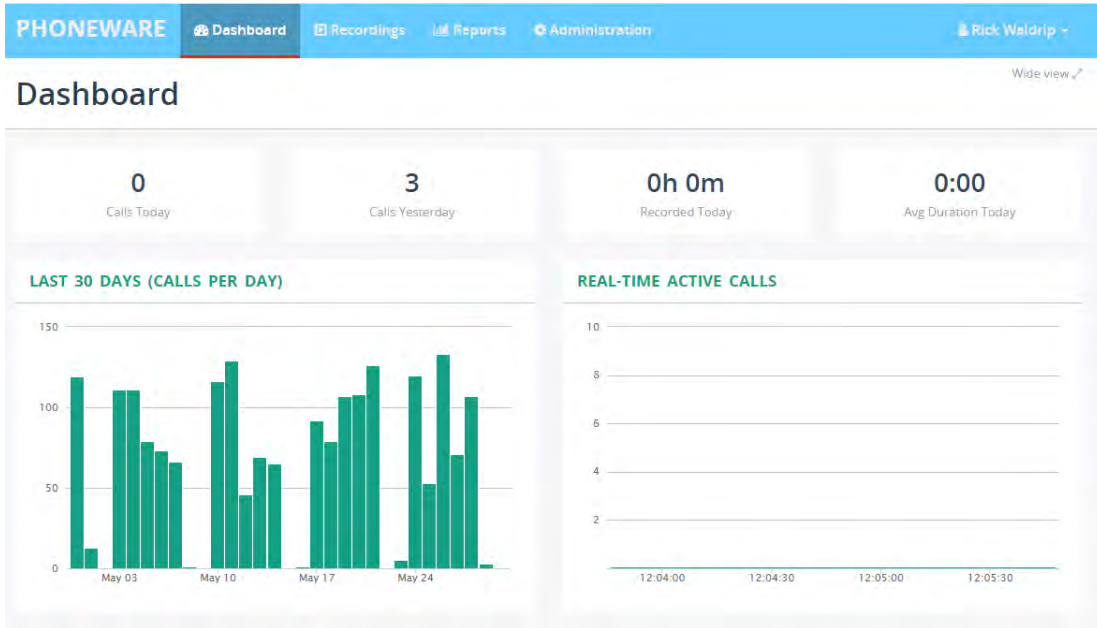
SIGN IN

Your username is your ten-digit direct phone number with no formatting characters. Example: 6028675309. DO NOT use your main phone number to log in. If you are unsure of your direct phone number, and you have a desk phone, you should be able to lift the handset on your desk phone and see your ten-digit direct phone number on the telephone display.

Your password is the same password that you use to log into the user commportal and the MaX UC App. If you change your user commportal password, you will use the new password to log into the call recording server web portal.

Dashboard

Phoneware Call Recording's dashboard provides a thorough overview of calls-per-day, average call duration, current active calls, etc.



Call recordings views

Phoneware Call Recording supports the following call recording views as pictured:

PHONEWARE [Dashboard](#) [Recordings](#) [Reports](#) [Administration](#) Rick Waldrip

Recordings Wide view

[ALL CALLS](#)
[ACTIVE CALLS](#)
[MY CALLS](#)
[BY USER](#)
[NOT ASSIGNED TO USER](#)
[BY CATEGORY](#)
[ADVANCED SEARCH](#)

Select a Date Range
 Select a User or Group
 Search a Text

No auto-refresh

0-20 of many

<input type="checkbox"/>	USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
<input type="checkbox"/>	Rick Waldrip	Yesterday	4:49 PM	0:03	6024451222 (Rick Waldrip)	16024451221	
<input type="checkbox"/>	Paula Waldrip	Yesterday	4:49 PM	0:04	6024451222	+16024451221 (Paula Waldrip)	
<input type="checkbox"/>	Mark Atanovich	Yesterday	1:48 PM	1:01	6024451212 (Mark Atanovich)	8887410480	
<input type="checkbox"/>	Mark Atanovich	May 28, 2021	6:33 PM	0:09	4807209392	+16024451212 (Mark Atanovich)	
<input type="checkbox"/>	Rick Waldrip	May 28, 2021	4:53 PM	7:05	6024451222 (Rick Waldrip)	6024451221	
<input type="checkbox"/>	Paula Waldrip	May 28, 2021	4:53 PM	7:05	6024451222	6024451221 (Paula Waldrip)	
<input type="checkbox"/>	Greg Ahlborn	May 28, 2021	4:29 PM	0:18	6024451217 (Greg Ahlborn)	6024451205	
<input type="checkbox"/>	Sean Potter	May 28, 2021	4:29 PM	0:18	6024451217	6024451205 (Sean Potter)	
<input type="checkbox"/>	Rick Waldrip	May 28, 2021	4:19 PM	32:36	6024451222 (Rick Waldrip)	3108415500	
<input type="checkbox"/>	Rick Waldrip	May 28, 2021	4:19 PM	0:15	6024451222 (Rick Waldrip)	3108415500	

View	Description
All calls	Displays all call recording (including active calls).
Active calls	Displays only active calls
My calls	Displays call recordings associated with the current logged in user
By user	Displays call recordings, which are grouped by user and user group
Not assigned to users	Displays call recordings, which were not assigned to any users; this view is visible to administrator accounts only.
By category	Displays calls recordings grouped by category
Advanced search	Displays advanced search form

Playback call recordings

Inline basic audio player

Click on the call list, and you will be able to see call details within a basic media player, which is right inside the call list.

PHONEWARE Dashboard Recordings Reports Administration Rick Waldrip

Recordings

Wide view

ALL CALLS ACTIVE CALLS MY CALLS BY USER NOT ASSIGNED TO USER BY CATEGORY ADVANCED SEARCH

Select a Date Range Select a User or Group Search a Text Search

No auto-refresh Categories Download Export More 0-20 of many

USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
Rick Waldrip	Yesterday	4:49 PM	0:03	6024451222 (Rick Waldrip)	16024451221	
Paula Waldrip	Yesterday	4:49 PM	0:04	6024451222	+16024451221 (Paula Waldrip)	
Mark Atanovich	Yesterday	1:48 PM	1:01	6024451212 (Mark Atanovich)	8887410480	

Group: Users

From: 6024451212 [Mark Atanovich](#)

To: 8887410480

Date/Time: Yesterday 1:48:21 PM

Duration: 1:01

00:00 00:00 Save audio file

More details Evaluate

Notes: Add note

Open in new window

Advanced audio player

Click on Open in new window and you will be able to see detailed call information with an advanced audio player.

This visual audio presentation presents an easy way to detect periods of silence and talk-over within the conversation.

PHONEWARE Dashboard Recordings Reports Administration Rick Waldrip

Call 6024451212 -> 8887410480

Mark as confidential

Edit Categories

MEDIA PLAYER

Switch to basic player | Wide view

Play x1 x1.2 x1.5 x1.7 x2 Save audio file

INFO	FROM	TO
<p>Date: Yesterday</p> <p>Connect Time: 1:48:21 PM</p> <p>Disconnect Time: 1:49:22 PM</p> <p>Duration: 1:01</p> <p>Watermark: View</p>	<p>User: Mark Atanovich</p> <p>Group: Users</p> <p>Phone Number: 6024451212</p> <p>Phone Name: Mark Atanovich</p> <p>Live monitor phone 6024451212</p>	<p>User:</p> <p>Phone Number: 8887410480</p> <p>Phone Name:</p> <p>Live monitor phone 8887410480</p>

EVALUATIONS

Add Evaluation Delete Evaluation

CALL DATE/TIME	AGENT	GROUP	EVALUATION FORM	SCORE
No results found				

Searching calls

Phoneware Call Recording allows for an easy search of calls by utilizing different parameters, such as:

- Date range
- User or Group name
- Any text. The entered text is searched within caller/called phone number, name fields, and call notes.

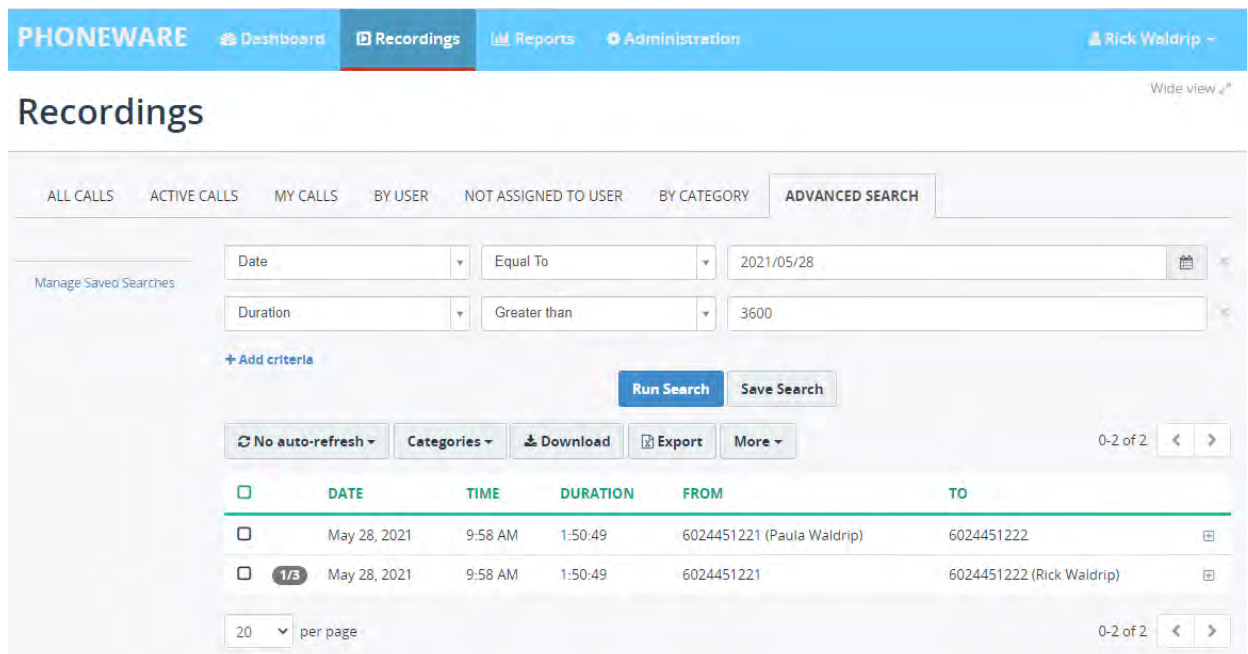
See also [Advanced searching calls](#)

Advanced searching calls

Advanced search web-page provides the ability to search call recordings utilizing multiple criteria, such as:

- User
- Group
- Call ID
- Phone number (FROM and/or TO)
- Date range
- Call duration

Each of these criteria supports different comparison operators like **Equal To**, **Not equal to**, **Starts with**, **Ends with**, **Includes**, **Is empty**, **Not empty**, **Match simple pattern**, **Match regex pattern**, **Before**, **After**, **Between**, **Older than ___ days**, **Newer than ___ days**.

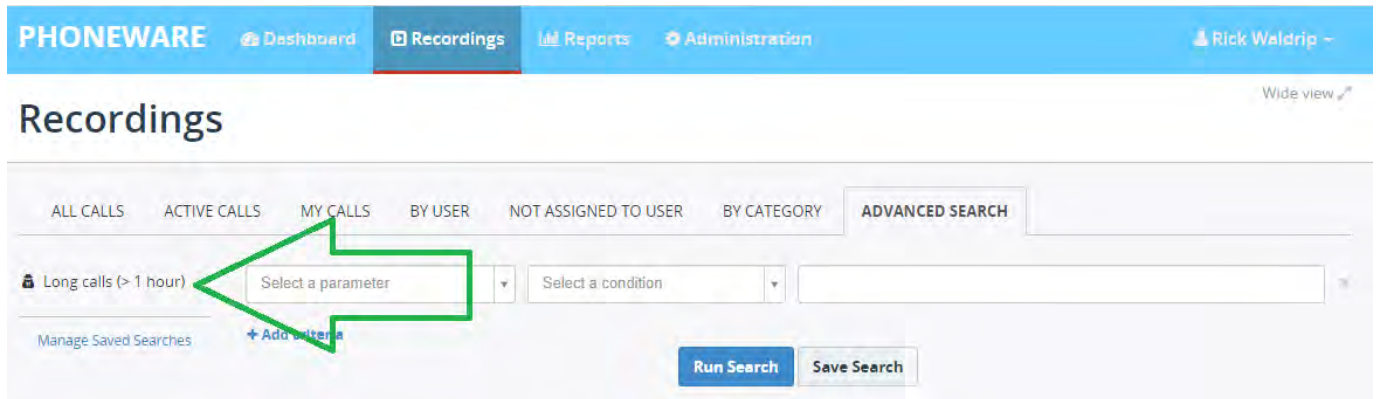


The screenshot displays the Phoneware Recordings interface. At the top, there is a navigation bar with the Phoneware logo and menu items: Dashboard, Recordings (active), Reports, and Administration. The user's name, Rick Waldrip, is shown in the top right corner. Below the navigation bar, the page title "Recordings" is displayed. The main content area features a search interface with tabs for ALL CALLS, ACTIVE CALLS, MY CALLS, BY USER, NOT ASSIGNED TO USER, BY CATEGORY, and ADVANCED SEARCH. The ADVANCED SEARCH tab is selected, showing two search criteria: "Date" set to "Equal To" with the value "2021/05/28", and "Duration" set to "Greater than" with the value "3600". There are buttons for "Run Search" and "Save Search". Below the search criteria, there are controls for "No auto-refresh", "Categories", "Download", "Export", and "More". The search results are displayed in a table with columns: DATE, TIME, DURATION, FROM, and TO. The table shows two records for May 28, 2021, at 9:58 AM, both with a duration of 1:50:49. The first record is for Paula Waldrip (6024451221) and the second is for Rick Waldrip (6024451222). There are checkboxes for each record and a "1/3" indicator. At the bottom, there is a "20 per page" setting and a "0-2 of 2" pagination indicator.

	DATE	TIME	DURATION	FROM	TO
<input type="checkbox"/>	May 28, 2021	9:58 AM	1:50:49	6024451221 (Paula Waldrip)	6024451222
<input type="checkbox"/>	1/3 May 28, 2021	9:58 AM	1:50:49	6024451221	6024451222 (Rick Waldrip)

Saved Search

You can save the searched criteria, and use it later:



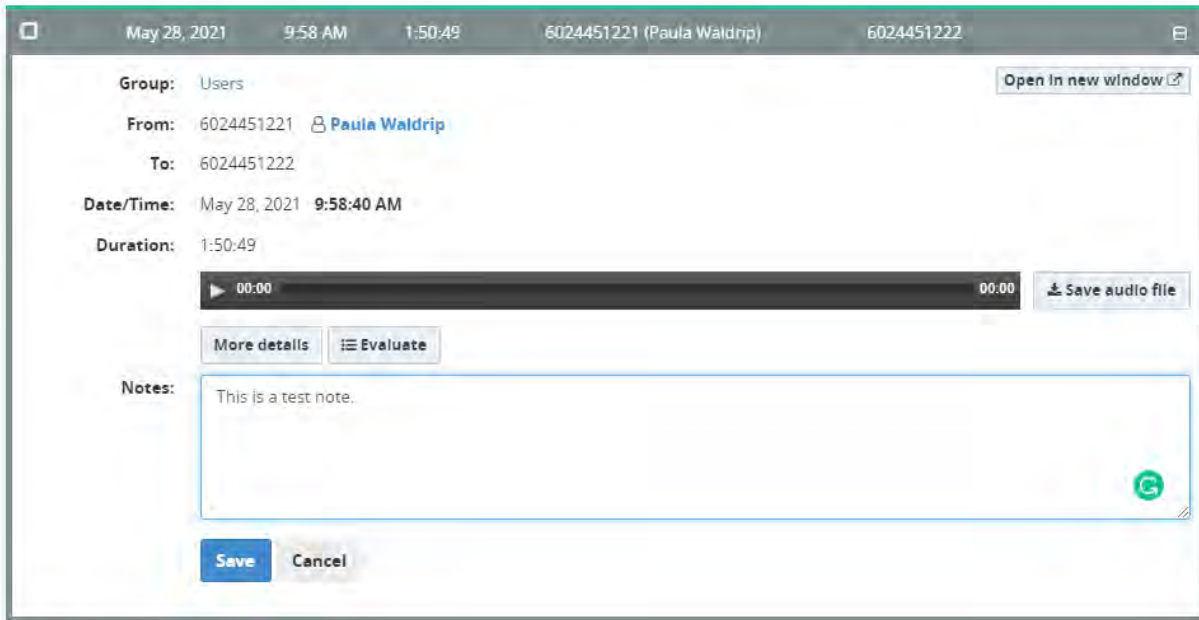
Add notes to calls

When the user has been given the appropriate permission, he or she will be able to view and add new notes to call recordings.

These call notes are displayed inline and in a new window

Notes are displayed from oldest to newest; additionally, it is possible to pin any notes on top (out of order).

Call notes inline



Call notes in new window

PHONEWARE [Dashboard](#) [Recordings](#) [Reports](#) [Administration](#) Rick Waldrip

Call 6024451221 -> 6024451222 Mark as confidential

Edit Categories

MEDIA PLAYER Switch to basic player | Wide view

▶ Play x1 x1.2 x1.5 x1.7 x2 Save audio file

INFO	FROM	TO
Date: May 28, 2021 Connect Time: 9:58:40 AM Disconnect Time: 11:49:29 AM Duration: 1:50:49 Watermark: View	User: Paula Waldrip Group: Users Phone Number: 6024451221 Phone Name: Paula Waldrip LIVE monitor phone 6024451221	User: Phone Number: 6024451222 Phone Name: LIVE monitor phone 6024451222

EVALUATIONS

+ Add Evaluation x Delete Evaluation

CALL DATE/TIME	AGENT	GROUP	EVALUATION FORM	SCORE
No results found				

NOTES

This is a test note.

Save Cancel

Categorizing calls

Phoneware Call Recording supports categories for call recordings. When the user has the appropriate permissions, he or she may assign categories to calls, create new categories, etc.

To utilize categories, check one or more call recordings in a list, and then click the "Categories" button, next, select one or more categories, which you would like to assign to the call.

Recordings

ALL CALLS ACTIVE CALLS MY CALLS BY USER NOT ASSIGNED TO USER BY CATEGORY **ADVANCED SEARCH**

Long calls (> 1 hour) Duration Greater than 3600

Manage Saved Searches + Add criteria

Run Search Save Search

No auto-refresh Categories Download Export More 0-20 of 82

DATE	FROM	TO
May 28, 2021	4451221 (Paula Waldrip)	6024451222
1/3 May 28, 2021	4451221	6024451222 (Rick Waldrip)
May 27, 2021	4451221 (Paula Waldrip)	4807127555
May 23, 2021 11:45 AM 1:56:47	6024451222 (Rick Waldrip)	9284201296
May 19, 2021 10:48 AM 1:34:47	6024451221 (Paula Waldrip)	6024451222
1/2 May 19, 2021 10:48 AM 1:34:48	6024451221	6024451222 (Rick Waldrip)

View multi-part calls

Phoneware Call Recording automatically recognizes multiple call parts of longer interaction, for example, when a call has been transferred from one agent to another, or, when a call has been put on hold, the agent made a consultative call to his/her supervisor and then resumed the initial call.

When a call is a part of longer interaction, then a special icon is displayed in a calls list, and a link to the interaction web-page is provided.

Recordings

Wide view

The screenshot shows a call recording interface. At the top, there are navigation tabs: ALL CALLS, ACTIVE CALLS, MY CALLS, BY USER, NOT ASSIGNED TO USER, BY CATEGORY, and ADVANCED SEARCH. Below these is a search filter for 'Long calls (> 1 hour)' with a duration of 'Greater than 3600'. There are buttons for 'Run Search' and 'Save Search'. Below the search bar, there are options for 'No auto-refresh', 'Categories', 'Download', 'Export', and 'More'. A table shows a list of calls with columns for DATE, TIME, DURATION, FROM, and TO. One call is selected, and its details are shown in a modal window. The details include the group 'Users', from number '6024451221', to number '6024451222 (Rick Waldrip)', date/time 'May 28, 2021 9:58:40 AM', and duration '1:50:49'. There is an audio player with a 'Save audio file' button. Below the details, there is a section titled 'ALL CALLS IN THIS INTERACTION' with a table showing a timeline of calls. A green arrow points to the 'ALL CALLS IN THIS INTERACTION' section, and another green arrow points to the 'Date/Time' field in the call details.

DATE	TIME	DURATION	FROM	TO	
May 28, 2021	9:58 AM	1:50:49	6024451221 (Paula Waldrip)	6024451222	
1/3	May 28, 2021	9:58 AM	1:50:49	6024451221 (Rick Waldrip)	6024451222 (Rick Waldrip)

Group: Users
From: 6024451221
To: 6024451222 (Rick Waldrip)
Date/Time: May 28, 2021 9:58:40 AM
Duration: 1:50:49

ALL CALLS IN THIS INTERACTION

TIME	DURATION	FROM -> TO	TIMELINE
9:58 AM	1:50:49	6024451221 -> 6024451222 (Rick Waldrip)	
10:56 AM	0:12	6024451222 -> 6024451224 (Kristopher Waldrip)	
10:56 AM	0:12	6024451222 (Rick Waldrip) -> 6024451224	

Visualization of multi-part calls

Multi-part calls are stored internally as multiple calls, but they are displayed to the user as a single audio file. This allows users easily play back the whole interaction in one click.

Interaction

INTERACTION CALL [1] CALL [2] CALL [3]

AUDIO

Switch to basic player

Call 200 -> 205
Begin Time: 10:21:11 PM
End Time: 10:21:46 PM
Duration: 35 seconds
[Call details](#)

200 -> 205
200 -> 210

Save audio file

Silence between call segments has been removed

DATA/TIME

Begin Time: Yesterday, 10:20:25 PM
End Time: Yesterday, 10:21:46 PM
Total Duration: 1:21

Supported call scenarios

Phoneware Call Recording merges multiple call parts into a single interaction in the following call scenarios:

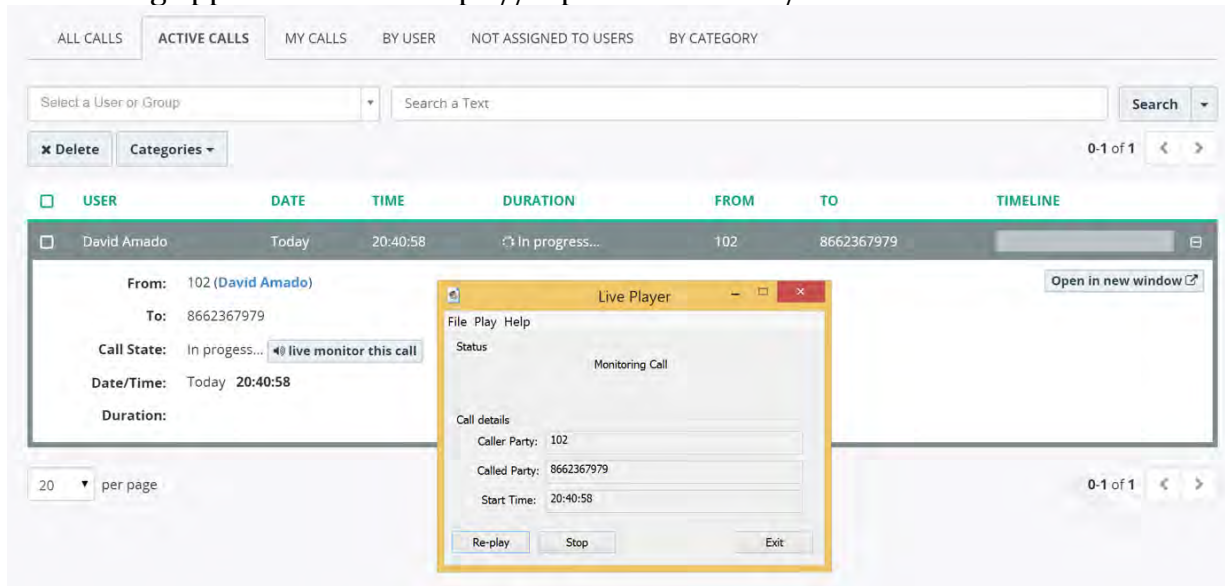
1. An inbound call is transferred from one agent to another; in this case, both parts of the call will be added to the interaction.
2. An agent puts their first call on hold, makes an outbound consultative call, and then returns to their original call. In this case, all 3 calls will be added to the interaction.
3. An agent has an active call occurring, and he/she receives a second incoming call. The agent places the first call on hold and proceeds to answer the new call. The agent then returns to their original call. In this scenario, the incoming call that occurs between the hold/resume event is treated as an outside interaction. Only the 1st and the 3rd call parts will be added to the interaction.

Live monitoring

The live monitoring feature allows authorized users (supervisors) to listen to the active calls in real-time. This feature helps monitor customer service in real-time, train new employees, and alleviate problems as soon as possible.

A special application called Live Player needs to be installed on a supervisor's computer. This application is designed to provide a superior audio latency (less than 200ms).

If the user has the appropriate permissions, he/she will be able to see `live monitor this call` button when viewing active calls. Once this button is clicked, the Live Player application should start automatically. If it doesn't start, then verify if it has been installed previously on a supervisor's computer. **You can download the live monitoring application from <https://azphoneware.com/downloads>**.



Live monitoring feature supports two modes, which are:

- Monitoring of a single call
- Monitoring of consecutive calls of particular agent

In the first case, a monitoring session automatically terminates when the call ends.

In the second case, a monitoring session is automatically restored when the monitored agent makes/receives a new call. The supervisor then initiates a live monitoring session and keeps automatically listening to the consecutive calls the particular agent is making

In order to start monitoring of the consecutive calls, the supervisor needs to select one of the agents' old calls, and then click on "Open in new window" button, then he/she will see `Live monitor phone` link.

Call 102 -> 600 Mark as confidential Delete Call

AUDIO Switch to basic player

▶ Play Save audio file

DATE/TIME	FROM	TO
Date: Jul 20, 2015 Connect Time: 6:01:51 PM Disconnect Time: 6:01:54 PM Duration: 0:03 Watermark: View	User: John Smith Phone Number: 102 Phone Name: 102 Ip-address: 192.168.1.120 (5006) Live monitor phone 102	User: Phone Number: 600 Phone Name: Ip-address: Live monitor phone 600

How it works

Live monitoring feature is built-in to **Phoneware Call Recording** core. It doesn't depend on a phone system, and works with any recording method, whether it is passive or active.

System requirements

To live monitor calls, the following should be true:

1. The monitored calls should be assigned to agent. See [Associating calls with users](#)
2. "Monitoring seat license (as agent)" should be allocated to agent (menu Administration -> User Management -> Users)
3. In multi-tenant environment, the "Live monitoring" licenses should be allocated to a tenant account (menu Administration -> User Management -> Tenants)
4. Supervisor's role should have permission to live monitor other users's calls (menu Administration -> User Management -> Roles)
5. A firewall should not block access from supervisors' computers to **call recording** server on ports 6554 TCP and 7000-7999 UDP. See [Firewall configuration](#)
6. The Live Player application should be installed on supervisors' computers.

On-demand recording using Yealink phone

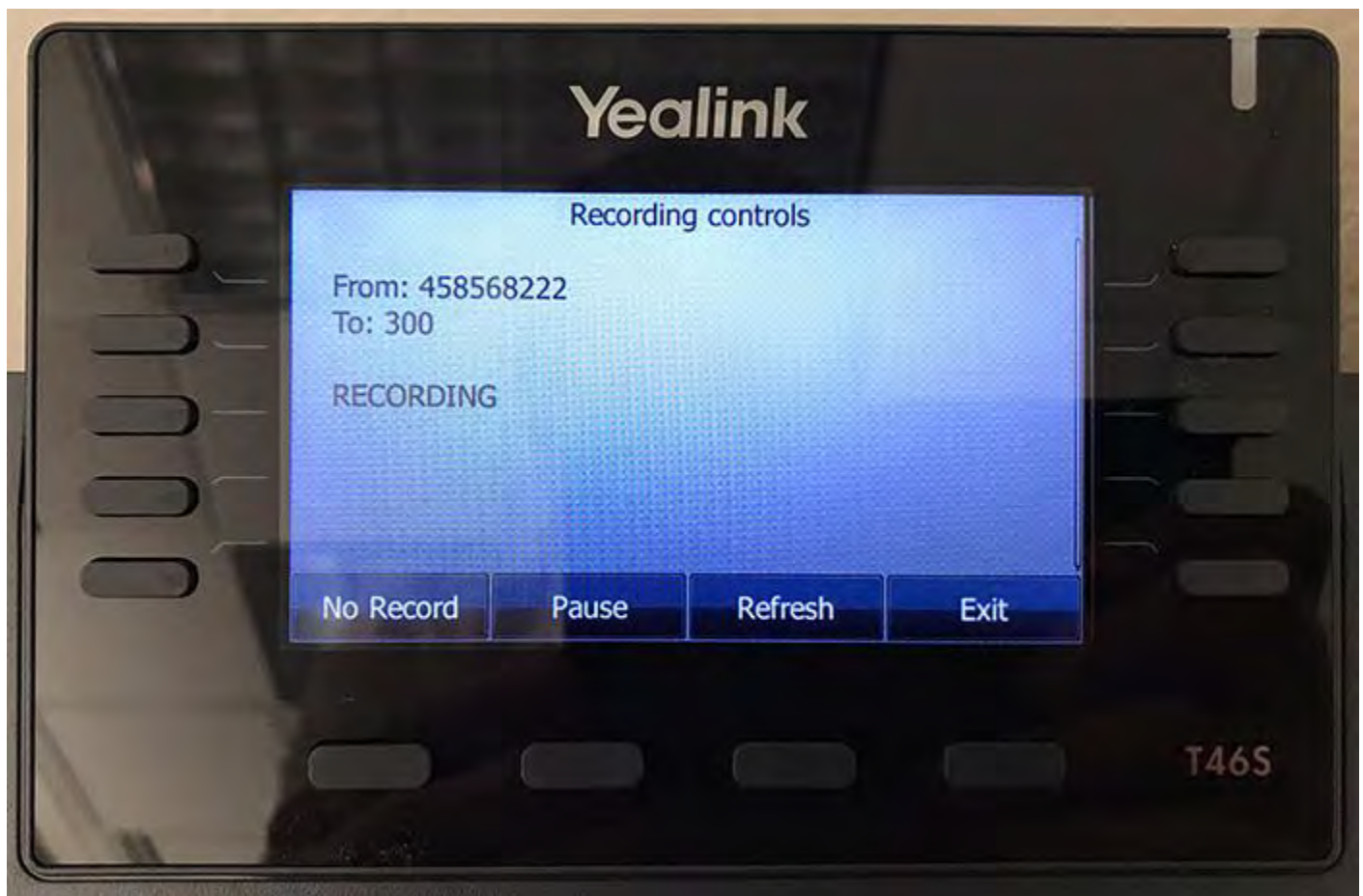
Phoneware Call Recording integrates with Yealink phones to provide on-demand recording control using softkey.

The photos below show example of Yealink T46S and T48S with **Phoneware Call Recording** XML application in action

Yealink T46S / **Record** softkey integration

Users can press **Record** / **No Record** softkey buttons during a call to selectively record some calls (on-demand recording).

The following photo demonstrates "Recording" state. User can press "No Record" to disable recording.



The following photo demonstrates "Not Recording" state. User can press "Record" to enable recording.



Yealink T48S / **Record** softkey integration

Yealink

4085800126

12:56 Fri, Feb 23

4085800126

Recording controls

MiaRec

From: 565977768
To: 300

RECORDING

1/1

+ More



No Record

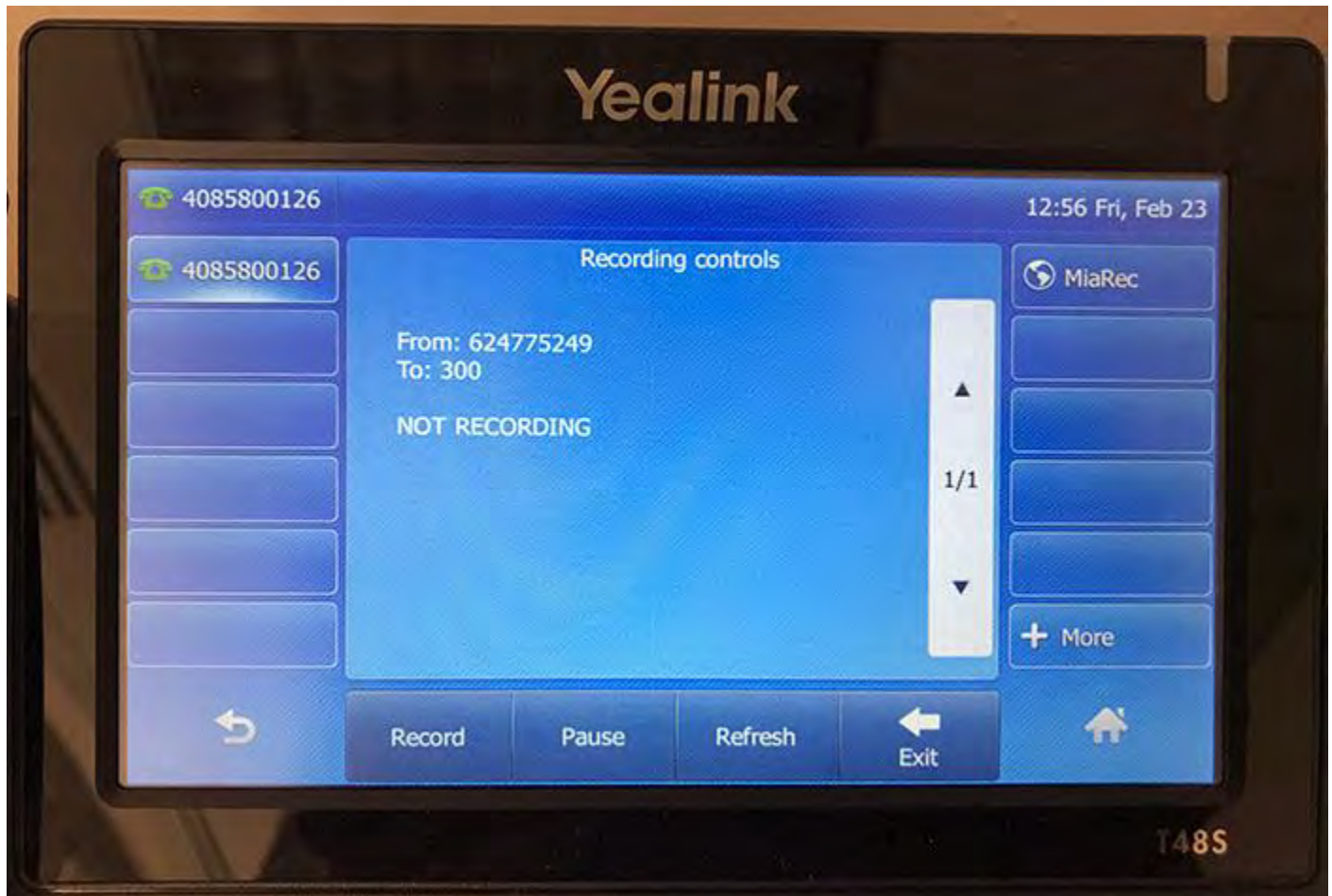
Pause

Refresh

Exit



T48S



On-demand recording via Web portal

When an agent is configured for on-demand recording, then he/she or authorized user (his/her supervisor) may activate/deactivate recording in real-time during a call.

Call 1001 -> 1003

CALL STATUS

Call State: **In progress...**

Duration: **45:44**

On-demand recording:

✓ Call is being recorded

Recording State: **Pause Recording**

Live Monitoring: **🔊 Monitor this call**

If the user decides during a call that he/she would like to keep recording, then a call recording will be stored in **the Phoneware Call Recording server** from the very beginning of a call.

Phoneware Call Recording supports look-back recording. The whole conversation will be stored in **the call recording server**, even if the user has made the decision to record a call at the very last second of a call.

In order to enable on-demand recording:

1. Change recording settings on agent's profile page from `always record` to `on-demand`.
2. Grant agent or his/her supervisor permissions to trigger on-demand recording (see [Role settings](#))
3. During a call, an agent or his/her supervisor should select active call in **Phoneware Call Recording** web interface and click `open in new window` button. Inside the opened web-page he/she will be able to see on-demand controls as shown in the screenshot below.

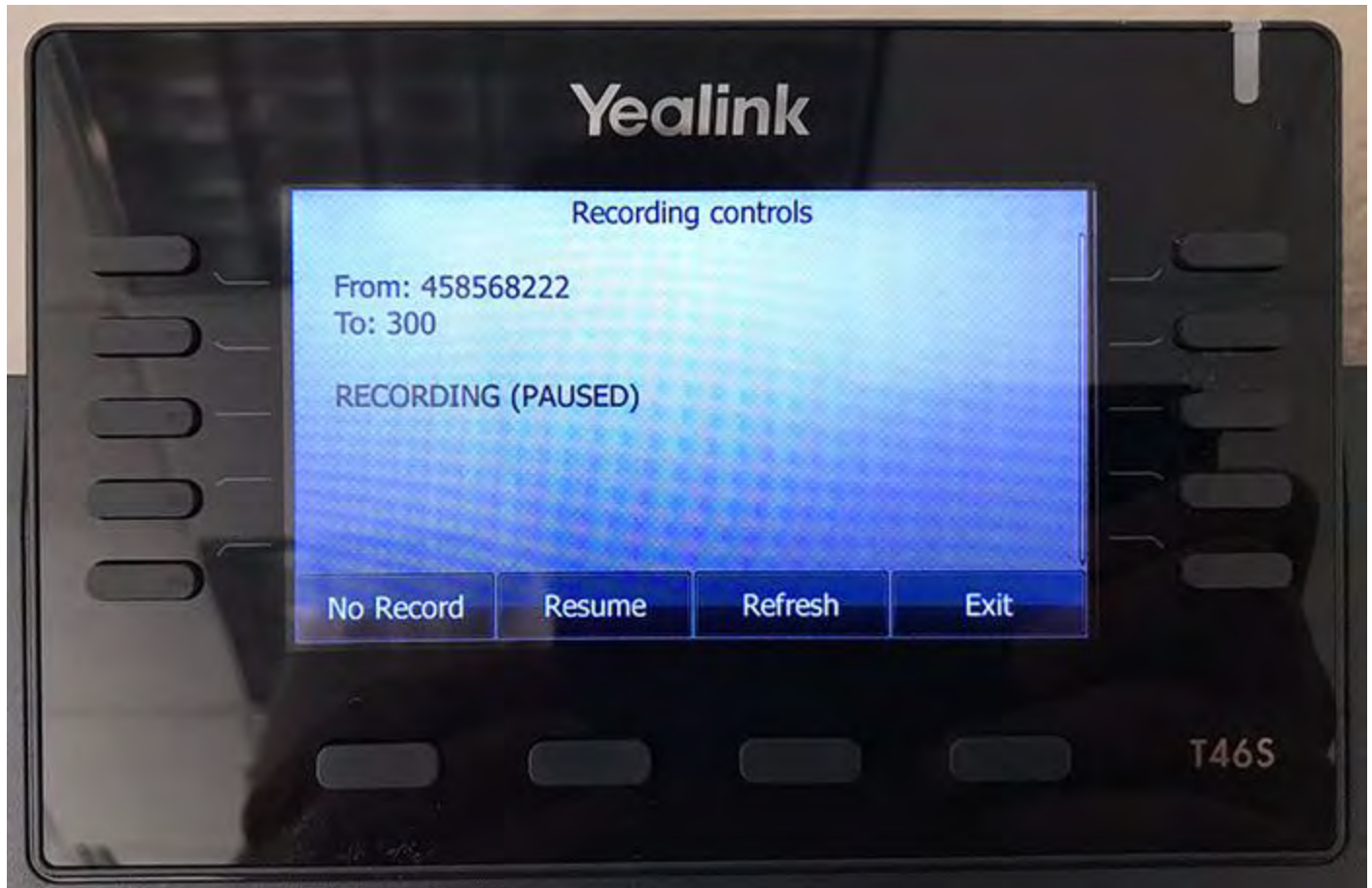
Pause/resume recording using Yealink phone

Phoneware Call Recording integrates with Yealink phones to provide pause/resume recording control using softkey for PCI compliance.

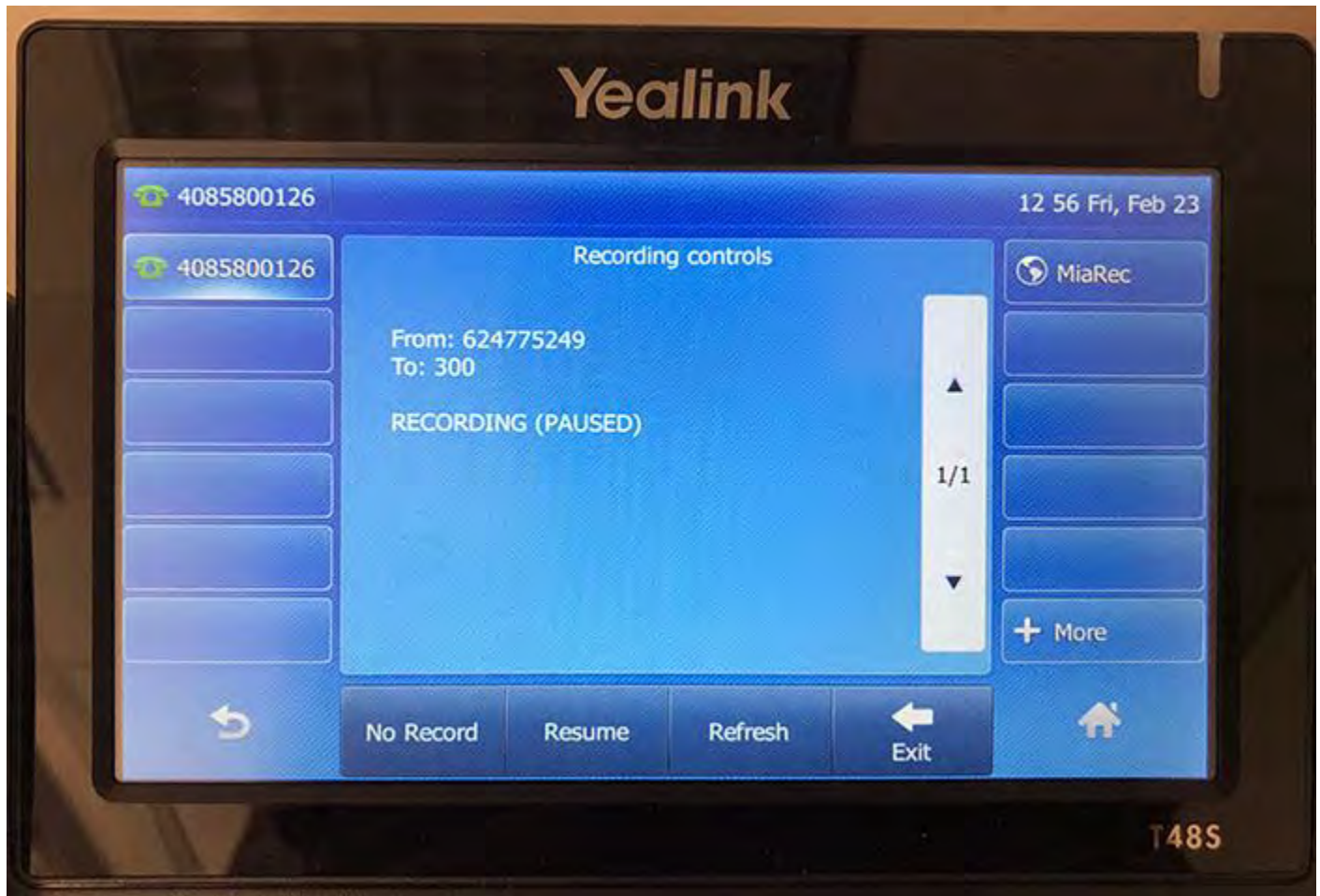
The photos below show example of Yealink T46S and T48S with **Record XML** application in action

Yealink T46S / **Record** softkey integration

Users can press **Pause** and **Resume** softkey buttons to temporary mute recording, for example, when customer speaks credit card number.



Yealink T48S / **Record** softkey integration



Pause/resume recording via Web portal

Agents may use **Phoneware Call Recording** web-portal to pause/resume recording to comply with PCI requirements.

Call 1001 -> 1003

CALL STATUS

Call State: **In progress...**

Duration: **45:44**

On-demand recording: **✔ Call is being recorded**

Recording State: ** Recording is paused** **R**

Live Monitoring: ** Monitor this call**

Reports

Phoneware Call Recording provides extensive reporting.

Reports are available from top menu **Reports**.

Supports multiple reports, such as:

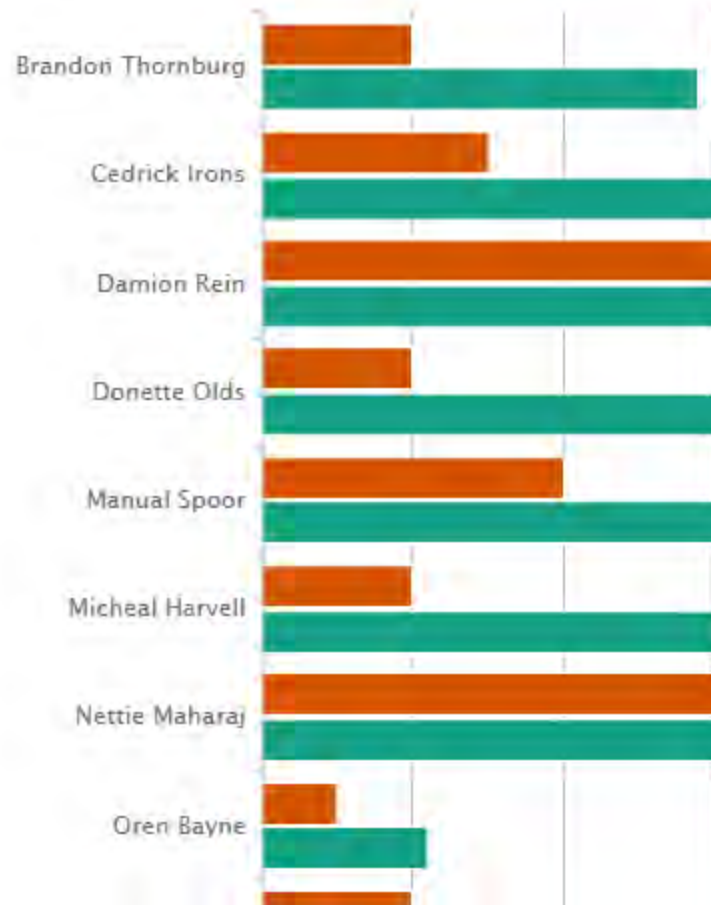
- Per day
- Per group
- Per user
- Per tenant (for multi-tenant version)
- Agent evaluation reports

Reports

- All Calls
- Tenants
- Group Calls
- User Calls**

Users

Sales Department

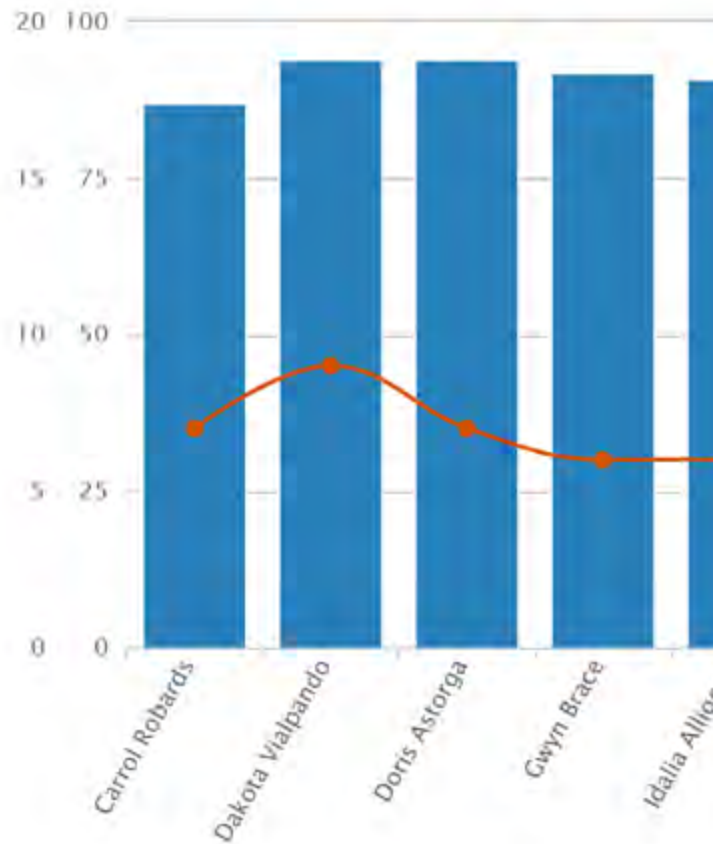


Reports

- All Calls
- Tenants
- Group Calls
- User Calls
- Evaluation Reports** ▼
 - All evaluation reports
 - Agent performance summary**
 - Agent performance report

Agent Performance Summary

Sales Department



AGENT

TOTAL EV

Carrol Robards

Dakota Vialpando

Doris Astorga

Agent evaluation

Agent Evaluation module provides contact center managers a tool to evaluate and monitor agent performance.

Prerequisites:

- Evaluator should have appropriate permissions to evaluate agents (see Roles page)
- Agent should be assigned an Agent Evaluation license on user's profile page

To evaluate an agent, select a call recording and click "Evaluate" button in call details:

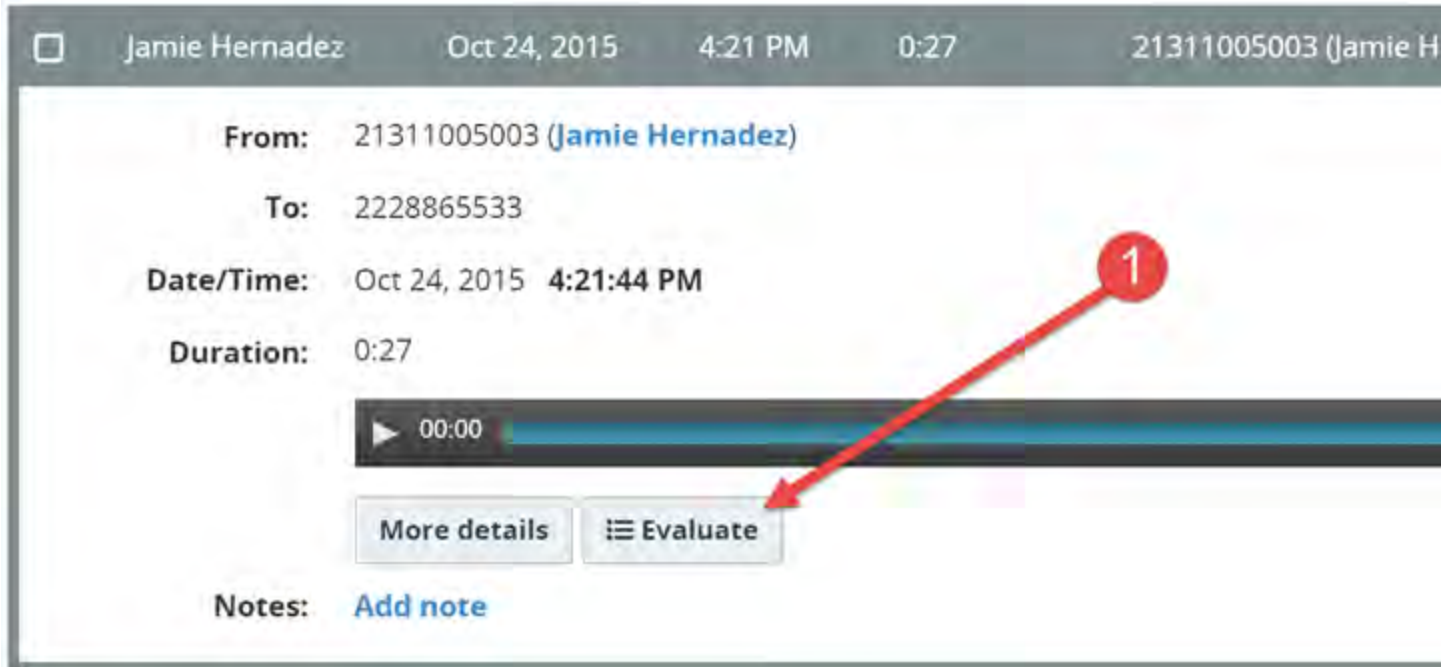
Jamie Hernandez Oct 24, 2015 4:21 PM 0:27 21311005003 (Jamie H

From: 21311005003 (Jamie Hernandez)
To: 2228865533
Date/Time: Oct 24, 2015 4:21:44 PM
Duration: 0:27

▶ 00:00

[More details](#) [☰ Evaluate](#)

Notes: [Add note](#)

A screenshot of a call log entry. The header shows the caller's name 'Jamie Hernandez', the date 'Oct 24, 2015', the time '4:21 PM', the duration '0:27', and the phone number '21311005003 (Jamie H'. The main body contains call details: 'From: 21311005003 (Jamie Hernandez)', 'To: 2228865533', 'Date/Time: Oct 24, 2015 4:21:44 PM', and 'Duration: 0:27'. Below the details is a media player with a play button and '00:00'. Underneath are two buttons: 'More details' and '☰ Evaluate'. A red arrow points from a red circle containing the number '1' to the 'Evaluate' button. At the bottom, there is a 'Notes:' section with a blue link 'Add note'.

Select which evaluation form to use for this call:

Select Evaluation Form

Evaluation Form *

Inbound Tech Support 

Agent *

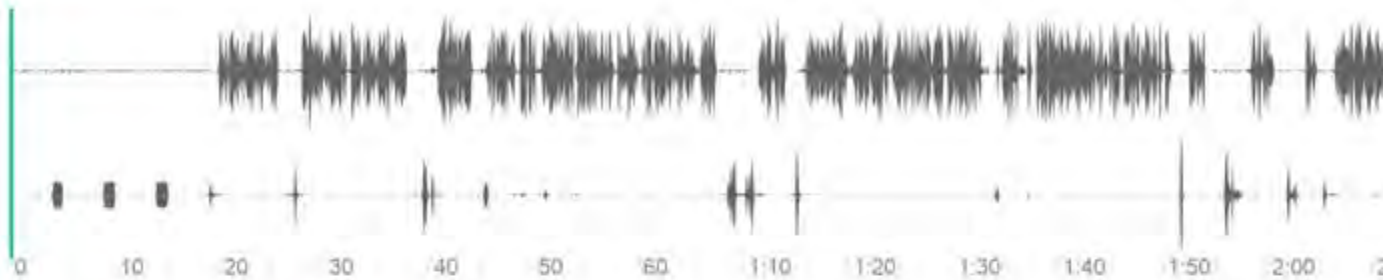
Jamie Hernandez

Continue

-
Listen to call recording and answer questions in this evaluation form. Once all questions have been answered, this call will be scored from 0 to 100 points.

Add Evaluation Report

AUDIO



▶ Play

📄 Save audio file

EVALUATION REPORT

Agent: [Carrol Robards](#)

Evaluator: [admin](#)

Evaluation Form: **Inbound Tech Support**

CALL DETAILS

Call Date/Time: **Mar 1, 2010, 9:05:58 AM**

Call Duration: **3:55**

From: **827 CTI_HAR_27** ([Carrol Robards](#))

To: **0041796930211**

[View call details](#)

GREETING

Did the agent say "Thank you for ca

Did the agent mention his/her name

Did the agent mention the company

If the call was transferred did the ag
greeting accordingly?

Did the agent say "This call may be
(outbound only)?"

Comments

VERIFICATION

Confidential calls

Some call recordings may be marked as confidential. This feature is utilized in the following scenario:

- The supervisor is a manager of a group of agents. He/she has access to all call recordings of these agents.
- Company's executive makes a call to one of the agents.

Typically, such conversation between an agent and executive would be visible to the supervisor. However, when a call is marked as confidential, then this call recording would be hidden from the supervisor. A call recording may be marked as "confidential" either manually or automatically.

Automatically mark calls as confidential

On Executive's user profile page, an administrator may check setting "Mark all calls of this user as confidential."

RECORDING SETTINGS

Record *



Yes



On-dem

Record Direction



Inbound



Out

Extension *

+2002

[Add Extension](#)

Confidential calls *



Automatically mark

Manually mark calls as confidential

Authorized users may mark calls as confidential manually. Note, the user's role should have enabled permission to "Set confidential flag."

Recordings

The screenshot shows the Phoneware Recordings interface. At the top, there are navigation tabs: ALL CALLS (selected), ACTIVE CALLS, MY CALLS, BY USER, and NOT ASSIGNED. Below the tabs are two filters: 'Select a Date Range' and 'Select a User or Group'. A toolbar contains buttons for 'No auto-refresh', 'Categories', 'Download', 'Delete', and 'More'. A table of recordings is displayed with columns for checkboxes, USER, DATE, TIME, and DURATION. Two red arrows with numbers 1 and 2 point to the 'USER' column header and the 'More' button, respectively.

<input type="checkbox"/>	USER	DATE	TIME	DURATION	More
<input type="checkbox"/>	🔒	Jul 19, 2015	8:17 PM	0:02	Man Clea
<input type="checkbox"/>	🔒	Jul 19, 2015	8:17 PM	0:03	
<input type="checkbox"/>		Jul 19, 2015	8:17 PM	0:02	
<input type="checkbox"/>		Jul 19, 2015	8:17 PM	0:03	

Access confidential calls

An administrator may grant permission to view confidential calls to authorized users, for example, executives.

Configure Roles	Not allowed for this access s		
Configure Groups	<input type="checkbox"/> View	<input type="checkbox"/> Edit	<input type="checkbox"/>
Configure Users	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/>
Access Own Calls	<input type="checkbox"/> View	<input type="checkbox"/> Playback	<input checked="" type="checkbox"/> Set c
	<input type="checkbox"/> Add notes	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Access Other Calls	<input type="checkbox"/> View	<input type="checkbox"/> Playback	<input type="checkbox"/> Add
	<input type="checkbox"/> Categorize	<input checked="" type="checkbox"/> Clear confidential flag	
Access Confidential Calls	<input checked="" type="checkbox"/> View		
Access Public Categories	<input type="checkbox"/> View	<input type="checkbox"/> Edit	<input type="checkbox"/>

After that, authorized users will be able to see confidential calls:

Call 264460096 -> 313287900

Confidential

Back Office

AUDIO



▶ Play

↓ Save audio file

DATE/TIME

Date: **Jul 19, 2015**
Connect Time: **8:17:27 PM**
Disconnect Time: **8:17:29 PM**
Duration: **0:02**
Watermark: **[View](#)**

FROM

Us
Phone Numb
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