

Feature Overview

Businesses, call centers, and government agencies of all types and sizes are facing the need for call recording to remain compliant with regulatory issues and for legal protection. Additionally, organizations of all sizes and types are seeking to improve the quality of customer service, both through review of actual calls and improved training. The Altus Call Recording service provides a simple and scalable means to addressing these objectives.

The Altus Call Recording service provides fully hosted solution to record, store, organize, and access recordings of customer calls. The service can be used to cost effectively address regulatory compliance obligations, monitor quality control, training, or dispute resolution. Since this solution is hosted within the Altus network, that means you don't have to maintain servers with ever increasing hard drive requirements, complicated backup/restoration plans and maintenance schedules.

Feature Details

- All station types with a My Phone user may be assigned to Call Recording.
- Call Recording may be configured in My Site to record all user calls or only selected calls initiated on an on demand basis by the user via a feature access code on the phone.
- On demand recordings may be invoked at any time while on a call and the entire conversation will be recorded.
- The site administrator can optionally configure if a pre-alerting announcement message (default or custom) is played before the call is sent to the user and whether the message can be interrupted. The pre-alerting message can be set up to play for all callers at all times or only for select users and select time periods.
- Each Call Recording user is assigned 200MB of call recording storage which is aggregated at the site level to be shared by all users. Each MB of storage holds approximately 4 minutes of recording.
- Call recordings will be retained for 30 days.
- Access to call recordings are available through My Account. The account administrator is able to search, filter, add searchable comments, play, and download the recordings. More detailed information can be found in the [Altus Call Recording Dashboard User Guide](#)
- If both Calling and Called parties have Call Recording active, a separate recording is made for each user.
- Recording of calls begin when a call is answered, thus pre-alerting announcements are not recorded.
- Removing recording assignment from a user will cause all recordings for the user to be deleted.

Notes:

- Call Recording is subject to a number of Federal, State, and FCC regulations, primarily related to recording consent. It is critical that all customers utilizing the Call Recording service be familiar with, and in compliance of these regulations. It is the customer's responsibility to be aware of and implement measure to address all regulatory requirements in their area.

Feature Prerequisites

Before the Call Recording can be used the following conditions must be met:

- Call Recording is a site specific service ordered and assigned to appropriate users (DIDs).
- All DID's to be recorded must be assigned to a user station
- At least one Recorder must be purchased per site to use Call Recording
- Recording will only be active while the assignment on a user is active. Simply having the recorder in inventory will not record any calls.
- DTMF control of Pause and Resume require 2833-based DTMF support

Feature Setup

Prior to recording any calls, the Site administrator must assign the Recorders. Once logged into to My Account, simply follow the steps detailed below.

Step 1. Go to My Site



Step 2. Select the appropriate Site to configure



Step 3. Go to User Features

The screenshot shows the 'Enterprise Test' dashboard. The navigation menu at the top includes 'Home', 'Profile', 'Orders', 'Billing', 'Account Admin', 'My Site', 'Call Recording', and 'My Reports'. The 'User Features' tab is highlighted with a red circle and a red arrow pointing to a callout box that says '1 Select "User Features"'. Below the navigation, the main content area displays 'Welcome to My Site' and a grid of quick links for managing service features.

Step 4. Go to Recording Admin page

The screenshot shows the 'Recording Admin' page. The left sidebar contains various configuration options, with 'Recording' highlighted by a red circle and a red arrow pointing to a callout box that says '1 Click "Recording"'. The main content area shows a 'Call Waiting' section with a table of users and their call waiting status.

First Name	Last Name	Phone Number	Extension	Call Waiting
Jim	Hand	9184988109	8109	<input type="checkbox"/>
Steve	Teach	9184988117	117	<input checked="" type="checkbox"/>
Susan	Robinson	9184988112	112	<input checked="" type="checkbox"/>
Kimberly	Jones	9184988102	8102	<input checked="" type="checkbox"/>
Analog	Hotline	9184988104	8104	<input checked="" type="checkbox"/>
Jack	Black	9184988114	89000	<input checked="" type="checkbox"/>

Step 5. Configure Site Default Pre-Alerting Announcement

When enabled the Pre-Alerting Announcement is played to callers before a call is presented to the called party. It is useful to let callers know that their call may or will be recorded. The site default Pre-Alerting announcement is used for all recording users unless a user has been configured with their own custom announcement.

Recording Default Settings

Current Announcement:

No Announcement

Custom

Description:

announcement

Announcement Interrupt:

Not allowed

Allowed by any dialed digit

Allowed by digit sequence

1 Select the site's Pre-Alerting announcement: No Announcement or a Custom Announcement.

2 To upload a custom announcement, enter a name, hit "Upload Announcement", browse to the file, and hit Open.

3 Select if a Pre-Alerting Announcement may be interrupted by the caller and how the interrupt is performed. If allowed by digit sequence is chosen, enter digits.

4 Hit "Save" if any changes have been made

Step 6. Assign/Remove Recording licenses to/from users

JHS
111 E Main St Jenks, OK 74037-3954

Phone Assignment | Device Management | Site Services | User Features | Call History | Notes

Hide Buttons

Call Waiting

Call Forward Always

Call Forward Busy

Call Forward No Answer

Business Continuity

Sharing

Monitoring

Alternate Numbers

Unified Messaging

Privacy

Push To Talk

Recording

Outbound Calling

Inbound Calls

Transportable Profile

Analog Hotline

Recording

Currently 0 of the 18 licenses have been assigned, leaving 18 available. Use the check box to assign a license.

Search

First Name	Last Name	Phone Number	Extension	Active
Susan	Robinson	+1-9184988112		<input checked="" type="checkbox"/>
Kimberly	Jones	+1-9184988102		<input type="checkbox"/>
Jim	Hand	+1-9184988109		<input type="checkbox"/>
Steve	Teach	+1-9184988117		<input type="checkbox"/>
Analog	Hotline	+1-9184988104		<input type="checkbox"/>
Jack	Black	+1-9184988114		<input type="checkbox"/>

Page 1 of 1 | Records per Page 10 | Clear Filters | Displaying 1 - 6 of 6

Recording Default Settings

Current Announcement:

No Announcement

Custom

Description:

Announcement Interrupt:

Not allowed

Allowed by any dialed digit

Allowed by digit sequence

1 Review the number of licenses available.

2 Click the box in the Activate column to assign or remove a user's license

Step 6. Configure/Edit a user's settings

Recording

Currently 0 of the 18 licenses have been assigned, leaving 18 available. Use the check box to assign a license.

2 Hit the "Edit" button

1 Once a license is assigned, select the user

First Name	Last Name	Phone Number	Extension	Active
Susan	Robinson	+1-9184988112		<input checked="" type="checkbox"/>
Kimberly	Jones	+1-9184988102		<input type="checkbox"/>
Jim	Hand	+1-9184988109		<input type="checkbox"/>
Steve	Teach	+1-9184988117		<input type="checkbox"/>
Analog	Hotline	+1-9184988104		<input type="checkbox"/>
Jack	Black	+1-9184988114		<input type="checkbox"/>

Page 1 of 1 Records per Page 10 Clear Filters Displaying 1 - 6 of 6

Edit Recording

1 Select one recording mode for the user

2 Select if the user's pre-alerting announcement plays (on) or does not play (off)

3 Select the user's announcement, either company default or a custom announcement

4 To upload a custom announcement, enter a name, hit "Upload Announcement", browse to the file, and hit Open.

5 Hit "Save" in each section if settings have changed.

Recording Mode

Recording Mode:

Always On

On Demand (triggered by user dialing *44)

Never

Save

Announcement Settings

User Pre-alerting Announcement:

On

Off

Announcement to play:

Company default

Custom

Current Announcement:

Upload Announcement

Save

Announcement Rules

Pre-alerting Announcement Rules

Add Edit Delete

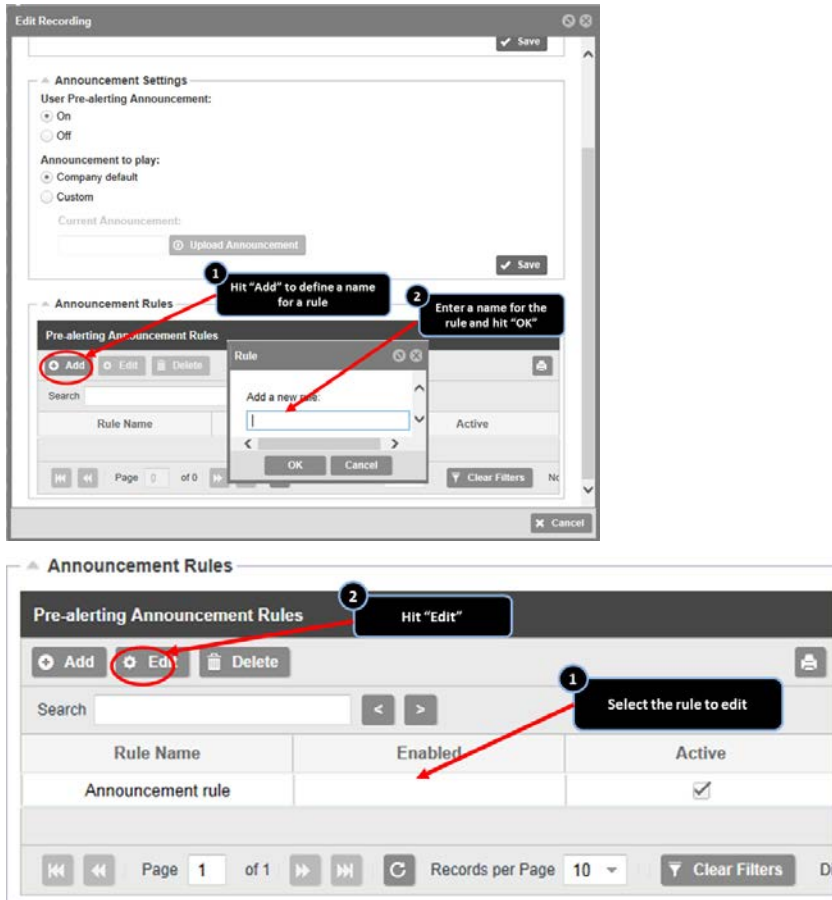
Search

Rule Name	Enabled	Active

Page 0 of 0 Records per Page 10 Clear Filters No data to display

Cancel

User's Pre-alerting Announcement Rules – These define criteria that control whether the Pre-Alerting announcement is played. Using these rules, the admin can define whether the announcement is played based on certain conditions such as calling number and time schedule.



Feature Operation

All Calls - If Call Recording is set up by the site administrator to record all calls, then no action or control is required of the end user.

On-demand – If Call Recording is set-up to be On-demand, the user must enter the feature access code (*44) to record the call. In this mode, all calls are recorded but are only kept on the recording platform if the FAC is entered at any time before the call is ended.

Administrator Recording Management

Recording retrieval is limited to the Account administrator, or appointed user with defined administrative access. To pull recording, login to My Account and follow the steps below.

For more detailed information, see the [Altus Call Recording Dashboard User Guide](#).

Step 1. Go to the Call Recording tab

The screenshot shows the altus account dashboard. The navigation menu at the top includes Home, Profile, Orders, Billing, Account Admin, My Site, Call Recording, and My Reports. The 'Call Recording' tab is circled in red, and a red arrow points to it from a callout box labeled '1 Go to Call Recording Tab'. The main content area is titled 'Enterprise Test' and contains sections for 'Account Summary', 'Account Information', and 'Manage My Account'. A 'Select a Site' dropdown menu is open, showing a list of sites with phone numbers and names. The 'Please select a site to view.' message is displayed below the list.

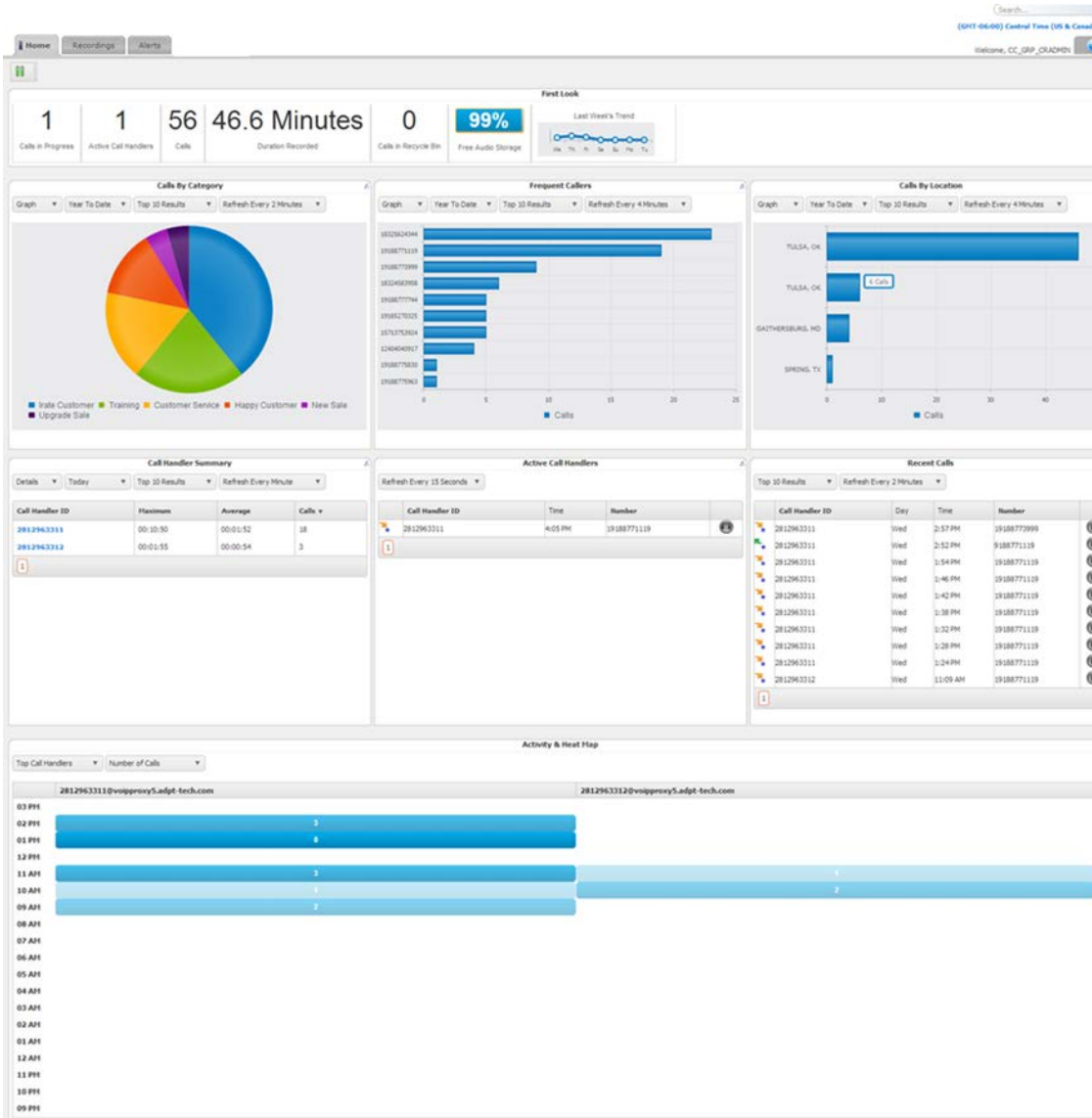
Step 2. Select the Site

The screenshot shows the altus account dashboard with the 'Call Recording' tab selected in the navigation menu. The 'Select a Site' dropdown menu is open, showing a list of sites with phone numbers and names. A callout box labeled '1' points to the dropdown menu and contains the text: 'Enter the Site name in the filter box or select the site from the list'. The 'Please select a site to view.' message is displayed below the list.

Step 3. You will be automatically logged into the Call Recording Admin portal's home page.

View the Dashboard

Home tab – provides an updated view of real time information on recorded calls in process as well as Calls by Category, Frequent Callers, Calls by Location, Active Calls, and Recent Calls and Calls to each user. These data points are shown in widgets that can be configured to display graphs or charts in user defined time periods. These widgets can also be resized or minimized if you do not wish to view them.



Recordings Tab – Provides the list of recorded calls and enables playback, downloading, commenting, annotating, categorization, comparing, deleting and exporting the list. An enhanced search, filtering and sorting capability exist to find specific calls.

The Recycle Bin shows calls that are nearing 30 days in age and will be deleted from the system soon.

Calls in Progress displays all calls in progress to users with Call Recording licenses. Calls to users with On Demand recording are shown in the list but will not be kept unless the user has prompted the system to record the call.

Home Recordings Alerts

Welcome, CC_GRP_CRADMIN

Recorded Calls Recycle Bin Calls In Progress

Filter

Results Per Page: 20 | Delete | Download | Export | Export All

(No Category) | Apply Category | Manage Categories | Select Columns | Refresh Grid

56 Recorded Calls

	Number	Day	Date	Time	From Number	From Caller ID	To Number	To Caller ID	Redirected From	Redirected To	Duration	Recording	Annotate	Comments	Category	MDS	Archive
<input type="checkbox"/>	2812963311	Wed	2/5/2014	2:57:02 PM	19188773999		18325624344				00:00:42	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	2:52:38 PM	18325624344		9188771119				00:01:01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	1:54:01 PM	19188771119		18325624344				00:02:20	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Intra Customer		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	1:46:28 PM	19188771119		18325624344				00:01:48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Intra Customer		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	1:42:37 PM	19188771119		18325624344				00:01:46	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Intra Customer		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	1:38:34 PM	19188771119		18325624344				00:00:39	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	1:32:56 PM	19188771119		18325624344				00:01:26	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	1:28:37 PM	19188771119		18325624344				00:01:03	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	1:24:46 PM	19188771119		18325624344				00:01:48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963312	Wed	2/5/2014	11:09:35 AM	19188771119		18325624344				00:01:55	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963312	Wed	2/5/2014	10:15:56 AM	18325624344		9188771119				00:00:25	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963312	Wed	2/5/2014	10:07:00 AM	18325624344		9188771119				00:00:23	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	10:02:57 AM	18325624344		9188771119				00:03:20	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	9:58:10 AM	18325624344		9188771119				00:00:24	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Wed	2/5/2014	9:55:46 AM	19188771119		18325624344				00:01:13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Tue	2/4/2014	10:49:29 AM	18325624344		5713753924				00:00:50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Tue	2/4/2014	10:41:29 AM	15713753924		18325624344				00:01:31	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Tue	2/4/2014	10:38:35 AM	18325624344		5713753924				00:00:31	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Tue	2/4/2014	10:33:22 AM	15713753924		18325624344				00:01:18	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)		<input type="checkbox"/>
<input type="checkbox"/>	2812963311	Tue	2/4/2014	9:45:22 AM	18324583958		18325624344				00:00:39	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trainings		<input type="checkbox"/>

1 2 3

Results Per Page: 20 | Delete | Download | Export | Export All

(No Category) | Apply Category | Manage Categories | Select Columns | Refresh Grid

Alerts Tab – Enables the setup of criteria that will provide an alert via email that a call is in progress or has ended that meets the defined criteria.

Home Recordings Alerts

(SPT-06-00) Central Time (US & Canada)

Alert List

There are currently no alerts defined

Apply

New Alert

Name:

Description:

Event Type:

Enabled:

Alert on any day Days of week Date Date Range

Start Time:

End Time:

Time Zone: (SPT-06-00) Central Time (US & Canada)

From Caller ID:

To Caller ID:

From Number:

To Number:

Redirected From:

Redirected To:

Location:

Add a Category: (No Category)

Add a Comment:

Notify By: Web Application Email

Cancel | Save

Alert History

There is currently no alert history

Clear Selected