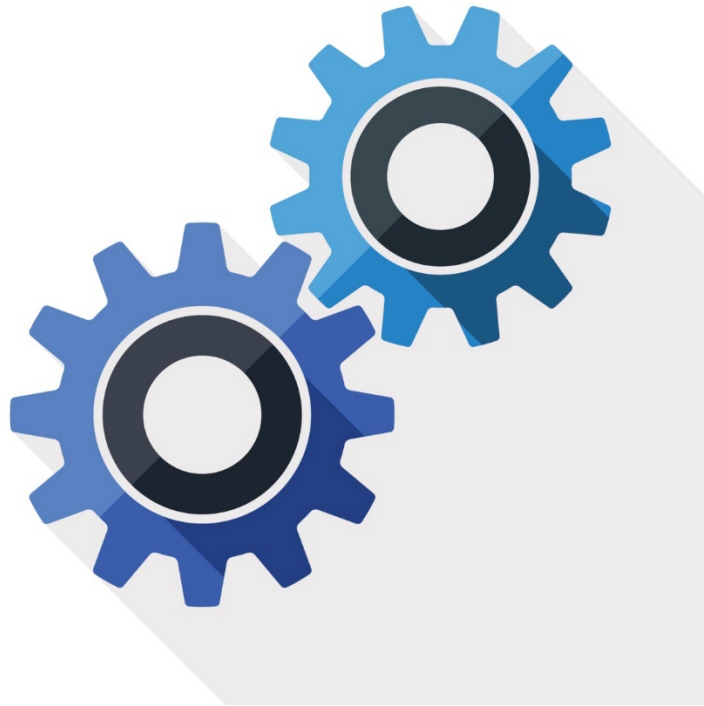




NHC Call Recording

User Guide



Version 1.0
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Call recording overview

NHC provides a Cloud Based Hosted Call Recording option, to easily record all incoming and outgoing telephone calls without the need for additional hardware or software.

Recorded calls are easily managed, cataloged, retrieved, and can be played back using web portal. All call recordings may also be downloaded and kept locally.



Accessing web portal

NHC Call Recording portal uses a web-interface, which can be accessed on any standard browser over your network or over the internet. The NHC Call Recording portal can be found at the following URL: <https://nhcgrp.miarec.com/>

Please enter your login credentials to access the portal.



Login

Password

SIGN IN



Dashboard

NHC's dashboard provides an at-a-glance overview of calls-per-day, average call duration, current active calls and other details.

Wide view 

Dashboard

2

Calls Today

0

Calls Yesterday

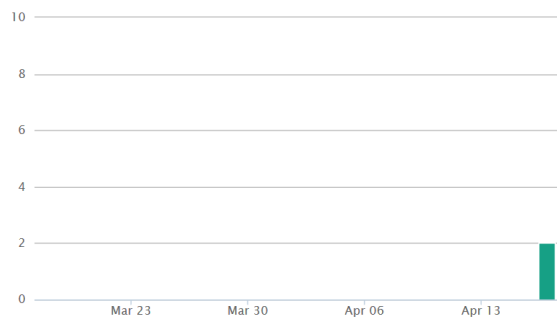
0h 0m

Recorded Today

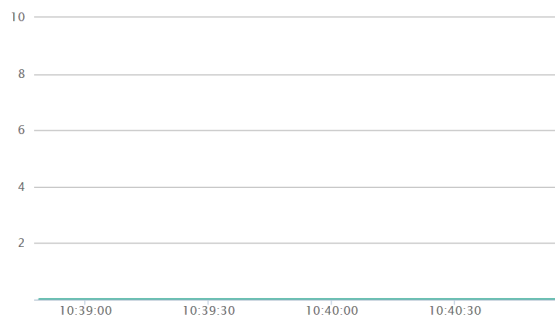
0:17

Avg Duration Today

LAST 30 DAYS (CALLS PER DAY)



REAL-TIME ACTIVE CALLS





Call recordings views

NHC supports the following call recording views as pictured:

Recordings

Wide view

ALL CALLSACTIVE CALLSMY CALLSBY USERNOT ASSIGNED TO USERBY CATEGORYADVANCED SEARCH

Select a Date Range

Select a User or Group

Search

No auto-refresh

Categories

Download

Export

More

0-20 of many

<input type="checkbox"/>	USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
<input type="checkbox"/>	Shelley Massaro	Feb 13, 2018	9:43 PM	55:47	88811001008 (Shelley Massaro)	5734309702	
<input type="checkbox"/>	Gwyn Brace	Feb 13, 2018	9:33 PM	0:14	21311005100 (Gwyn Brace)	8049723422	
<input type="checkbox"/>	Shelli Abee	Feb 13, 2018	9:30 PM	3:22	88811001009 (Shelli Abee)	8026903422	

Available views:

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



Search

NHC web portal provides two types of searching:

- **Quick search** by the most frequently used searching criteria date, user/group and text
- **Advanced search** by other attributes like call duration, call direction, etc.

Quick search

A Quick Search panel is displayed on all call view pages except the “Advanced Search” view. It includes the following searching criteria:

- Date Range
- User or Group
- Text

These are the most frequently used searching criteria available to user in one click.

Wide view

Recordings

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	
<input type="checkbox"/>	USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
<input type="checkbox"/>	Shelley Massaro	Feb 13, 2018	9:43 PM	55:47	88811001008 (Shelley Massaro)	5734309702	
<input type="checkbox"/>	Gwyn Brace	Feb 13, 2018	9:33 PM	0:14	21311005100 (Gwyn Brace)	8049723422	
<input type="checkbox"/>	Shelli Abee	Feb 13, 2018	9:30 PM	3:22	88811001009 (Shelli Abee)	8026903422	



Quick search by date range

To search recordings by date range, click in the “**Select a Date Range**” field and choose from one of the available options:

- Today
- Yesterday
- Last 7 Days
- Last 30 Days
- This Month
- Last Month
- Custom Range

2019/03/13 - 2019/04/26

Select a User or Group

Search a Text

Search

Today

Yesterday

Last 7 Days

Last 30 Days

This Month

Last Month

Custom Range

OK Clear

From 2019/03/13 To 2019/04/26

March 2019

Su	Mo	Tu	We	Th	Fr	Sa
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

April 2019

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

CATEGORIES

0-0 of 0

Quick search by user or group

To search recordings by user or group, click in the “**Select a User or Group**” field. To search recordings by group, choose a group name from the list. To search recordings by user, choose a user name from the list.

The drop-down list includes an inline search box, which you can use to quickly locate the user or group in the long list. The following example demonstrates how group “Flexus – Sales Department” is quickly located using an inline search by text “sales”:

Select a Date Range

Select a User or Group

Search a Text

Search

No auto-refresh Categories Download

0-20 of many

USER	DATE	TIME	TO	CATEGORIES
Shelley Massaro	Feb 13, 2018	9:43	Massaro)	5734309702
Gwyn Brace	Feb 13, 2018	9:33	ce)	8049723422
Shelli Abee	Feb 13, 2018	9:30	ce)	8026903422
Tinisha Frost	Feb 13, 2018	9:24	ost)	2142217030

Flexus - Sales Department

Brandon Thornburg

Cedrick Irons

Damion Rein

Donette Olds

Manual Spoor

Micheal Harvell



Quick search by text

The “**Search a Text**” field allows users to search within multiple call attributes, like phone number, user name, call notes, etc.

The search results are highlighted as shown in the following screenshot.

The screenshot shows the NHC search interface. At the top, there are tabs: ALL CALLS, ACTIVE CALLS, MY CALLS, BY USER, NOT ASSIGNED TO USER, BY CATEGORY, and ADVANCED SEARCH. Below these tabs, there are input fields for 'Select a Date Range' and 'Select a User or Group'. A search input field contains the text '1234' and is highlighted with a red box. To the right of the search input is a 'Search' button. Below the search input, there are buttons for 'No auto-refresh', 'Categories', 'Download', 'Export', and 'More'. The search results are displayed in a table with columns: USER, DATE, TIME, DURATION, FROM, TO, and CATEGORIES. The results are filtered to show only calls containing the text '1234'. The results are as follows:

USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
Sierra Bowyer	Jan 29, 2018	1:47 PM	5:14	8328212340	21311005002 (Sierra Bowyer)	
Arianne Riner	Dec 6, 2017	4:39 PM	0:18	5123441914	88811001006 (Arianne Riner)	
Sheryl Macbeth	Aug 30, 2017	8:20 AM	2:46	8123487120	12444001004 (Sheryl Macbeth)	
Yahaira Leon	Aug 21, 2017	6:51 AM	0:32	1591234208	21311001008 (Yahaira Leon)	
Peg Acre	Aug 1, 2017	3:47 PM	0:59	21311001003 (Peg Acre)	6012347869	

At the bottom of the table, there is a '20 per page' dropdown and a '0-5 of 5' pagination control.

The “**Search a Text**” field performs a search in the following call attributes:

- Caller and called-party phone number
- Caller and called-party name as provided by phone system
- Original caller number, when available
- Originally dialed digits, when available
- Custom fields, when “Free Text Search” is enabled for the custom field.
- Call notes

Resetting searching criteria

To reset searching criteria, click a drop-down arrow of the “**Search**” button and select “**Reset search**” from the list.

The screenshot shows the NHC search interface. At the top, there are tabs: SER, NOT ASSIGNED TO USER, BY CATEGORY, and ADVANCED SEARCH. Below these tabs, there are input fields for 'random Thornburg' and '123'. To the right of the search input is a 'Search' button. A red arrow points to the dropdown arrow of the 'Search' button. The dropdown menu is open, showing the option 'Reset search'.



Advanced search

The Advanced Search page allows users to search recordings by many call attributes, like:

- Date and Time
- Duration
- Call direction
- Group
- User
- Category
- Notes
- Phone number
- and others

The following screenshot demonstrates an example of searching by Group and Call Duration.

The screenshot shows the 'ADVANCED SEARCH' tab selected. Two criteria are defined: 'Group' is 'Sales Department' and 'Duration' is 'Between 30' and '60'. A 'Search' button is visible. Below the search criteria, there are controls for 'Delete', 'Categories', 'No auto-refresh', and 'Download'. A table displays the search results with columns: DATE, TIME, DURATION, FROM, and TO. The table shows three results for May 2, 2015, and May 3, 2015.

<input type="checkbox"/>	DATE	TIME	DURATION	FROM	TO
<input type="checkbox"/>	May 3, 2015	11:24 AM	0:59	12333001100 (Micheal Harvell)	8303620297
<input type="checkbox"/>	May 2, 2015	7:22 PM	0:45	3910091940	12333001011 (Veta Pospisil)
<input type="checkbox"/>	May 2, 2015	6:25 PM	0:57	12333001010 (Manual Spoor)	5281360644

It supports various comparison operators like:

- Is / is not
- Starts with / ends with / includes (contains)
- Is empty / not empty
- Match simple pattern / match regex pattern
- Date before / after / between
- Date older than __ days / newer than __ days
- and others.



Saving the search criteria

You can save the advanced search criteria for later quick reference. The following screenshot demonstrates the saved search “Long calls (>5m)” to quickly access recordings longer than 5 minutes.

ALL CALLSACTIVE CALLSMY CALLSBY USERNOT ASSIGNED TO USERSBY CATEGORYADVANCED SEARCH

Q Last 7 days

Q **Long calls (> 5m)**

Q Short calls (< 15 s)

Q SIP protocol

Duration

Greater than

5:00

+ Add Criteria

Search

Save Search

No auto-refresh

Categories

Download

Delete

More

20-40 of many

TENANT

USER

DATE

TIME

DURATION

FROM

TO

☐

Flexus

Brandon Thornburg

Mar 17, 2016

4:26 PM

55:47

4041501053

12333001007 (Cedrick Irons)

☐

PeriSolutions Ltd.

Sierra Bowyer

Mar 17, 2016

3:57 PM

8:18

21311005002 (Sierra Bowyer)

7080977305

☐

PeriSolutions Ltd.

Yahaira Leon

Mar 17, 2016

3:33 PM

34:17

3370610156

21311001008 (Yahaira Leon)



Playback and download

Inline basic media player

Click on one of the call recordings in a list to display an inline basic audio player. From this screen, you can playback the recording and, optionally, download audio file.

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

NOT ASSIGNED TO USER

BY CATEGORY

ADVANCED SEARCH

Select a Date Range

Sales Department

×

▼

Search a Text

Search

▼

No auto-refresh

Categories

Download

Export

Delete

More

0-20 of 993

<

>



Advanced media player

Click the “**Open in new window**” or “**More details**” button to access the detailed call information with the Advanced Media Player.

The screenshot shows a call record interface. At the top, it displays the tenant 'Flexus', group 'Sales Department', and call details: From: 1224877205 (assign to client), To: 12333001100 (Micheal Harvell), Date/Time: Mar 16, 2019 6:54:14 AM, and Duration: 1:46. A red arrow points to the 'Open in new window' button. Below the call details is a waveform player with a progress bar from 00:10 to 01:48. A red arrow points to the 'More details' button. At the bottom, there is a 'Notes' section with an 'Add note' button.

The Advanced Media Player displays an audio waveform, which presents an easy way to detect periods of silence and talk-over within the conversation.

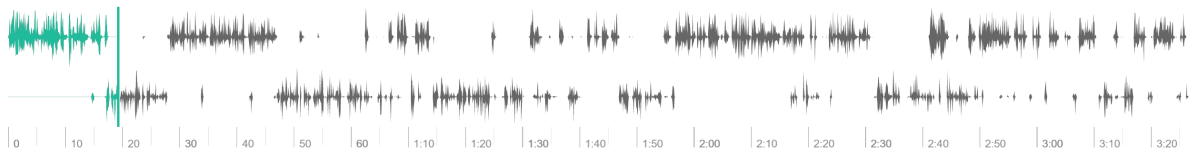
Call +1905 [REDACTED] -> 808 [REDACTED]

[Mark as confidential](#) [Delete Call](#)

[Edit Categories](#) ▾

MEDIA PLAYER

[Switch to basic player](#) | [Wide view](#) ↗



[▶ Play](#) [x1](#) [x1.2](#) [x1.5](#) [x1.7](#) [x2](#) [Save audio file](#)

INFO

Tenant: [Acme](#)
Date: **Nov 24, 2017**
Connect Time: **8:54:25 AM**
Disconnect Time: **8:57:53 AM**

FROM

Client: **Unknown client (assign)**
Phone Number: **+1905 [REDACTED]**
Phone Name:
Phone Id:

TO

User: [Carrol Robards](#)
Group: [Users](#)
Phone Number: **808 [REDACTED]**
Phone Name:

With the Advanced Media Player, you can easily control the playback speed from x1 to x2. Speeding up will allow you to listen to the recording faster, which saves time.



Call notes

You can add notes to call recording to save the related information. The following screenshot demonstrates notes in the inline call details view. The notes are shown on the extended call details page as well.

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

☐ Antonie Parker

Jun 10, 20159:17 PM31:3521311003000 (Antonie Parker)6219310492

☒

From: 21311003000 (Antonie Parker)

To: 6219310492

Date/Time: Jun 10, 2015 9:17:21 PM

Duration: 31:35

▶ 00:00 32:20 Save audio file

Notes:

admin Today, 9:06 PM Unpin Delete

This is a sales lead. Follow up in 2 weeks

admin Today, 9:07 PM Pin to the top Delete

Scheduled a demo.

Save Cancel



Categories (tags)

NHC supports user-defined categories for call recordings.

To tag recordings with category, select one or more recordings, click the “**Categories**” button and choose the category from the list. You can assign multiple categories to the same call. To create new or edit the existing category, click “**New Category**” or “**Manage Categories**” button correspondingly.

The screenshot shows the NHC interface with the 'Categories' dropdown menu open. The menu lists the following categories: Claim, Important, Lead (checked), Lead/In progress, Lead/Lost, Lead/Won, Refund, Sales, Tech support, New Category, and Manage Categories. The background shows a list of call recordings with columns for USER, FROM, TO, and CATEGORIES. The 'CATEGORIES' column shows 'Lead' assigned to the first two recordings, 'Refund' to the third, and 'Sales' and 'Important' to the fourth.

USER	FROM	TO	CATEGORIES
Shelley Massaro	88811001008 (Shelley Massaro)	5734309702	Lead
Gwyn Brace	21311005100 (Gwyn Brace)	8049723422	Lead
Shelli Abee	88811001009 (Shelli Abee)	8026903422	
Tinisha Frost	21311002002 (Tinisha Frost)	2142217030	Refund
Justin Frost	21311002102 (Justin Frost)	2310321308	Sales, Important
Tracy Hash	4840582780	21311005004 (Tracy Hash)	
Idalia Alligood	21311001006 (Idalia Alligood)	7080904991	
David Amado	21311002100 (David Amado)	4123554212	
Aline Barlebaugh	21311002005 (Aline Barlebaugh)		

Note, to categorize recordings and/or create/manage categories, your user role must have appropriate permissions.

To search recordings by category, you can use the “**Advanced Search**” page or navigate to the “**By category**” page, which displayed categories pane on the left:

The screenshot shows the NHC interface with the 'By Category' page selected. The sidebar on the left lists the following categories: Claim, Important, Lead (checked), In progress, Lost, Won, Refund, Sales, Tech support, and Manage Categories. The main area shows a list of call recordings with columns for USER, DATE, TIME, DURATION, FROM, TO, and CATEGORIES. The 'CATEGORIES' column shows 'Sales' and 'Important' assigned to the first two recordings, and 'Sales' to the third.

USER	DATE	TIME	DURATION	FROM	TO	CATEGORIES
Justin Frost	Feb 13, 2018	9:12 PM	0:49	21311002102 (Justin Frost)	2310321308	Sales, Important
Jamie Hernandez	Feb 13, 2018	4:54 PM	3:37	7591645180	21311005003 (Jamie Hernandez)	Sales



Call flow reconstruction / multi-segment calls

NHC automatically recognizes multiple call segments of the 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.

On the recordings page, you can see when the call segment is a part of longer interaction. The following screenshot shows three call segments, which belong to the same interaction.

<input type="checkbox"/>	USER	DATE	TIME	DURATION	FROM	TO	
<input type="checkbox"/>	3/3 Carrol Robards	Nov 20, 2017	6:59 PM	1:41	+1310 [REDACTED]	8088 [REDACTED] (CSR 808 [REDACTED])	
<input type="checkbox"/>	2/3 Carrol Robards	Nov 20, 2017	6:56 PM	2:52	8088 [REDACTED] (CSR 808 [REDACTED])	2056	
<input type="checkbox"/>	1/3 Carrol Robards	Nov 20, 2017	6:50 PM	5:40	+1310 [REDACTED]	808 [REDACTED] (CSR 808 [REDACTED])	

Visualization of multi-segment calls

Each call segment is shown on a timeline. You can navigate easily to the next segment and playback it.

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

MEDIA PLAYER

Switch to basic player | Wide view

0 10 20 30 40 50 60 1:10 1:20 1:30 1:40 1:50 2:00 2:10 2:20 2:30 2:40 2:50 3:00 3:10 3:20 3:30 3:40 3:50 4:00 4:10 4:20 4:30 4:40 4:50 5:00 5:10 5:20 5:30

Play

Save audio file

ALL CALLS IN THIS INTERACTION

TIME	DURATION	FROM -> TO	TIMELINE	
6:50 PM	5:40	+1310 [REDACTED] -> 808 [REDACTED] (CSR 808 [REDACTED])		View
6:56 PM	2:52	808 [REDACTED] (CSR 808 [REDACTED]) -> 2056		View
6:59 PM	1:41	+1310 [REDACTED] -> 808 [REDACTED] (CSR 808 [REDACTED])		View

Supported call scenarios

NHC groups multiple call segment into a single interaction in the following call scenarios:

- An inbound call is transferred from one agent to another; in this case, both parts of the call will be added to the interaction.
- An agent puts the 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.
- 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 segments will be added to the interaction.



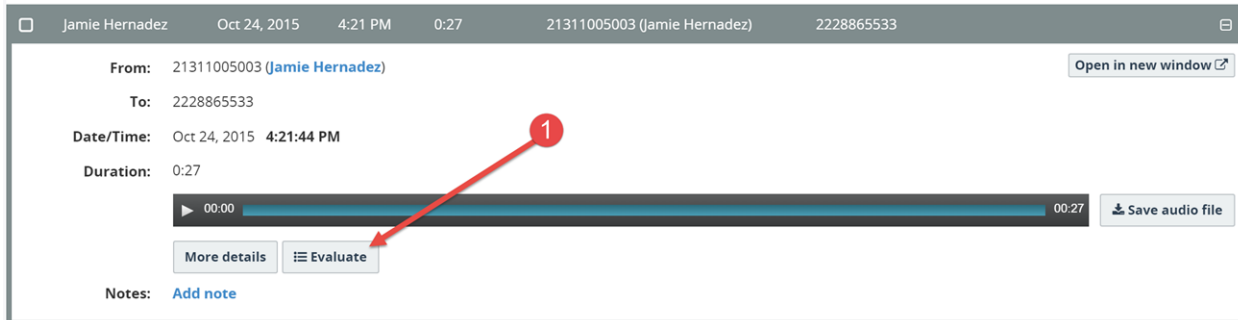
Agent evaluation

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

Prerequisites:

- Evaluator should have appropriate permissions to evaluate agents
- 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:





Select the evaluation form to use for this call:

[Dashboard](#) [Recordings](#) [Reports](#) [Administration](#)

admin.nhcgrp

Select Evaluation Form

Evaluation form *

Sample form

Agent *

Eastfield Store

Continue

Listen to the recording and answer questions in the evaluation form. Once all questions have been answered, the call will receive a score from 0 to 100 points.

Add Evaluation Report

AUDIO

Switch to basic player

[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 calling?" ☒ yes ☐ no

Did the agent mention his/her name? ☒ yes ☐ no

Did the agent mention the company name? ☐ yes ☒ no

If the call was transferred did the agent adapt the greeting accordingly? ☒ yes ☐ no ☐ n/a

Did the agent say "This call may be recorded..." (outbound only)? ☐ yes ☐ no ☒ n/a

Comments

VERIFICATION

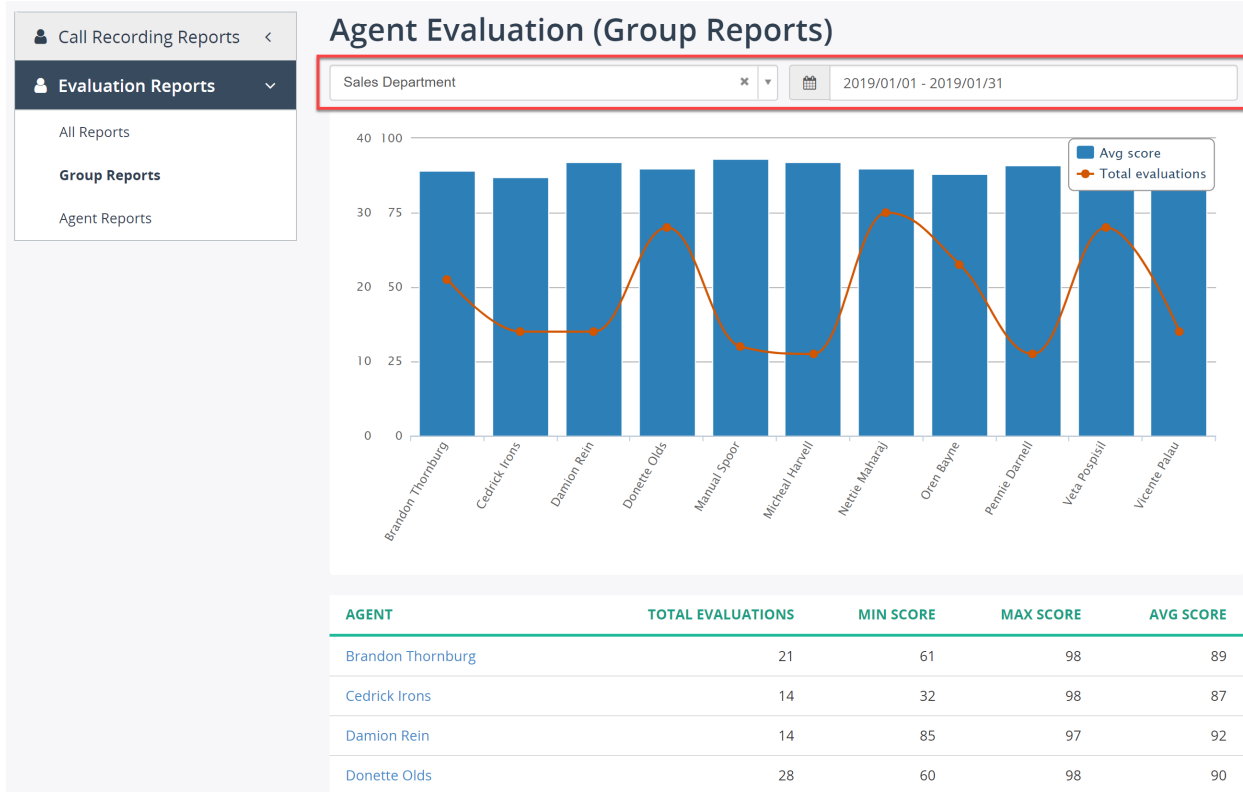


Reports

To compare scores of multiple agents within a group, navigate to **Reports -> Evaluation Reports -> Group Reports**, select a group and date range for report.

This report shows the following statistics:

- Average, minimum and maximum agent's score for the period
- Total evaluations for agent





By clicking on agent's name in the Group Report, you can navigate to Agent's report:

Agent Evaluation (Agent Reports)

Damion Rein



2019/01/01 - 2019/01/31

14

Total evaluations

85

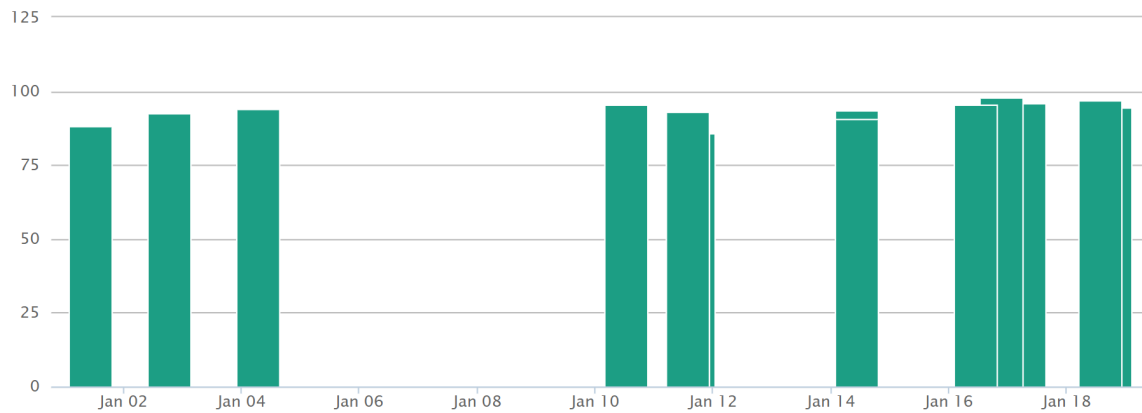
Min Score

97

Max Score

92

Avg Score



✕ Delete Evaluation

0-14 of 14



<input type="checkbox"/>	CALL DATE/TIME	AGENT	GROUP	EVALUATION FORM	SCORE	
<input type="checkbox"/>	Jan 18, 2019, 6:08 PM	Damion Rein	Sales Department	Inbound Tech Support	94	View Edit
<input type="checkbox"/>	Jan 18, 2019, 2:10 PM	Damion Rein	Sales Department	Inbound Tech Support	97	View Edit
<input type="checkbox"/>	Jan 17, 2019, 7:13 AM	Damion Rein	Sales Department	Inbound Tech Support	95	View Edit



Evaluation form designer

To customize the existing evaluation form or creating new one, navigate to **Administration -> Customization -> Evaluation Form Designer**. Here, you can add/edit/delete sections and questions respectively:

Administration > Customization > Evaluation Form Designer

Evaluation Form «Inbound Tech Support»

[Add Section](#)[Edit Form](#)[Delete Form](#)

Name: **Inbound Tech Support**

Tenant: **Flexus**

Description: **Sample evaluation form**

SECTIONS

[+ Add Section](#)

TITLE

▼ GREETING

[Edit](#) [Delete](#)

Did the agent say "Thank you for calling"?

[Edit](#) [Delete](#)

Did the agent mention his/her name?

[Edit](#) [Delete](#)

Did the agent mention the company name?

[Edit](#) [Delete](#)

If the call was transferred did the agent adapt the greeting accordingly?

[Edit](#) [Delete](#)

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

[Edit](#) [Delete](#)[+ Add question](#)

▼ VERIFICATION

[Edit](#) [Delete](#)

Did the agent ask for the caller's name?

[Edit](#) [Delete](#)

Edit Question

Question ***Description****Answer Type**☒ Multiple choice☐ Numeric value**Display N/A option**☐ Allow to mark question N/A**Choices ***

Points

☐ default x

Points

☒ default x[Add Option](#)**Display As**☐ Choice (multi-line)☒ Choice (single-line)☐ Select box**Weight****Order**Save



Live monitoring

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

The screenshot displays the NHC Live Monitoring web application. At the top, there are navigation tabs: "ALL CALLS", "ACTIVE CALLS" (selected), "MY CALLS", "BY USER", "NOT ASSIGNED TO USERS", and "BY CATEGORY". Below these tabs is a search bar with a dropdown menu labeled "Select a User or Group" and a text input field labeled "Search a Text". To the right of the search bar is a "Search" button. Below the search bar are two buttons: "Delete" and "Categories". To the right of these buttons is a pagination indicator showing "0-1 of 1" with left and right arrow buttons. Below the search bar is a table with the following columns: "USER", "DATE", "TIME", "DURATION", "FROM", "TO", and "TIMELINE". The table contains one row with the following data: "David Amado", "Today", "20:40:58", "In progress...", "102", and "8662367979". To the right of the table is a button labeled "Open in new window". Below the table is a call details panel. It shows "From: 102 (David Amado)", "To: 8662367979", "Call State: In progress...", "Date/Time: Today 20:40:58", and "Duration:". To the right of the call details panel is a button labeled "live monitor this call". Below the call details panel is a "Live Player" application window. The window has a title bar with "Live Player" and standard window controls. It has a menu bar with "File", "Play", and "Help". The main content area shows "Status: Monitoring Call" and "Call details" with fields for "Caller Party: 102", "Called Party: 8662367979", and "Start Time: 20:40:58". At the bottom of the window are three buttons: "Re-play", "Stop", and "Exit".

To start live monitoring, open call details of the corresponding call in progress, and click “Live monitor this call” button. The Live Player application should pop-up allowing you to listen to the call in-progress. If the Live Player application doesn’t pop-up, make sure it is installed on your computer. You can download it from: <https://www.NHC.com/files/download/LivePlayerSetup.exe>



Reports

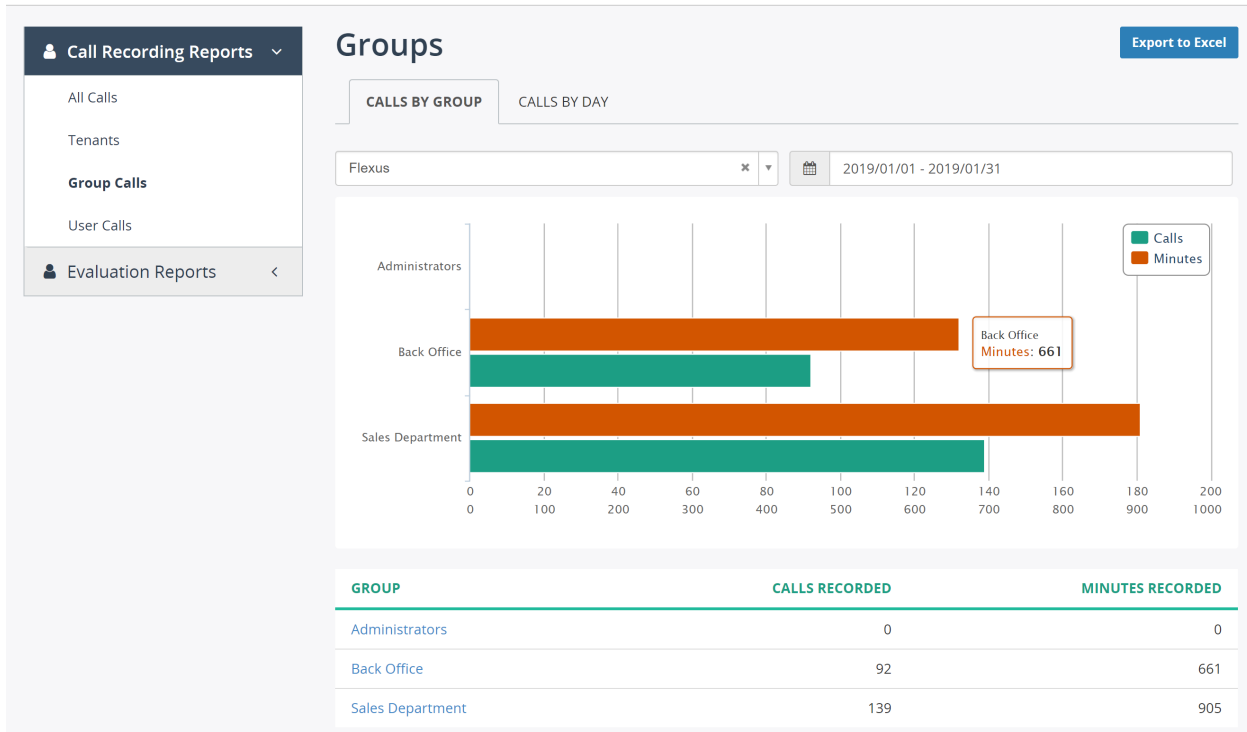
NHC provides a number of pre-configured reports:

- All calls report (calls per day)
- Tenants report (calls per tenant)
- Group Calls report (calls per group)
- User Calls report (calls per user)

The following screenshot demonstrates a “Group Calls” report.

Reports

Wide view





Speech-to-text transcription

NHC Speech-to-text transcription addon feature allows users to search for keywords and phrases in call recordings, providing more insights into customer interactions and helping uncover new opportunities for improving customer service. With NHC Speech-to-text transcription you will be able to transform voice data into critical business asset and identify trends and root causes of customer experiences.

MEDIA PLAYERSwitch to basic player | Wide view ↗

⏸ Pause

📄 Save audio file

TRANSCRIPT

Side 1 [0:00]: Lesley

Side 2 [0:00]: Looks good .

Side 1 [0:01]: thank you for holding . I do apologize for the wait . We have this new tool that I'm trying to do a search and to find more information about the lamp itself , and I'm not quite sure how to use it yet , so I'm kind of experimenting with it here that I can find the information that we're looking for but supposedly it has the information we're looking for so bear .

Side 2 [0:25]: Well , okay cool now . I'm fine , I'm calling at lunch . You're fine .

Side 1 [0:29]: Bear with me here , and hopefully we'll be able to find out the information .

Side 2 [0:34]: Okay , terrific .

Side 1 [0:35]: Maybe I need to do a test okay . There's a lamp for came up .

Alright .



To search recordings using text, navigate to “**Advanced Search**” page and select “**Transcript**” from the searching criteria, type in the text to search and hit “**Search**” button.

CALLS

MY CALLS

BY USER

BY CLIENT

NOT ASSIGNED TO USER

BY CATEGORY

ADVANCED SEARCH

Transcript

Search query

refund

+ Add criteria

Run Search

Save Search

No auto-refresh

Categories

Download

Export

Delete

More

0-20 of 100

	DATE	TIME	DURATION	FROM	TO	EVALUATION REPORT SCORE
<div><div></div><div></div></div>	Jan 26, 2018	12:59 PM	6:34	806	+1516	
<div>warehouse and they have it . They'll be able to go ahead and do the refund . I'm not sure how they process the refunds in their policy if they're unable ... refund back to the original card if they will just automatically go ahead and send a gift card with the balance straight to the address . Okay , okay , and you guys have my number ... Okay , alright , and how long should I be waiting for like how long is this process ? The refund normally takes 7 to 14 business days once but that business we have to wait til . They</div>						
<div><div></div><div></div></div>	Jan 26, 2018	12:58 PM	2:12	+177	806	
<div>information . Let me go ahead and review the account now . Okay , so now that your refund was put in on the 18th of January , and it does take 7 to 10 business days alright ... Okay , simply go It's only the fixed . 7 to 10 business days honey for you to refund albino money . It normally takes 2 to 5 business days , but I'm needing</div>						



NHC supports custom fields, which may be used for storing any data, like order number, support ticket number, product name, call campaign, etc.

The custom fields may be displayed in a call list (see the screenshot below):

ALL CALLSACTIVE CALLSMY CALLSBY USERNOT ASSIGNED TO USERBY CATEGORYADVANCED SEARCH

Select a Date Range

Technical Support

×

▼

Search a Text

search

▼

No auto-refresh

Categories

Download

Delete

More

0-20 of many<>


<input type="checkbox"/>	USER	DATE	TIME	DURATION	FROM	TO	ORDER #	CAMPAIGN	
<input type="checkbox"/>	Jamie Hernandez	Oct 24, 2015	4:21 PM	0:27	21311005003 (Jamie Hernandez)	2228865533	10001	Campaign A	
<input type="checkbox"/>	Jamie Hernandez	Oct 23, 2015	9:11 PM	0:49	6597162111	21311005003 (Jamie Hernandez)	10002	Campaign B	
<input type="checkbox"/>	Tracy Hash	Oct 23, 2015	8:22 AM	0:24	21311005004 (Tracy Hash)	5370521272			
<input type="checkbox"/>	Gwyn Brace	Oct 22, 2015	12:39 PM	2:36	5690871923	21311005100 (Gwyn Brace)			



Additionally, customer field values are displayed in call details:

Call 21311005003 -> 2228865533 Mark as confidential Delete Call

AUDIO Switch to basic player



▶ Play ⬇ Save audio file

INFO

Date: **Oct 24, 2015**

Dis: View custom fields in call details

Watermark: View

Order #: **10001**

Campaign: **Campaign A**

FROM

User: **Jamie Hernandez**

Group: **Technical Support**

Phone Number: **21311005003**

Phone Name: **Jamie Hernandez**

Phone Id:

Ip-address:

📞 Live monitor phone 21311005003

TO

User:

Phone Number: **2228865533**

Phone Name:

Phone Id:

Ip-address:

📞 Live monitor phone 2228865533

Users may use quick search or advanced search capability to find recordings by value in custom field:

ALL CALLS **ACTIVE CALLS** **MY CALLS** **BY USER** **NOT ASSIGNED** Quick search within custom fields **ARCH**

Select a Date Range Technical Support 10002 Search

No auto-refresh Categories Download Delete More 0-3 of 3 < >

<input type="checkbox"/>	USER	DATE	TIME	DURATION	FROM	TO	ORDER #	CAMPAIGN
<input type="checkbox"/>	Jamie Hernandez	Oct 23, 2015	9:11 PM	0:49	6597162111	21311005003 (Jamie Hernandez)	10002	Campaign B
<input type="checkbox"/>	Sierra Bowyer	Jun 5, 2015	11:37 AM	20:40	21311005002 (Sierra Bowyer)	202 10002 88		
<input type="checkbox"/>	Sierra Bowyer	Jul 25, 2014	7:10 AM	3:43	21311005002 (Sierra Bowyer)	16 10002 548		

20 per page 0-3 of 3 < >



CALLS **Advanced search within custom fields** USER BY CATEGORY ADVANCED SEARCH

Order # Equal To 10002

+ Add Criteria

Run Search Save Search

No auto-refresh Categories Download Delete More 0-1 of 1

	DATE	TIME	DURATION	FROM	TO	ORDER #	CAMPAIGN
<input type="checkbox"/>	Oct 23, 2015	9:11 PM	0:49	6597162111	21311005003 (Jamie Hernandez)	10002	Campaign B

20 per page 0-1 of 1

Authorized users can edit custom field values on the call details page:

Call 6597162111 -> 21311005003 Mark as confidential Delete Call

AUDIO Switch to basic player

0 :5 :10 :15 :20 :25 :30 :35 :40 :45

Play Save audio file

INFO

Date: Oct 23, 2015

Connect Time: 9:11:35 PM

Disconnect: Authorized users may edit fields inline

Watermark: ew

Order #: 10002 OK Cancel

Campaign: Campaign B

FROM

User:

Phone Number: 6597162111

Phone Name:

Phone Id:

Ip-address:

Live monitor phone 6597162111

TO

User: Jamie Hernandez

Group: Technical Support

Phone Number: 21311005003

Phone Name: Jamie Hernandez

Phone Id:

Ip-address:

Live monitor phone 21311005003



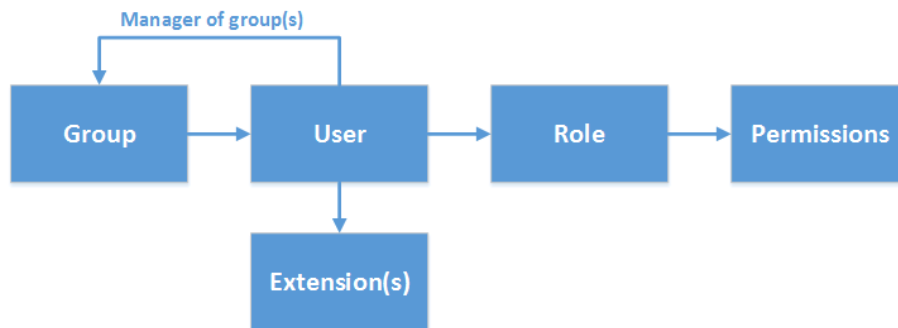
Role-based access control

Access to NHC Call Recording portal is controlled by role permissions, the default supported roles are (other roles can be created if necessary):

- **Administrators** – Read and Write permissions to create Administrators, Supervisors, and Users who need web access for reviewing their call recordings, along with disabling web access for any person.
- **Supervisor** – Read-only permission access to the call recordings of the Users they need to monitor.
- **User** – Read-only permission to their call recordings only if the user is allowed access to the portal (Default is no access to call recording portal).

The following diagram shows the user hierarchy, particularly:

- User can be a member of one or multiple groups
- User can be a manager of one or multiple groups
- User is assigned exactly one role
- User may have multiple extensions





The role is associated with a set of granted permissions. Permissions include such privileges as "Configure System", "Configure Users", "Playback call recordings", "Delete recording", etc. The following screenshot shows the example of permissions configuration.

Name *

Supervisor

Access scope *

☐ Unrestricted

☒ System - Access is limited by permissions

☐ Group - Access is limited to data within managed groups + permissions

☐ User - Access is limited to own data only + permissions

Allow edit users of role

Select one or more Roles

If the current role has rights to create/edit/delete other users, then this option specifies which roles are permitted to create/edit/delete

Permissions

SET ALL | CLEAR ALL

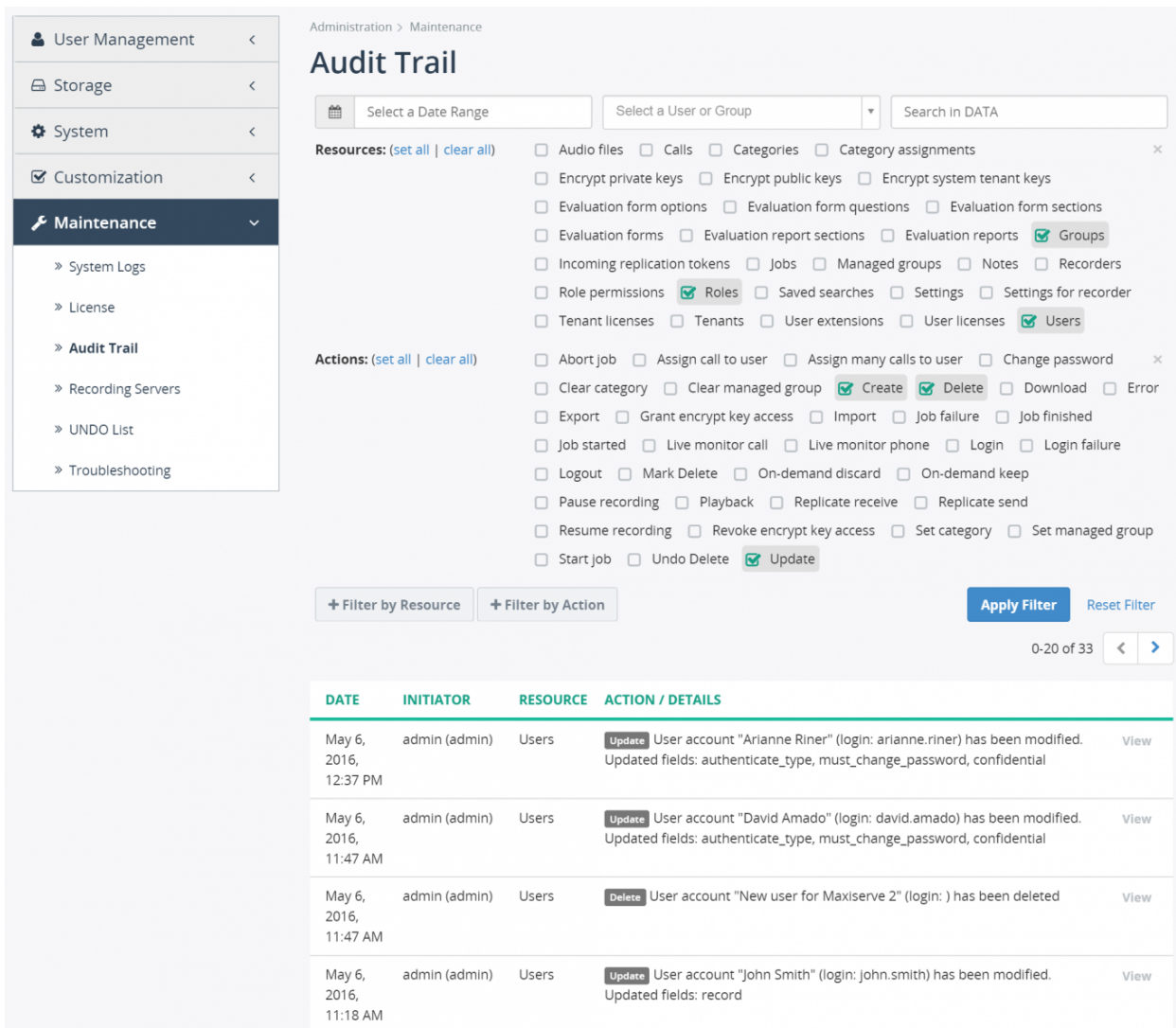
System configuration	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Edit	set all clear all
System log	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Delete	set all clear all
Audit trail	<input checked="" type="checkbox"/> View		set all clear all
Custom fields designer	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete	set all clear all
Tenants	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete	set all clear all
Encryption keys	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Export <input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete	set all clear all
Roles	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete	set all clear all
Groups	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete	set all clear all
Users	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete	set all clear all
Own calls	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Playback <input checked="" type="checkbox"/> Download	set all clear all
	<input checked="" type="checkbox"/> Trigger on-demand	<input checked="" type="checkbox"/> Pause recording	
	<input checked="" type="checkbox"/> Categorize	<input checked="" type="checkbox"/> Add notes	
	<input checked="" type="checkbox"/> Set confidential flag	<input checked="" type="checkbox"/> Clear confidential flag	
	<input checked="" type="checkbox"/> Edit	<input type="checkbox"/> Delete	

NHC provides a comprehensive, detailed audit trail solution that is designed to meet corporate and regulatory needs. Audit Trail enables organizations to verify and demonstrate adherence to security policies and compliance imperatives by providing a complete solution encompassing all data and all applications contained in NHC.

Every function performed by every user is logged to Audit Trail. The log message includes such data as:

- Initiator of action
- Date/time
- Ip-address, from which the web portal has been accessed
- Resource and operation that was performed by initiator, like create, update, delete
- Additional info, like modified fields, previous and new values, etc.

Advanced search functionality allows to filter data by date, user, group or any internal data logged into message:



The screenshot displays the NHC Audit Trail interface. On the left is a sidebar with navigation options: User Management, Storage, System, Customization, and Maintenance (selected). Under Maintenance, there are links to System Logs, License, Audit Trail (selected), Recording Servers, UNDO List, and Troubleshooting.

The main panel is titled "Audit Trail" and includes search filters: "Select a Date Range", "Select a User or Group", and "Search in DATA". Below these are two sections: "Resources" and "Actions", each with a list of checkboxes for filtering. The "Resources" section includes options like Audio files, Calls, Categories, and Groups (checked). The "Actions" section includes options like Abort job, Assign call to user, and Update (checked).

At the bottom of the main panel are buttons for "Filter by Resource", "Filter by Action", "Apply Filter", and "Reset Filter". A pagination bar shows "0-20 of 33" with navigation arrows.

The audit log table has the following columns: DATE, INITIATOR, RESOURCE, and ACTION / DETAILS. It contains four entries:

DATE	INITIATOR	RESOURCE	ACTION / DETAILS
May 6, 2016, 12:37 PM	admin (admin)	Users	Update User account "Arianne Riner" (login: arianne.riner) has been modified. Updated fields: authenticate_type, must_change_password, confidential View
May 6, 2016, 11:47 AM	admin (admin)	Users	Update User account "David Amado" (login: david.amado) has been modified. Updated fields: authenticate_type, must_change_password, confidential View
May 6, 2016, 11:47 AM	admin (admin)	Users	Delete User account "New user for Maxiserve 2" (login:) has been deleted View
May 6, 2016, 11:18 AM	admin (admin)	Users	Update User account "John Smith" (login: john.smith) has been modified. Updated fields: record View

Additionally, when you view call details, user profile, or any other resource, you will be able to see all audit log messages associated with that object. The following screenshot shows sample call recording



with the associated audit trail messages.

INFO

Date: Apr 7, 2016

Connect Time: 3:22:57 PM

Disconnect Time: 3:25:37 PM

Duration: 2:40

Watermark: View

FROM

User:

Phone Number: 252503727

Phone Name:

Phone Id: 252503727

Ip-address: 127.0.0.1 (3001)

🔊 Live monitor phone 252503727

TO

User: Kim Skinner

Group: MiaRec Users

Phone Number: 300

Phone Name:

Phone Id: 300

Ip-address: 127.0.0.1 (5080)

🔊 Live monitor phone 300

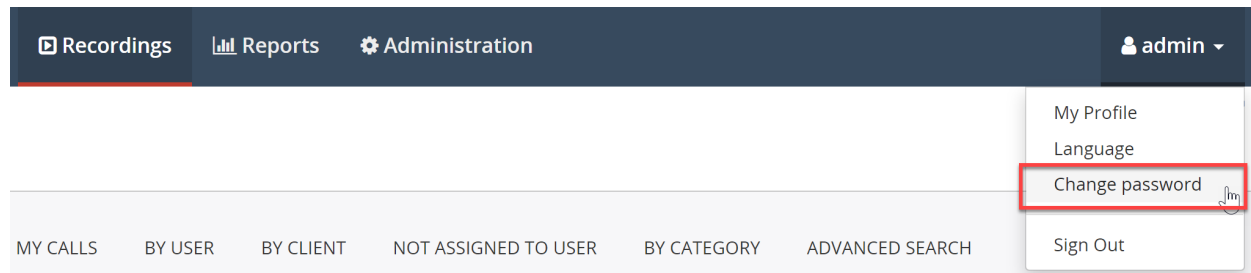
Audit Trail

DATE	INITIATOR	RESOURCE	ACTION / DETAILS
Today, 9:06 AM	admin (admin)	Calls	<div>Playback</div> User starts playback of call recording: 252503727 -> 300 , call time: Apr 7, 2016, 3:22:57 PM <div>View</div>
Apr 29, 2016, 11:00 AM	admin (admin)	Calls	<div>Download</div> User downloaded call recording: 252503727 -> 300 , call time: Apr 7, 2016, 3:22:57 PM <div>View</div>
Apr 29, 2016, 10:56 AM	admin (admin)	Calls	<div>Playback</div> User starts playback of call recording: 252503727 -> 300 , call time: Apr 7, 2016, 3:22:57 PM <div>View</div>
Apr 28, 2016, 4:45 PM	admin (admin)	Category assignments	<div>Clear category</div> Category "Order" is removed from call with id e03f497d-bdff-1019-123a-cacf86657b83 <div>View</div>
Apr 28, 2016, 4:44 PM	admin (admin)	Category assignments	<div>Set category</div> Category "Refund" is assigned to call with id e03f497d-bdff-1019-123a-cacf86657b83 <div>View</div>



Change own password

In order to change your own password, click on your login name on the top right corner of the menu bar and select Change password from the drop-down menu.





Reset password by email

To reset your own password by email, click the **“Forgot your password?”** link in the login page.

A screenshot of the MiaRec login page. At the top is a dark blue header with the MiaRec logo. Below it are two input fields: "Login" and "Password", each with a placeholder text and a toggle icon. A green "SIGN IN" button is positioned below the fields. At the bottom, a red rectangle highlights the "Forgot your password?" link, with a red arrow pointing to it from the right.

Provide your login name and email on the next screen. A password reset link will be emailed to you.

Forgotten your password?

To reset your password, fill the following form. A link will be emailed to your email address which will let you reset your password.

A screenshot of the "Forgotten your password?" form. It contains two input fields: "Login *" and "Email *", both with red asterisks indicating required fields. Below the fields is a blue button labeled "Reset Password".



Note, a password reset by email may be not available for your account if:

- Email is not configured on your user profile. Contact your system administrator to fix that.
- A Single Sign-On is activated for your user profile, i.e. the same credentials are used to NHC web portal Metaswitch CommPortal. In this case, you need to reset the password in the corresponding portal rather than in the NHC call Recording portal.