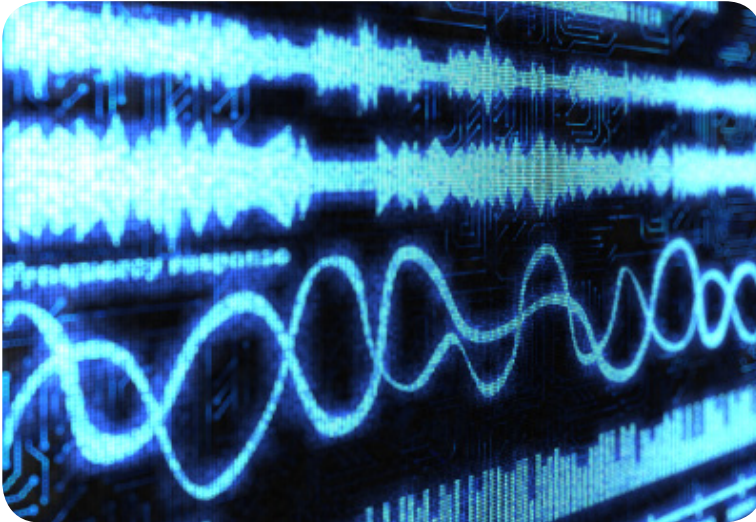


Inbound Call Recording With StarCenter



StarCenter's Inbound Call Recording feature provides users with the ability to record and playback inbound calls. An integrated search feature allows users to search using different criteria when looking for recorded calls i.e. Search by Queue, Agent, Start Date, End Date, CallerID and Call Duration.

When the inbound call recording option is installed, all calls coming into StarCenter call queues are automatically recorded. The call recordings are stored on a server at the Star2Star data center.

Individual call recordings can be quickly located and downloaded, deleted, or played back using the StarCenter Recordings screen in the configuration portal, as shown below:

PHONE SYSTEM CONFIGURATION

Basic Settings

- [Location Information](#)
- [Additional Location Information](#)
- [Extensions](#)
- [Analog Backup / Operator](#)

Advanced Settings

- [Incoming Call Routing](#)
- [Automated Attendants](#)
- [Destinations](#)
- [StarCenter Manager](#)
- [Multi-Queue Monitor](#)
- [StarCenter Recordings](#)
- [On-Hold Options](#)
- [StarScope Manager](#)
- [Configuration Summary](#)
- [Print Company Directory](#)
- [StarCenter Configuration Guide](#)
- [Star2Star Advanced System Configuration Guide \(Dealer Version\)](#)

StarCenter Recordings

Queue	<input type="text" value="Test Queue 2 [29904]"/>
Agent	<input type="text" value="Agent, Temp [1111]"/>
Start	<input type="text" value=""/> (yyyy-mm-dd)
End	<input type="text" value="2010-10-05"/> (yyyy-mm-dd)
CallerID	<input type="text" value=""/>
Duration	> <input type="text" value=""/> seconds
<input type="button" value="Search"/>	

This example shows a typical search screen, along with the results of the search:

StarCenter Recordings

Queue

Agent

Start (yyyy-mm-dd)

End (yyyy-mm-dd)

CallerID

Duration > seconds

SEARCH RESULTS:

	Queue	Agent	CallerID	Timestamp	Duration	Options
<input type="checkbox"/>	Test Queue 2 [904]	Agent, Temp [1111]	(941) 234-0001	2010-08-09 14:41:22	00:14	Play Download Delete
<input type="checkbox"/>	Test Queue 2 [904]	Agent, Temp [1111]	(941) 234-0001	2010-08-09 14:43:26	00:06	Play Download Delete
<input type="checkbox"/>	Test Queue 2 [904]	Agent, Temp [1111]	(941) 234-0001	2010-08-09 14:58:17	00:10	Play Download Delete
<input type="checkbox"/>	Test Queue 2 [904]	Agent, Temp [1111]	(941) 234-0001	2010-10-05 15:30:14	00:31	Play Download Delete
<input type="checkbox"/>	Test Queue 2 [904]	Agent, Temp [1111]	(941) 234-0001	2010-10-05 15:36:38	00:25	Play Download Delete
<input type="checkbox"/>	Test Queue 2 [904]	Agent, Temp [1111]	(941) 234-0001	2010-10-05 15:37:16	01:09	Play Download Delete

Select All Items on This Page Action 1/1

Once the desired recording(s) have been located, the administrator can listen to the recording by clicking the “play” link next to the desired message. It is also possible to download or delete a group of messages in one operation.

StarCenter recording can be added to any StarCenter system. See your Star2Star dealer for pricing information.



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