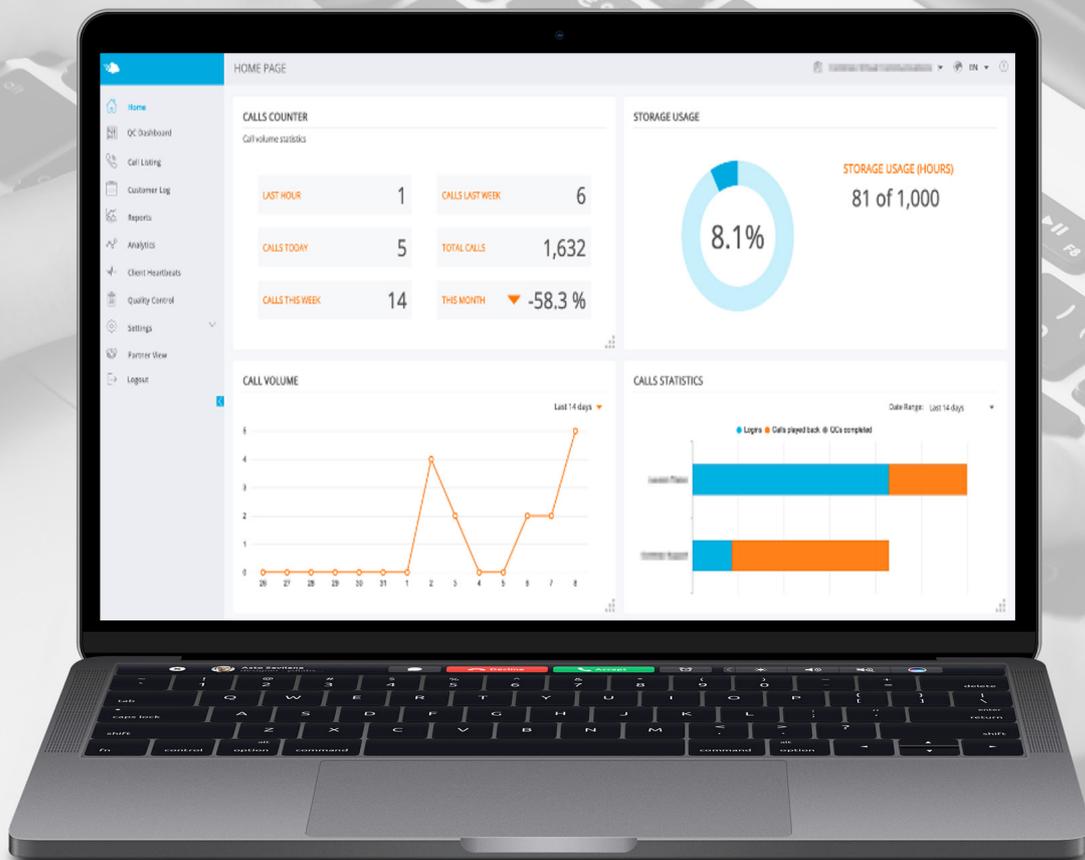




# Call Recording Guide





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# 1 Product Overview



## For the record

For most businesses, call recording is mandatory for compliance purposes, as well as a key quality assurance or training requirement. Until now, implementing an enterprise call recording solution has seemed like a daunting task, involving costly, complex on-site recording equipment and storage systems. Today you can conquer these challenges by subscribing to Catalytic's cloud-based recording service running ATMOS by CallCabinet.

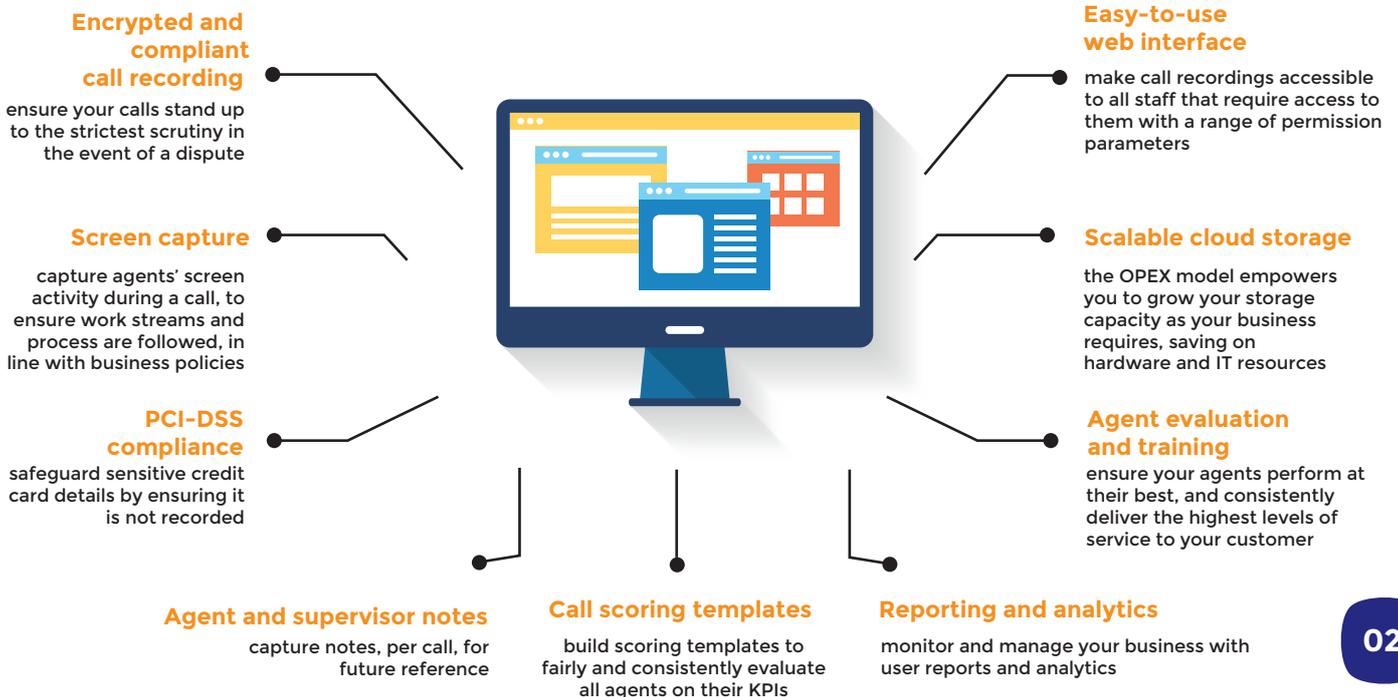


## The way it works

The CallCabinet Call Recording solution is integrated into the Catalytic voice platform. This provides rapid service deployment and ensures that the SIPREC protocol offers crystal clear recording quality. All calls are encrypted at source and safely stored in a secure and scalable cloud platform. Directly through the web interface, customers have the power to manage retention policies, in line with regulatory and compliance requirements.

## All the proof you need

ATMOS by CallCabinet offers you a rich set of features to ensure call recording works for your business. These include:





## 2 Using this Guide

This quick reference guide will help you gain the most out of your Catalytic Call Recording Service.

We'll cover basics to help you get started right away and we'll give you tips to leverage the range of features and benefits to your business advantage.

## 3 Logging In

Browse to <https://catalytic.callcabinet.com> and enter the username and password that was provided to you.

If you have forgotten your password, click "Forgot Password". On the following screen you will be prompted to enter your email. A temporary password will be sent to your email.

You will then be able to enable two factor authentication for your account or all users in the company. This is recommended to further secure access to your recordings.

Atmos

E-mail Address

Password

Forgot password?

Login

Sign in   Sign in with Okta FN

\* TWO FACTOR AUTHENTICATION \*

### 2-step verification

We strongly suggest that you secure your account using 2 factor authentication.  
[Learn more](#)

Enable for everyone in my company

[Yes - let's do it!](#) [No thank you](#)

 2-step verification adds an extra layer of security to your Atmos account. In addition to your username and password, you'll enter a code that Atmos will send you.

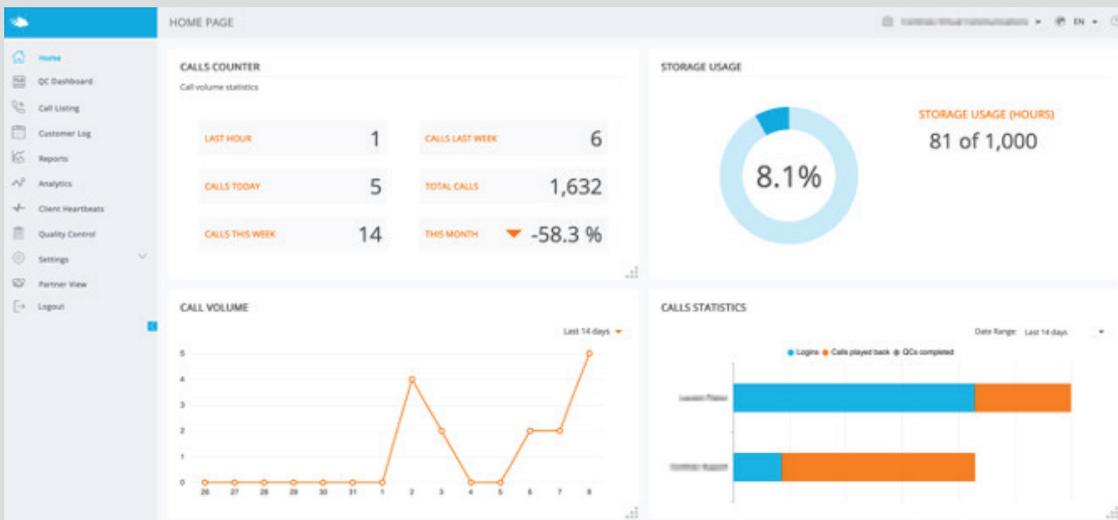


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## Application layout and Home page

The Atmos landing page is designed to give you up to the second data on your call volume and usage stats, as well as being the central page for all things Atmos.

The menu bar on the left can be expanded or minimized, and provides access to the various system features in ATMOS.



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## Call Listing Page

The Call Listing page allows you to search for, download and playback calls currently stored in your Atmos system.

**CALL LISTING**

SEARCH: This Month, Select Ext, Select Agent, Number, GO, CLEAR

	START TIME	DURATION	EXTENSION	AGENT	GROUPS	NUMBER	SITE
<input type="checkbox"/>	10/01/2020 10:20 AM	12:57	+2787945	anjita swig		0152	Johannesburg
<input type="checkbox"/>	10/01/2020 8:45 AM	1:01	+2787945	anjita swig		0162	Johannesburg
<input type="checkbox"/>	09/01/2020 1:45 PM	1:22	+2787945	phoen gil		+2784019	Johannesburg
<input type="checkbox"/>	09/01/2020 12:32 PM	0:42	+2787945	anjita swig		+2781747	Johannesburg
<input type="checkbox"/>	09/01/2020 9:18 AM	4:27	+2787945	anjita swig		0162	Johannesburg
<input type="checkbox"/>	09/01/2020 9:14 AM	3:30	+2787945	anjita swig		0823036	Johannesburg
<input type="checkbox"/>	09/01/2020 8:01 AM	3:31	+2787945	anjita swig		+2787945	Johannesburg
<input type="checkbox"/>	08/01/2020 10:15 AM	7:52	+2787945	anjita swig		0162	Johannesburg
<input type="checkbox"/>	08/01/2020 9:59 AM	2:19	+2787945	anjita swig		0162	Johannesburg
<input type="checkbox"/>	08/01/2020 9:51 AM	6:53	+2787945	anjita swig		+2787945	Johannesburg

### Search for calls

Search for calls by date, Extension, Agent or Number by using the relevant search boxes.

### Playback

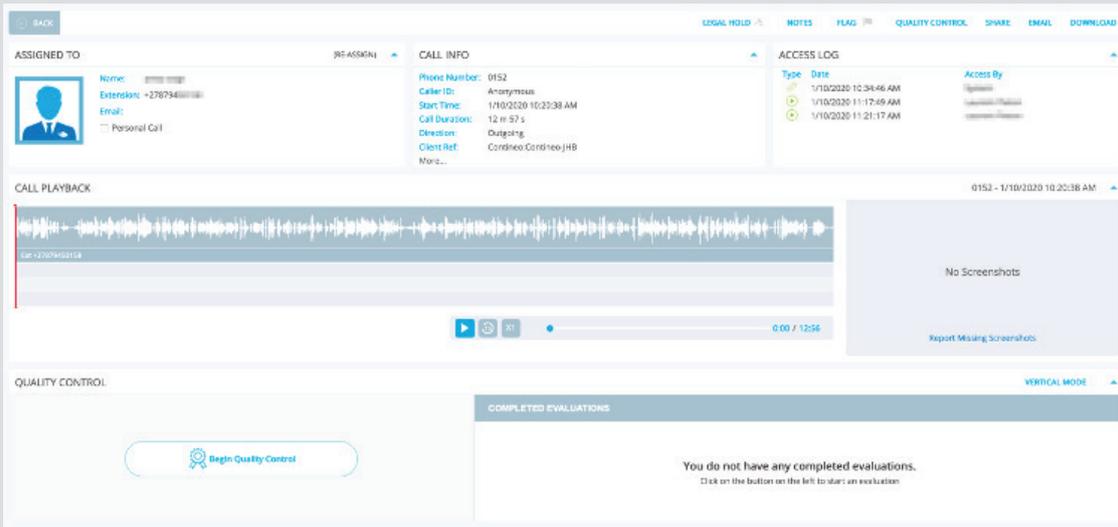
To play back a call click on the play icon corresponding to the relevant call. The call will then playback from your browser.



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## Call Detail Page

To get detailed information relating to the call click the  call details icon from the call listing page.



On the call details page provides access to the following features:

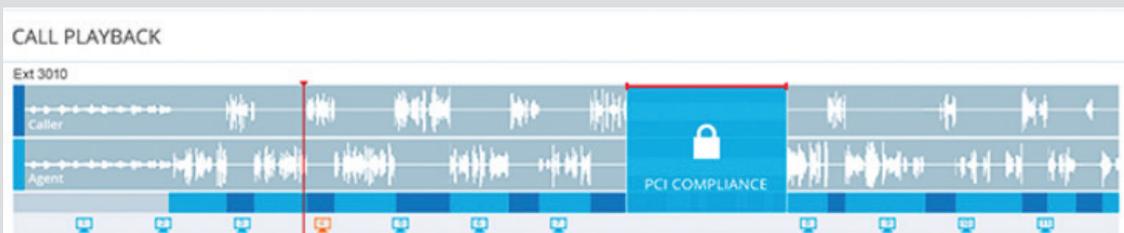
- Place the recording on **Legal Hold**
- Add **Notes** to the recording
- **Flag** a call
- Perform a **Quality Control** evaluation of the call
- **Share** a call and related call detail

The **Access Log** section shows who has interacted with the current call. It will display who used the playback feature, made a note or downloaded the call

The **Call Playback** view provides Wave Graphical representation of the call. During playback you can navigate directly to the portion of the call you would like to hear.

**Screen captures** are displayed in the Screenshots section. By enlarging (clicking) on the screenshot, you are able to look though the call to see what the agent was doing on their computer during the call. While the screenshot is enlarged you are also able to “Zoom to fit”, “Actual size”, “Download” and “Email” the screen capture.

If the **PCI DSS compliance** module is included, sensitive information such credit card numbers will be permanently redacted from the call playback, screen capture and call transcript sections. Redacted sections will be indicated by a lock graphic





You are able to **share calls** easily by using the share call option.

This feature allows you to specify the following:

- Recipients that you wish to share the call with
- A comment to the recipient
- Ability to download the media or not
- Duration that the shared details will be available for
- Specific information relating to the call recording
- Ability for the recipient to add their own notes to the call with a notification to you.

SHARE CALL

**Share call with :**  
someone@someone.com

**Comment :**  
Type your text here...

**Make this downloadable :**

**Share available for :** One month ▼

**Share :**

- Share extensions
- Share screenshots
- Share general notes
- Share time based notes
- Share point in time notes

**Options :**

- Allow adding notes
- Notify me if a note is added

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# Customer Log

The **Customer Log** page shows information about all changes made to the system as well as access to and call recording playback details.

DATE	LOG TYPE	USER NAME	DETAILS
1/10/2020 11:36 AM	Played	Laurence Patten	Call Playback: (cee29a0a-8433-ea11-a1cc-501ac51cb12a)
1/10/2020 11:21 AM	Played	Laurence Patten	Call Playback: (6ae82101-7533-ea11-a1cc-501ac51cb12a)
1/10/2020 11:08 AM	Logged In	Laurence Patten	User Logged In: UserID: cbb007f0-4094-4eb5-83e2-36d0a41bed8c
1/9/2020 2:40 PM	Logged In	Laurence Patten	User Logged In: UserID: cbb007f0-4094-4eb5-83e2-36d0a41bed8c
1/10/2020 11:21 AM	Played	Laurence Patten	Call Playback: (cee29a0a-8433-ea11-a1cc-501ac51cb12a)
1/10/2020 11:17 AM	Played	Laurence Patten	Call Playback: (cee29a0a-8433-ea11-a1cc-501ac51cb12a)
1/9/2020 2:38 PM	Logged Out	Laurence Patten	User Logged Out: UserID: cbb007f0-4094-4eb5-83e2-36d0a41bed8c

To download the log list use the excel icon at the bottom of the page.

## 8

# Create new Report

The reports page allows you to generate once-off custom reports or save templates for regular reports.

Reporting can be generated on the call duration, call volume, evaluation counts and evaluation scores.

CREATE NEW REPORT

SELECT A REPORT BELOW TO CREATE

🕒 Call Duration

📊 Call Volume

📄 Evaluation Counts

📄 Evaluation Scores

By selecting the type of report that you want to create you will follow a basic wizard to help define what details to include in the report.



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## Analytics

By enabling Atmos Speech Analytics to process your call data, audio is analysed not only for what is said, but also how it is spoken. A Powerful AI engine offers the following features:

- Emotion and sentiment analysis
- Keyword and key phrase analysis
- Script analysis
- Natural Language Processing
- Best-of-breed analytics
- Precise conversational transcription

Atmos QA, when combined with Speech Analytics, provides speech-to-text translation designed to allow intuitive retrieval of critical data through keyword and keyphrase search. Datamine your call recordings to find competitor mentions, product names, and words specific to your company interests.

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## Quality Control

Using the quality control feature in ATOMS provides an intuitive interface to create a standardized method of evaluating each call against a pre-defined list of criteria.

The screenshot shows a 'QUALITY CONTROL' interface with three evaluation questions. Each question has a dropdown menu for the criterion and a scoring table for 'Yes' and 'No' responses.

Question	Criterion	Yes Score	No Score
Did the agent greet the caller according to the company standard?	Greeting	100	0
Did the customer request a CRM identifier?	CRM	100	0
Did the agent close the call according to company standard?	Closing	50	0

Evaluation forms can be built and allocated to managers who will rate calls against the set evaluation form producing a rating for the call.



11

# Settings

The settings options allow for the management of your call recording system.

## Users

The User Settings page allows you to add, edit and delete users (people with access to the Atmos interface). Defining the user's role will limit the functionality and access that they have in the system.

QC users are users that will build evaluation forms and supervise agents calls. Various roles of QC users are also provided.

## Restricted Users

The "Restricted Users" tab allows you to add granular security access for all restricted users.

## IP Whitelist

By enabling the IP Whitelist setting you can strictly define which IP addresses are allowed to access your call recordings.

## Agents

Agent Settings page allows you to add, edit and delete agents (people whose phone calls you are recording).

## Extensions

The Extension Settings page allows you to add, edit and delete physical extensions (devices or phones that you are recording).

By default agents and extensions will automatically be populated based on the Broadworks configuration. These can be manually changed if required.

## Retention

To manage your storage capacity, use the retention settings to define the number of days to store your recordings for. Calls that are older than the retention period will automatically be deleted.



# *catalytic*

it's the *connection* that matters



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