

Call Recording Reports-Admin Guide

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

Commercial Module

Overview

With the Call Recording Report module, you can view, sort, listen to, archive, and download all recorded calls on your system.

Logging In

- In the top menu, go to **Reports**
- In the drop-down, go to **Call Recordings**

Call Recording Reports

The screenshot shows the 'Call Recordings' tab selected in the top navigation bar. Below the tabs, there is a 'Choose a Year' dropdown menu, a search bar, and two icons (a list icon and a grid icon). The main content area is a table with the following columns: Type, Source, Destination, Date - Time, Duration, Play, and Actions. The table is currently empty, displaying the message 'No matching records found'.

Call Recordings

Viewing Call Recordings

Call recordings will be viewable directly in the browser until they are removed from the list and compressed into an archive. (See "Recording Archives" and "Settings" below.)

In the **Call Recordings** tab, select a **year** and **month** from the drop-down menus in order to view call recordings.

Call Recording Reports

This screenshot is identical to the previous one, showing the 'Call Recordings' tab selected. The 'Choose a Year' dropdown menu is highlighted with a red box, indicating the step of selecting a year to view recordings.

Call Recording Reports

Call Recordings | Recording Archives | Settings

2015 | Choose a Month | Search

Type	Source	Destination	Date - Time	Duration	Play	Actions
No matching records found						

Call Recording Reports

Call Recordings | Recording Archives | Settings

2015 | 09 | Search

Type	Source	Destination	Date - Time	Duration	Play	Actions
in	19208868130	9203831234	2015/09/16 - 14:14:34	0:09	0:00 00:00	
in	19203831234	9209449990	2015/09/16 - 16:14:23	0:04	0:00 00:00	
in	19208868130	9209449990	2015/09/16 - 14:21:52	0:42	0:00 00:00	

The data categories include:

- **Type:** The type of call (In, Outbound, Queue, etc.)
- **Source:** The originator of the call.
- **Destination:** The recipient of the call.
- **Date-Time:** The date (YYYY/MM/DD) and time (HH:MM:SS; 24-hour clock) of the call.
- **Duration:** The duration of the recording (MM:SS).

Playing a Call Recording in Browser

For each recording, you can play, pause, replay, mute, and un-mute the recording in your browser.



Buttons



: Play



: Loading, please wait



: Pause

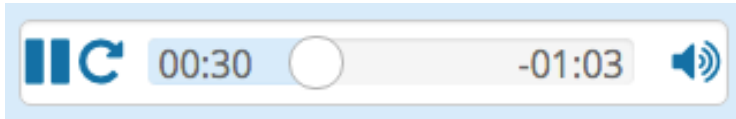


: Replay (start over)


As the recording plays, the status bar will show how many seconds have been played, and how many seconds are left. You can drag the slider



left or right to jump to a different position in the recording.




Downloading a Call Recording

You can save a call recording sound file to your computer by clicking the download button .

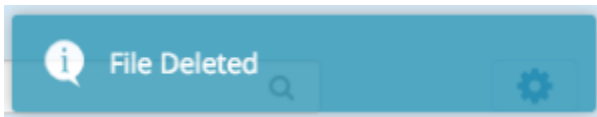
Your browser will download the file.

Deleting a Call Recording

You can delete a call recording by clicking the trash button .

Click **OK** in the pop-up window to confirm deletion.

A status message will appear, letting you know the recording has been deleted.



Recording Archives

In the **Recording Archives** tab, you can view and download call recording archives. An archive will only be available for three months, so if you would like to save a permanent copy, make sure to download it before the system deletes it.

Archived recordings are stored in `/var/spool/asterisk/monitor`. You will see items such as "backup1.tar," "backup2.tar," and "backup3.tar." These archive files can be opened using common software tools such as Winzip or 7-Zip.

Only three archives are stored in the system at a time. As archives are created, the oldest archive is deleted. Archives are created on the first day of every month.

Settings

The **Settings** tab lets you define when to archive call recordings, and set up to & from e-mail addresses for archive reminders.

Call Recording Reports

Call Recordings Recording Archives Settings

Archive Enabled [?](#)

Archive Limit [?](#) Months

Reminder Email [?](#)

From Email [?](#)

Remove zero duration files [?](#)

Archive Enabled

Choose whether to create monthly archives of recorded calls

Archive Limit

Recordings on your system will be archived when they are older than the number of months you enter here. For example, if you enter "1," recordings over a month old will be archived. We recommend a setting of no more than 3 months, in order to prevent system performance issues.

Reminder Email

After a new recording archive is created, a reminder e-mail will be sent to this address.

From Email

This is the address that archive reminder e-mails appear to come from.

Remove zero duration files

Depending on the specific recording configuration, it is not uncommon for zero duration call recordings to be generated (i.e. when a recorded call goes to a ring group, extensions that ring but don't answer may each generate a zero duration recording). Enable this option to have the module delete these recordings automatically.