

Call Recording

The Call Recording feature allows you to record your Inbound, Outbound or both Inbound and Outbound calls.

This can be done at a user level or on a whole hunt group, and you can set call recording up to record a percentage of calls, record on demand, or to not record calls at all.

For Call Recording to fully work a user or group needs to have a DDI assigned to it.

When a user is deleted or the number is unassigned from a user or call group, the administrator is limited when searching for their recordings. You are unable to search for numbers recordings using either the number or the username fields.

The screenshot shows the Horizon web interface. The top navigation bar includes 'Direct Access', 'Help', 'Change Password', and 'Log Out'. The main navigation menu has 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The 'Recorded Calls' section is active, showing a breadcrumb trail: 'Dashboard / Recorded Calls / Search Recorded Calls'. The 'Recorded Call Search' form includes fields for 'Username', 'Number' (highlighted with a red box and containing '01204322419'), 'Calling/Called Number', 'Items Per Page' (set to 30), 'Start Date/Time' (2018-12-26, 10:40), 'End Date/Time' (2019-01-26, 10:40), and radio buttons for 'Both', 'Inbound', and 'Outbound'. A 'Search' button is present. Below the search form is a table with columns: 'Call Date/Time', 'Last Name', 'Number', 'Site', 'Duration (Secs)', 'Call Direction', and 'Called/Calling'. At the bottom of the table are buttons: 'Delete Selected', 'Delete Bulk', 'Download Selected', 'Download Bulk', and 'Available downloads'.

The recordings will only be visible when searching against:

- Calling/Called Number
- Start Date/Time
- End Date/Time
- Direction

The screenshot displays the 'Standard Recorded Call Search' interface. At the top, there are navigation tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The 'Recorded Calls' tab is active. Below the navigation, the breadcrumb path is 'Dashboard / Recorded Calls / Search Standard Recorded Calls'. The main heading is 'Standard Recorded Call Search'. The search form contains the following elements:

- Username:** Input field with a search icon.
- Number:** Input field.
- Calling/Called Number:** Input field, highlighted with a red box.
- Items Per Page:** Dropdown menu set to 30.
- Start Date/Time:** Date picker (2021-01-03), hour (10), and minute (59) dropdowns.
- End Date/Time:** Date picker (2021-02-03), hour (10), and minute (59) dropdowns.
- Search Criteria:** Radio buttons for 'Both' (selected), 'Inbound', and 'Outbound'.
- Search Button:** A blue button with a magnifying glass icon.

Below the search form is a table header for 'Calls' with columns: Call Date/Time, Last Name, Number, Site, Duration (Secs), Call Direction, and Called/Calling. Below the table header are action buttons: 'Delete Selected', 'Delete Bulk', 'Download Selected', 'Download Bulk', and 'Available downloads'. At the bottom, there is a 'Call Recording Storage' section with a 'Billing Period' dropdown set to 'CURRENT' and a status indicator: 'Maximum recording storage used: 1.67 MB'.

A recording of a call will take up approximately 200 kilobytes per 1 minute of recording.

Horizon to Horizon calls, including internal calls, currently are not recorded. Please see the [Known Behaviours](#) article for more information.

Advanced Call Recordings will only search for a 3-month range to help with performance. If you are looking for a full 6 months, you will have to run two 3-month searches to get all the results.

Call Recording Retention Period

A Channel Partner will be able to set the retention period of call recordings to either 3, 6 or 12 months. The default setting of any new Horizon Company created from the 9th March 2017 will be 3 months, to modify a Company's retention policy please follow these simple steps:

Please Note: Following the introduction of the 12-month storage facility on Horizon we are finding that some Companies are now exceeding the maximum storage threshold that we have in place for the Legacy Horizon Call Recording Storage bands. To ensure that costs are fully covered, for use beyond the 360000 meg band, we introduced a 0.14p per meg charge for storage beyond the maximum threshold. This charge came into effect from the 1st March 2018.

The 0.14p per meg rate is derived from the 360,000 band being fully utilised. (£500 / 360,000)

As an example, if a Company has stored 500,000 MB the months charge would be: £500 + (500,000-360,000)*£0.0014 = £696.00

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Manage Company”.

Account: XXXX - Gamma Test 1 - 44000169

Company Name:

Records Per Page: 200 Max Results Returned: 5000

Search

Download

Showing 1 to 3 of 3

Company Name	Reseller ID	Domain	Main Site	Contact Name	Contact Email	Actions
Engineering	169	eng.lab1	Newbury	JoaoOliveira	sam.wood@gamma.co.uk	Actions
Engineering04	169	eng.lab04	Manchester04	CraigDomville	sam.wood@gamma.co.uk	Manage Company Manage Administrators Manage Subscriptions Manage Numbers Manage Devices Manage Sites Login to Horizon Health Check Cease Company
Engineering05	169	eng.lab05	Manchester05	CraigDomville	sam.wood@gamma.co.uk	

amma-portal.com/horizon/search/manageCompanyInput.jspa?bwEnterpriseId=169Engineering&resellerId=169&companyId=1

Step 3

Select the Settings tab and you will see the new retention options. Select your new retention period and click Save.

If the retention period of a Company is reduced, then any call recordings outside of the new retention period will be automatically deleted. For example, if on the 31st March 2017 a company with a call recording retention policy of 12 months was reduced to a 3-month retention policy then all call recordings prior to the 1st January 2017 would be deleted. Along with the embedded warning on the portal page, the below advice will appear to warn a user:

Confirmation

Please be advised that reducing the retention policy will result in any call recordings falling outside the retention period to be permanently deleted.

Are you sure you wish to continue?

Cancel Confirm

Once confirmed, a call recording cannot be easily retrieved and retrieval cannot be guaranteed. Requests to retrieve recordings that are deleted in error will carry a one-off restoration charge of £250 per company instance.

Should you need to request a restoration of call recordings in the first instance please send an email to iam@gamma.co.uk, providing the Company name and the period that you would like us to attempt to restore.

Call Recording Options

- **Record x% of calls:** this will record a defined percentage of your calls at random
- **Record on demand:** this will allow a user to record a call whenever they deem appropriate
- **Pause / Resume call recording:** this will record all calls, but allow a user to pause the recording before resuming the call
- **Do not record calls**

Shortcodes

- **Record on demand** - *1
- **Pause call recording** - *48
- **Resume call recording** - *49

Call Recording for a User

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

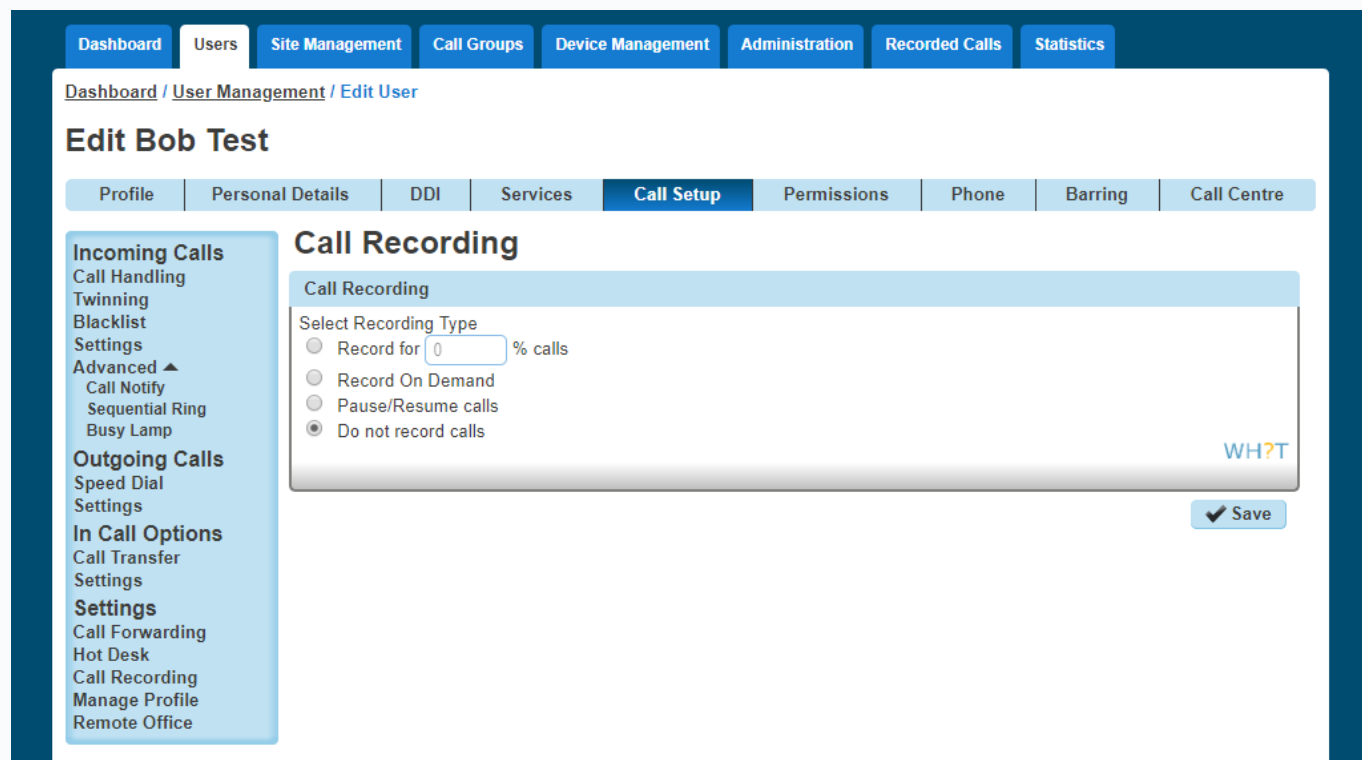
Click the “Users” option and then select “List Users” so you can search for the user that you want Call Recording set up for.

Locate the user and click the “Edit” button.

Step 4

In the User Management page click “Call Setup” and then under the Settings header select “Call Recording”

From here you can select the recording type for the user. Select the recording type and click “Save” for your changes to take effect.



The screenshot shows a web interface for editing a user named 'Bob Test'. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', 'Recorded Calls', and 'Statistics'. The breadcrumb trail is 'Dashboard / User Management / Edit User'. The main heading is 'Edit Bob Test'. Below this is a sub-navigation bar with tabs: 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup' (selected), 'Permissions', 'Phone', 'Barring', and 'Call Centre'. On the left is a sidebar menu with categories: 'Incoming Calls' (Call Handling, Twinning, Blacklist, Settings, Advanced), 'Outgoing Calls' (Speed Dial, Settings), 'In Call Options' (Call Transfer, Settings), and 'Settings' (Call Forwarding, Hot Desk, Call Recording, Manage Profile, Remote Office). The main content area is titled 'Call Recording' and contains a 'Call Recording' section with the text 'Select Recording Type' and four radio button options: 'Record for 0 % calls', 'Record On Demand', 'Pause/Resume calls', and 'Do not record calls'. The 'Do not record calls' option is selected. A 'Save' button is located at the bottom right of the settings panel.

Call Recording for a Hunt Group

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Hunt Groups” so you can search for the Hunt Group that you want Call Recording set up for.

Locate the Hunt Group and click the “Edit” button.

Horizon

Direct Access
Help | Change Password | Log Out

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Statistics

Dashboard / Group Management / Hunt Group

Hunt Group

Name: Site:

Number: Department:

Name	Site	Department	Phone Number	Status	
Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Step 4

In the Edit Hunt Group page click “Call Recording”.

From here you can select the recording type for the user. Select the recording type and click “Save” for your changes to take effect.

Call Recording for a Call Queue Group

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button select “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Call Queue Groups” so you can search for the Call Queue Group that you want Call Recording set up for.

Locate the Call Queue Group and click the “Edit” button.

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Statistics

Dashboard / Group Management / Call Queue Group

Call Queue Group

Name: Site:

Number: Department:

[Search](#)

Call Queue Groups						
	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	dggdfgdf	ColourfulSiteUat		(4354)	✔	Deactivate Edit
<input type="checkbox"/>	Test	ColourfulSiteUat		(8767)	✔	Deactivate Edit

[Delete Selected](#) [Add](#)

Step 4

In the Edit Call Queue Group page click “Call Recording”.

From here you can select the recording type for the user. Select the recording type and click “Save” for your changes to take effect.

Bulk Call Recording with delete.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Recorded Calls” option and select “Bulk Download”

Horizon

Direct Access | Help | Change Password | Log Out

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

[Add User](#) [Create Group](#)

Call Outcomes

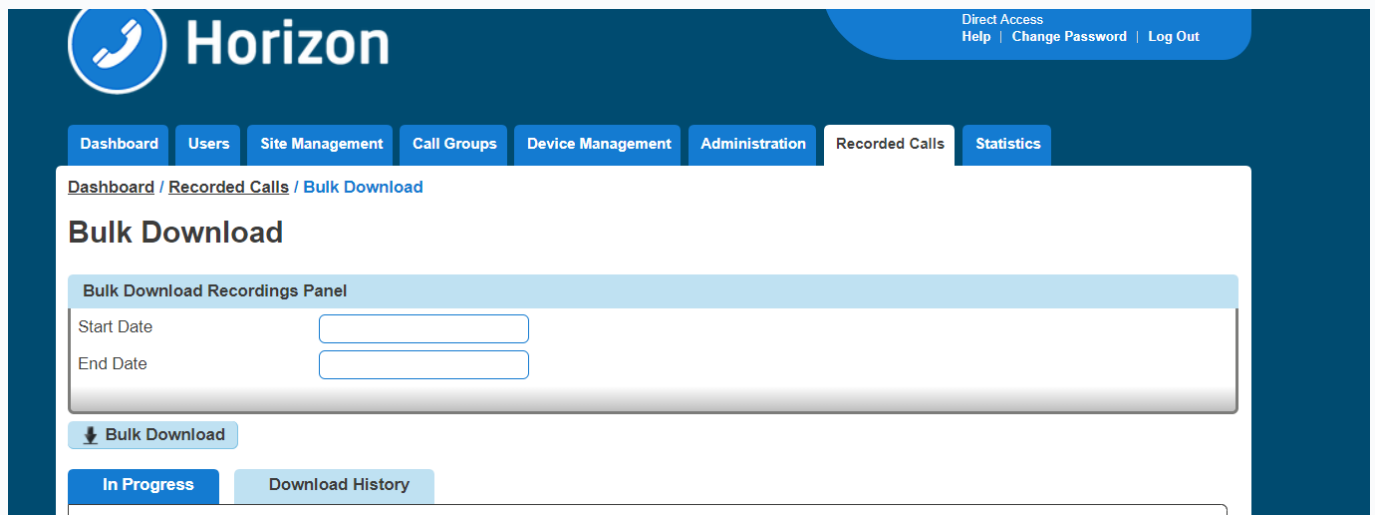
Recorded Calls

- Call Recording
- Advanced Call Recording
- Bulk Download

Step 4

This will then take you to the main Bulk Download page where the user can request downloads. To request downloads, enter a 2-week date range and select Bulk Download. If you try to select more than a two-week date frame you will receive an error.

Please note: If during the bulk request there are missing files (technical problem at Gamma's end), then the request would previously fail. Moving forward, there will be a dummy file with the naming convention "dummy_file_date_time.dummy" - this will let a user know that there was a call recording at that date/time but it's not been downloaded.



Step 5

If the download is successful you will see the download start within your browser, if this doesn't happen please select the 'Download History' tab.

The download pop-up will provide information on the file size and the time outstanding to complete the download.

Once the downloaded has completed the ZIP file can be extracted and saved to a location of the Administrator's choice.



Bulk Download

Bulk Download Recordings Panel

Start Date

End Date

↓ Bulk Download

In Progress

Download History

Download History				
<u>Date and Time Requested</u>	<u>User</u>	<u>From</u>	<u>To</u>	<u>Status</u>
No Records Found				

WH?T

call_recording_INB....zip
57.9/100.0 MB, 11 secs left

Step 6

We have also provided a Download History section that will provide key information about the date and time a Bulk Download request was made, who made it, the date range selected and status. An administrator is also given the option to delete the recordings from the storage facility should they wish to. To delete recordings between the From and To dates simply click the delete button.

In Progress Download History

<u>Date and Time Requested</u>	<u>User</u>	<u>From</u>	<u>To</u>	<u>Status</u>	
26 July 2017 10:58:30	rfarrow1	05 July 2017	08 July 2017	Downloaded	Delete
26 July 2017 10:53:12	3rd Party or external: rfarrow	15 July 2017	22 July 2017	Cancelled	
26 July 2017 10:50:29	3rd Party or external: rfarrow	01 July 2017	14 July 2017	Downloaded	Delete
26 July 2017 10:15:55	3rd Party or external: rfarrow	03 July 2017	04 July 2017	Deleted	

WH?T

Step 7

Any download that has been requested by a user parsing in via the Gamma portal will be prefixed by "3rd Party or External" followed by the user's Gamma Portal username.

If access was directly via the Horizon GUI then only the GUI username will be displayed

User
rfarrow1
3rd Party or external: rfarrow
3rd Party or external: rfarrow
3rd Party or external: rfarrow

Please Note: A user will not be able to download the current-day recordings, this is to ensure that recordings that have not been downloaded and saved cannot be accidentally deleted.



To protect system performance there is a limit to the number of concurrent call recordings that will be allowed across the platform. When this limit is reached the user will receive a message stating “We are currently experiencing a high demand for call recording downloads on Horizon. Please try again later”

26 July 2017 10:15:55	3rd Party or external: rfarrow	03 July 2017	04 July 2017	Deleted
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It is possible for a different administrator to delete a downloaded batch recording to the user who requested the original download. In this use case, the username displayed on the GUI will always be the original requestor. The backend history database will capture the details of the user who deleted the recordings and this information can be made available upon request via the IAM team.

Searching for a Call Recording

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Recorded Calls” option and select “Call Recording”

Dashboard

Users

Site Management

Call Groups

Device Management

Administration

Recorded Calls

Statistics

Dashboard / Recorded Calls

Recorded Calls

Recorded Calls

Call Recording

Retrieve call recording information

[Call Recording](#)

Advanced Call Recording

Retrieve call recordings using advanced search criteria.

[Advanced Call Recording](#)

Bulk Call Recording

Download large amounts of call recordings

[Bulk Call Recording](#)

Call Recording Settings

Show all users with call recording

[Call Recording Settings](#)

Step 4

From here you can search for the user you want to listen to the calls of. You can search using one of the following criteria:

- First Name
- Last Name
- Number (this is the full telephone number and not the extension number)
- Site

A number will only appear in this list if they have call recording set up.

Searching for a Call Recording using Advanced Call Recording

Using Advanced Call Recording you can:

- Download up to 1000 inbound calls at once
- Download up to 1000 outbound calls at once
- Delete up to 1000 calls at once.

Step 1

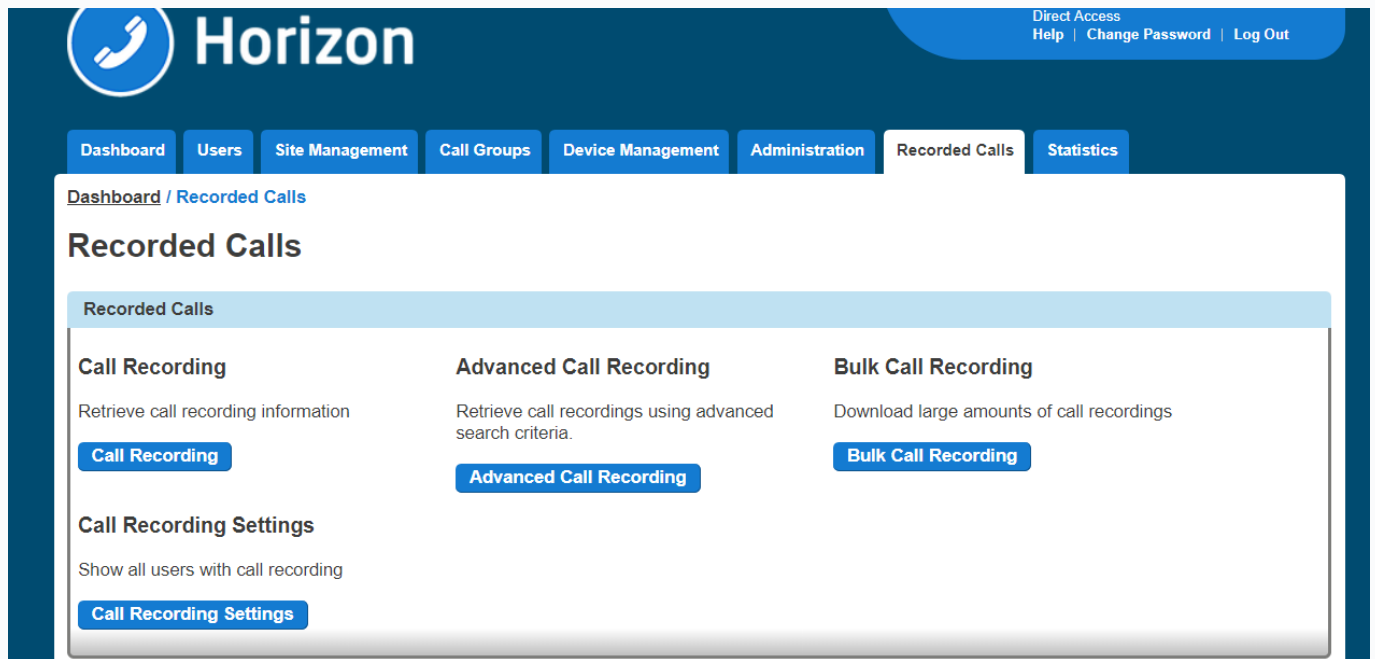
Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Recorded Calls” option and select “Advanced Call Recording”



Step 4

From here you can search for the user you want to listen to the calls of. You can search using one of the following criteria:



Username (Directory search can be used by clicking the Directory icon)

- Number
 - Extension
 - First Name
 - Last Name
 - Site
-
- Number
 - Calling / Called Number
 - Start date/time
 - End date/time
 - Direction of call
 - Both directions
 - Inbound only
 - Outbound only

Step 5

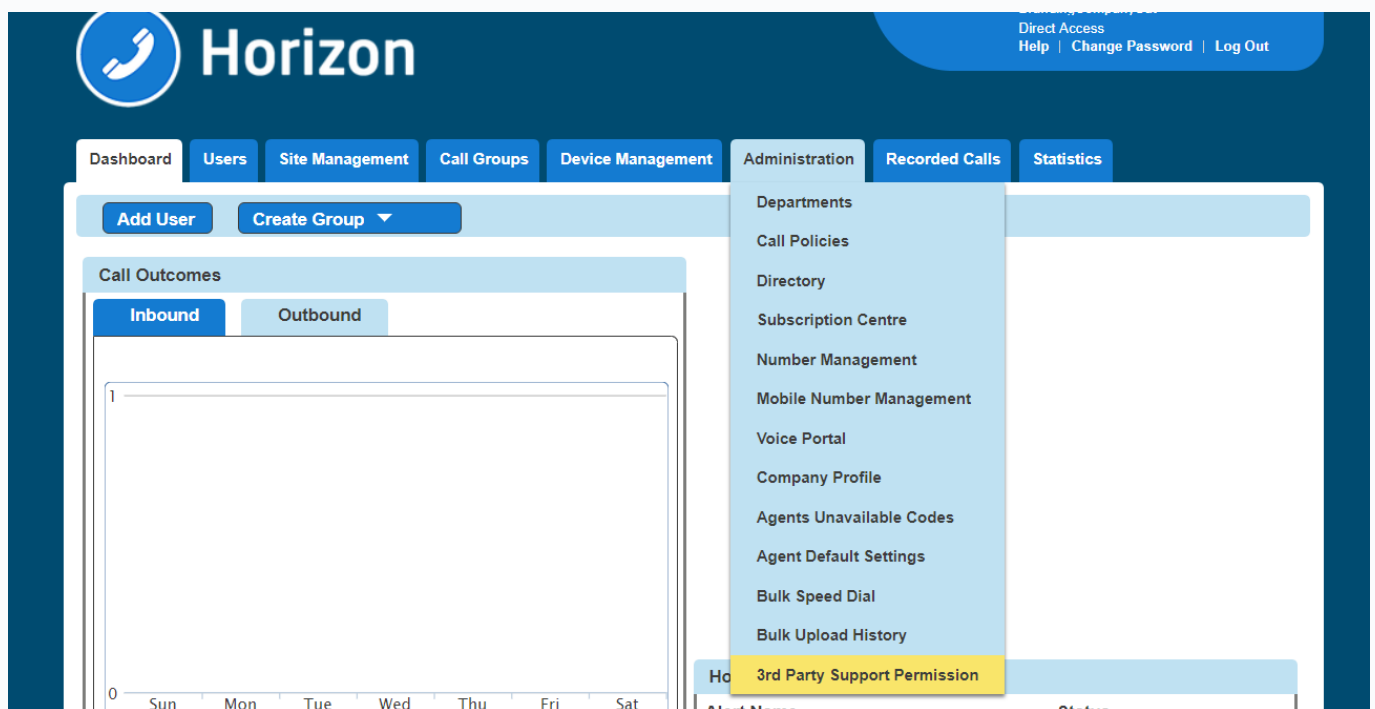
Select the calls you want to download and click the “Download Selected” button. Alternatively, if you want to delete calls, select the “Delete Calls” button. You can download 100 recordings at a time.

You can download call recordings in bulk or download selected files. You can also delete selected files or files in bulk.

Access and notification control to call recordings

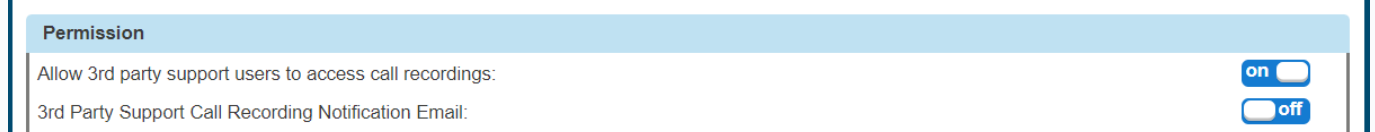
As a company administrator you will be able to prevent any support users from using the log into Horizon pass-through from the Gamma portal to a Companies Call Recording download and delete options. There will also be the option to notify all company administrators if a support user has entered a company’s call recording area.

Any company administrator entering a valid username and password via the Horizon portal directly will always see the Recorded Calls tab and be presented with the 3rd Party Support Permission option under the Administration drop-down.



The Horizon portal will also provide an audit log of who is enabling and disabling the options.

3rd Party Support Permission



The service will be deployed as opt-in to prevent any operational or support difficulties and unexpected emails being sent to company administrators

All existing and new companies created from the 16th November 2017 onwards will be defaulted to allow pass-through login access to call recordings from the Gamma portal and the email notification will be set to off as indicated here. Please note these options will only appear on the Horizon portal if the company has call recording enabled on the Gamma portal.

Permission	
Allow 3rd party support users to access call recordings:	<input checked="" type="checkbox"/>
3rd Party Support Call Recording Notification Email:	<input checked="" type="checkbox"/>


This means any pass-through login from the Gamma portal will be able to access the company's call recordings and no notifications will be sent if they do. They will not have access to alter the 3rd party permission options, this can only be done by an administrator logging directly onto the Horizon portal. Pass-through example with these options set:

If an administrator chooses to enable the notification email, as below, then every time a support user passes through via the Gamma Portal and attempts to search, download or delete from within the call recordings area an email will be sent to all administrators as detailed below

Permission	
Allow 3rd party support users to access call recordings:	<input checked="" type="checkbox"/>
3rd Party Support Call Recording Notification Email:	<input checked="" type="checkbox"/>
Allow 3rd party support users to access advanced statistics:	<input checked="" type="checkbox"/>

WH?T

The email will detail the Gamma portal ID of the user, what action they performed and the date it happened.



Your Call Recordings have been accessed

A 3rd party user has recently accessed your companies call recordings. The details are:

User: rfarrow

Accessed Date/Time: 03/11/2017 at 14:40

Searched Date/Time: from 01/11/2017 to 02/11/2017

If you have any queries about this please contact your Service Provider.

Thank you

We recommend that all companies are built and handed over in a fashion that ensures your customers/end users make a conscious decision as to whether they allow access to the call recording data to support users via the Gamma portal.