



## MAF UCR™

Client Side Voice Recording for Microsoft Unified Communications



# MAF UCR Unified Communications Recorder

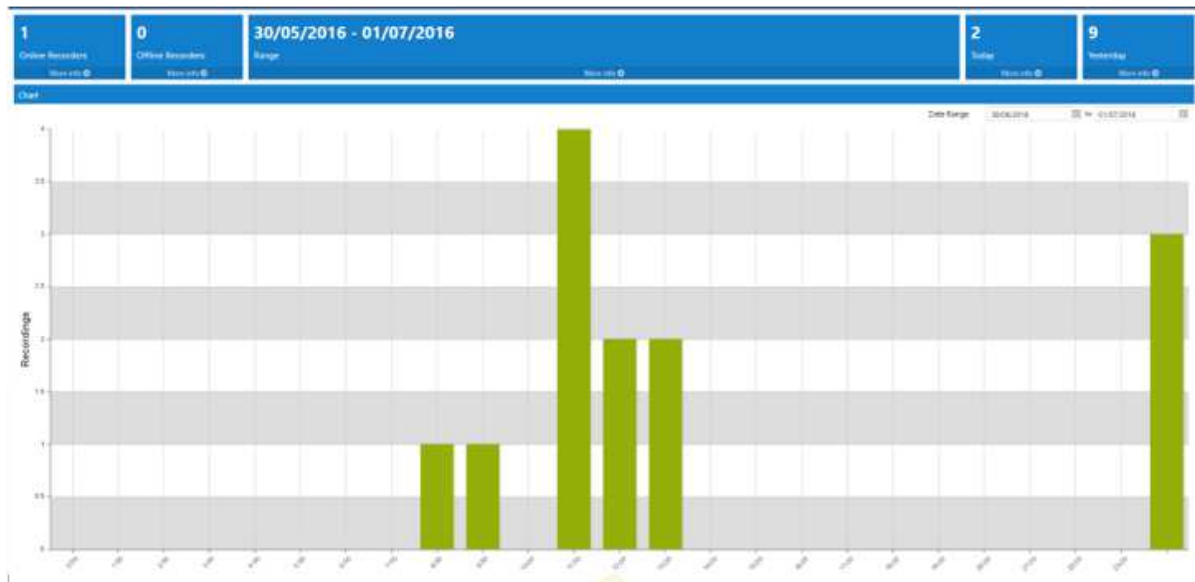
Voice Recording is the process of collecting selected call streams, analyzing then providing the ability to search and playback the calls at a future time. The calls being kept in a central, secure repository.

## OVERVIEW:

- Supports an unlimited number of clients
- Full web based solution developed using .Net and HTML5
- Both P2P and conference calls supported
- Access via any browser including Edge, IE 10, Safari, Chrome and Mozilla

## DASHBOARD AND RECORDING

The Dashboard gives a snapshot view of recording status of UC Recorder throughout the day or for a specified date range.



## DASHBOARD DETAILS

The top bar of the dashboard displays various statistics on the Voice Recorder; Online Recorders, Offline Recorders, date range of recording displayed on the dashboard, current day volume of recorded calls and yesterday's volume of recorded calls.

The more info button with each of these statistics will open up a new page with the associated details.



### Online Recorders

Number of recording clients that are connected and logged in to the central UC Recorder server.

### Offline Recorders

Number of clients that are not connected to the UC Recorder server

### Range

The date range of recording that are available to access

### Today

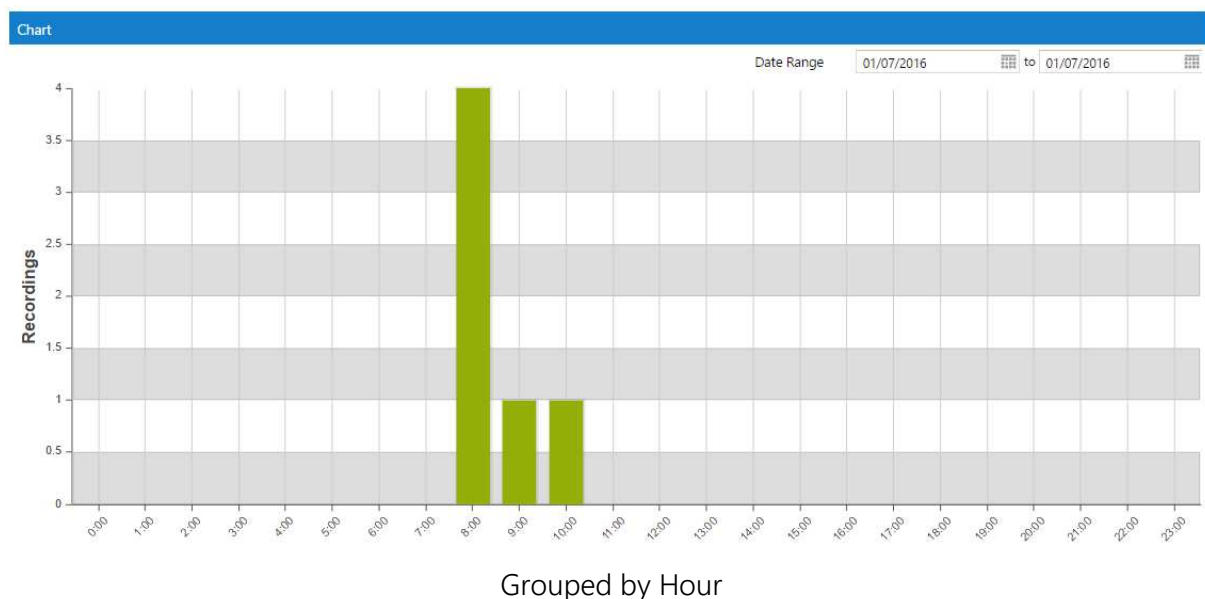
Number of recordings that are available to access on the current day

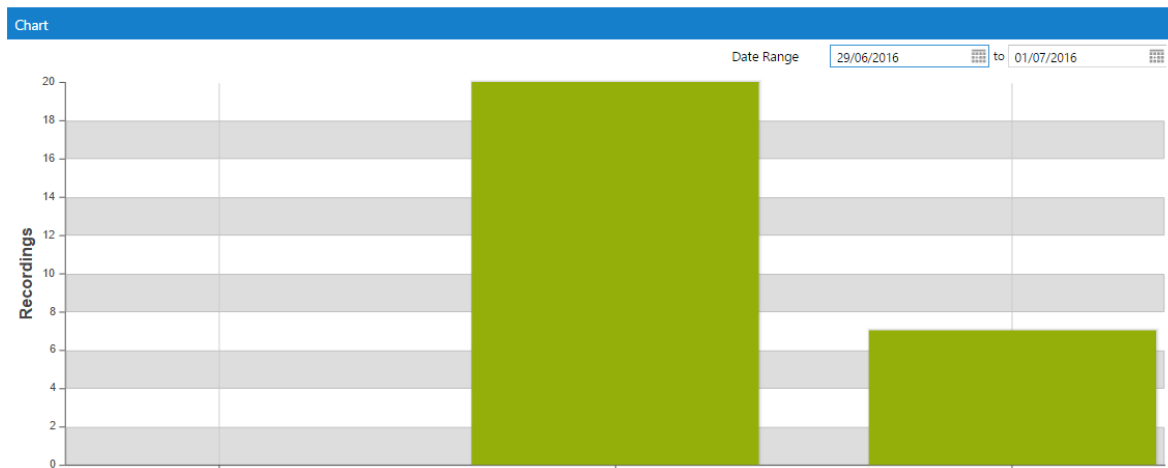
### Yesterday

Number of recordings from previous day that are available

## DASHBOARD CHART

The dashboard shows in real time the number of recorded calls. If the selected date range is under 24 hours this is displayed in hourly intervals, over 24 hours the display is daily.

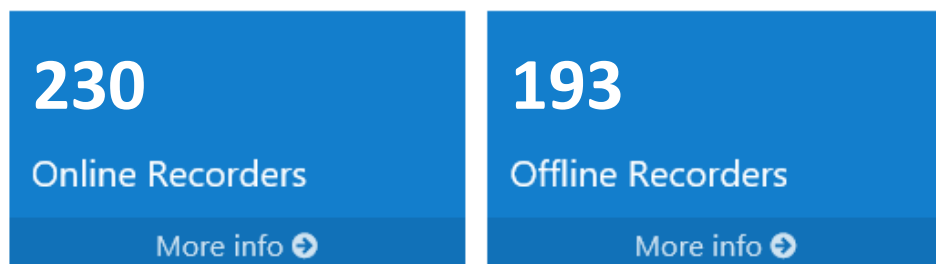




Grouped by Day

## CLIENT RECORDERS

Client recorder information displays information regarding the recording solutions installed on a organisations computers.



**Search**

Recorders

Type

Version

Online

Host	Type	Version	Enabled	Last activity	Online
		1.00.007	☑	01/07/2016 12:46 pm	☑

HOST: Qualified computer name

TYPE: Client Recorder Type

VERSION: Installed version of the client recorder

ENABLED: Checked if the client is authorised to upload recording

LAST ACTIVITY: The date / time of the last recording

ONLINE: Displays if computer is online and logged on

Filtering / Search function is available based on host name, client recorder type, installed version and online status.

## CALL RECORDS

Call records are available from the dashboard by clicking more information under the respective monitor.

30/05/2016 - 01/07/2016  
Range  
More info

5  
Today  
More info

9  
Yesterday  
More info

See all records or just current day or yesterday

Search

Date: -y | d

Extensions: [dropdown]

Participants: [dropdown]

Response Groups: [dropdown]

Search Clear

Time ↓	Extension	Duration	Participant	Response group
01/07/2016 11:33 am		0:00:02		RG@jrcat.com
01/07/2016 10:18 am		0:02:04		
01/07/2016 9:14 am		0:02:36		
01/07/2016 8:59 am		0:07:22		
01/07/2016 8:34 am		0:00:01		
01/07/2016 8:33 am		0:00:04		
01/07/2016 8:31 am		0:00:35		
01/07/2016 11:53 am		0:00:08		
01/07/2016 11:48 am		0:00:03		
01/07/2016 11:46 am		0:00:03		
01/07/2016 11:43 am		0:00:02		

Page 1 of 2

Displaying 1 - 50 of 67

0:00

Left Channel Both Channels Mixed Channels Right Channel

TIME: Time and date of call

EXTENSION: Information on the initiating caller

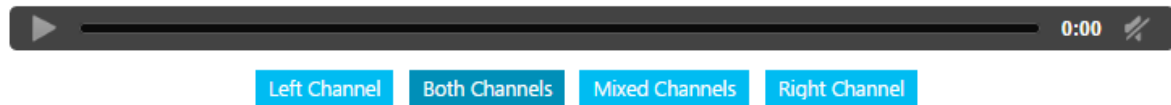
DURATION: Call duration

PARTICIPANT: Information of the called number

RESPONSE GROUP: Response Group that picked up call (If relevant)

Columns can be repositioned and filtering / search is available based on date range, extension, participant and Response Group

The recordings are available to playback directly from the interface or downloaded by using the file icon on the far right hand side.



The call sources can be isolated by selecting the relevant buttons (Left Channel, Right Channel, Both Channels and Mixed Channels)

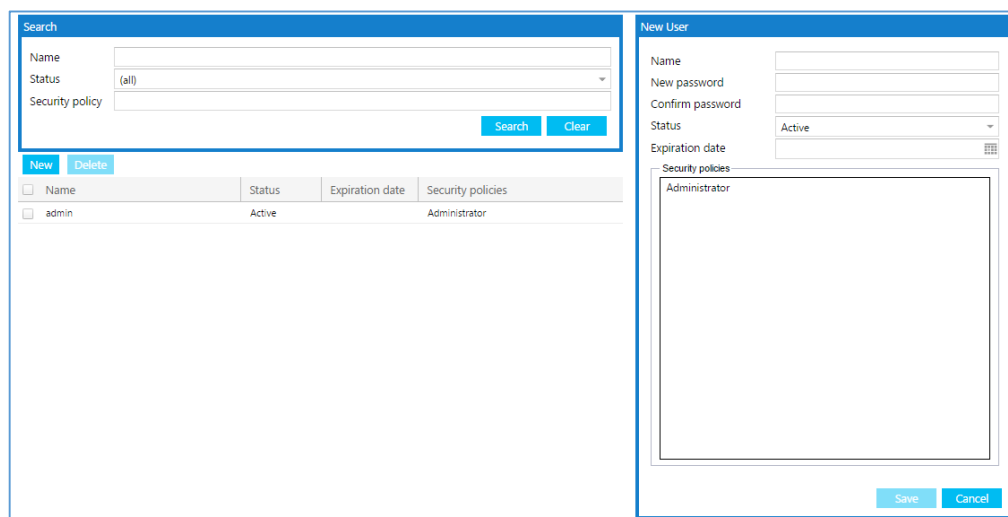
You can play and pause the recording, mute it or use the seek feature to pinpoint the required elapsed time. It is possible to fast forward and rewind the call.

## ADMINISTRATION

UC Recorder is a multi-user and multi-site solution that enables multiple users to log in and access calls for their organisation.

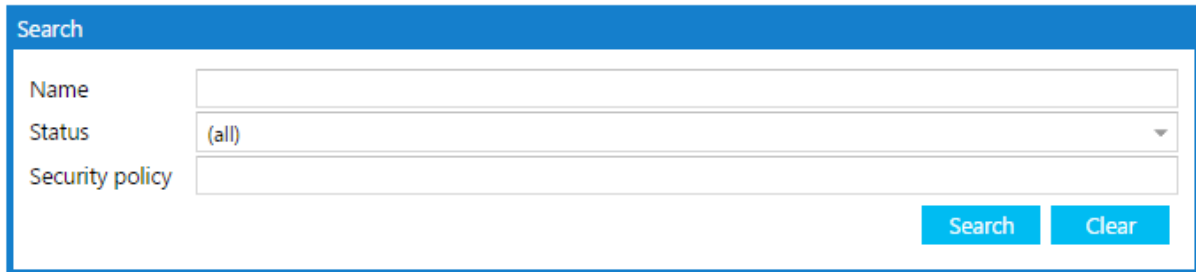
## USER MANAGEMENT

User accounts can be added, deleted or modified by accessing Administration -> Security -> User Menu



## SEARCHING FOR USERS

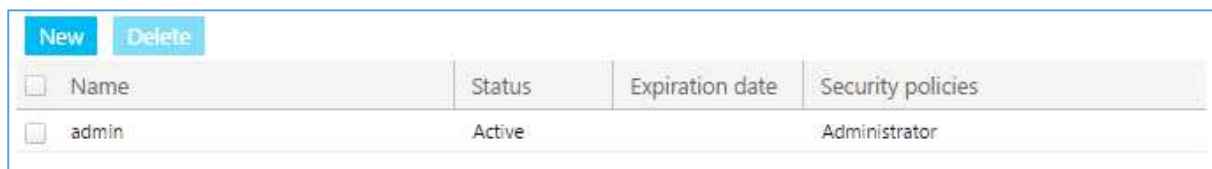
User can be looked up by using the search and filtering functionality based on name, status (enabled, disabled or all) and security policies that are assigned.



The search interface is a blue-bordered box with a white background. It contains three input fields: 'Name' (a text box), 'Status' (a dropdown menu with '(all)' selected), and 'Security policy' (a text box). At the bottom right, there are two blue buttons labeled 'Search' and 'Clear'.

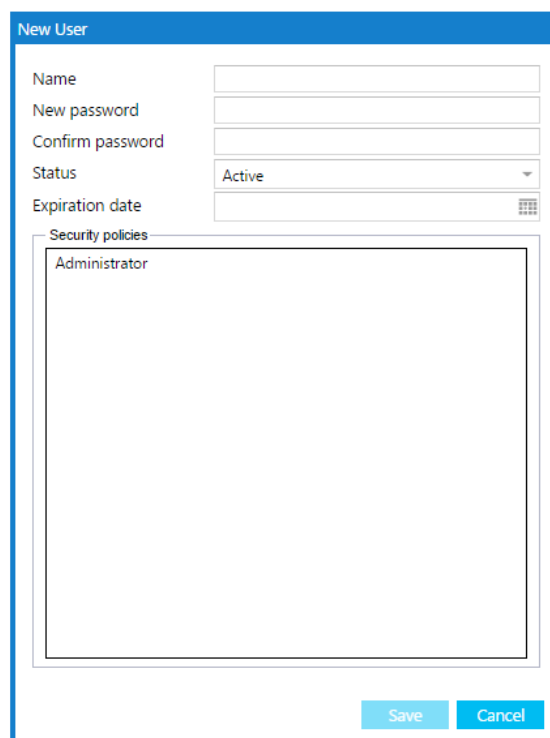
## USER MANAGEMENT

New users can be added or deleted to the system as well as editing details of login name, status, password credentials and assigned policies.



<input type="checkbox"/>	Name	Status	Expiration date	Security policies
<input type="checkbox"/>	admin	Active		Administrator

Creating and altering a user has the same options available.



The 'New User' form is a blue-bordered box with a white background. It contains several input fields: 'Name' (text box), 'New password' (text box), 'Confirm password' (text box), 'Status' (dropdown menu with 'Active' selected), and 'Expiration date' (text box with a calendar icon). Below these is a 'Security policies' section with a large text area containing the word 'Administrator'. At the bottom right, there are two blue buttons labeled 'Save' and 'Cancel'.

NAME: Username login credential

NEW PASSWORD / CONFIRM PASSWORD: Password credentials

STATUS: Active or disabled – enables or disables access into the UC Recorder system.

EXPIRATION DATE: Marks the available enabled status. Will automatically be denied access into the system once this period expires.

SECURITY POLICIES: List of available security policies that can be assigned to the user.

Multiple policies can be assigned to a single user.

## SITE MANAGEMENT

Multiple sites are available to be added and accessed from UC Recorder. Each site can have their own recording repository (key) and users are allowed access depending on the security policies configured for them.

The screenshot displays two panels from the Site Management interface. The left panel, titled 'Search', contains a search box for 'Site', 'Search' and 'Clear' buttons, and a table with columns 'Name' and 'Main'. The right panel, titled 'Edit Site', shows a 'Name' field with 'Main' entered, an 'Add key' button, a 'Key' field with a red 'X' icon, and a 'Save' button at the bottom right.

## RECORDERS MANAGEMENT

Client recorders can be managed from the Recorders section of the Administration panel.

Information displayed is the same as client recorder dashboard and clients can be managed (enabled or disabled) from here.

The screenshot shows the Recorders Management interface. It includes a search section with filters for 'Recorders', 'Type', 'Version', and 'Online' (set to '(all)'). Below the search filters is a table with the following data:

Host	Type	Version	Enabled	Last activity	Online
		1.00.007	<input checked="" type="checkbox"/>	01/07/2016 1:36 pm	<input checked="" type="checkbox"/>



## SYSTEM CONFIGURATION

UC Recorder configuration is accessed from Administration -> System Configuration section. This is a per-site configuration that provides the access to the Recordings Repository such as physical recording site path on the server, host address and SSL port.

### System configuration

Recordings repository

Recordings location	<input type="text" value="C:\Code Software\Recordings"/>
Repository address	<input type="text"/>
Repository ssl port	<input type="text" value="443"/>

# About us

MAF InfoCom™ has almost 20 years' experience in Call Management, Call Accounting, Telecom Expense Management, Telecom Audit, Telecom provisioning, Telecom Billing, Telecom Pricing, Telecom Cost Control and Call Logging. Our specialisation is analytics, reporting and recording of Unified Communications.

MAF InfoCom™ serves tens of thousands customers around the globe, in a large variety of branches. Monthly processing millions of calls, MAF InfoCom™, part of the MAF Unlimited™ Group is Europe's No: 1 in Call Management, Call Accounting & Telecom Expense Management.

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