# **Voice Capture Server Client**

Product version 4.3 SP4



## **About This Guide**

The purpose of this document is to provide the user with information on how to use this IPFX product.

# **Online Help**

# To select Online Help within the IPFX Voice Capture Solo Client you can either:

Press F1 from within the IPFX Voice Capture Solo Client, or Select Help from the Toolbar of the IPFX Voice Capture Solo Client and click Contents.

### **See Also**

**About This Guide** 

**Typographical Conventions** 

What is Voice Capture Server Client?

# **Typographical Conventions**

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation.

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information
Triangular Bullet(Ø)	Step-by-step procedures. You can follow these instructions to complete a specific task.
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.
Emphasis	Use to emphasize the importance of a point or for variable expressions such as parameters.
CAPITALS	Names of keys on the keyboard. for example, SHIFT, CTRL, or ALT.
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another, for example, CTRL+P, or ALT+F4.
DIR ✓	Information that applies to the IPFX Director platform only.
©CM ✓	Information that applies to the IPFX for CallManager platform only.
NEC V	Information that applies to the IPFX for NEC platform only.

### See Also

**About This Guide** 

Online Help

What is Voice Capture

Server Client?

### What is Voice Capture Server Client?

### What is Voice Capture Server Client?

Voice Capture Server Client is the application that allows an administrator to retrieve and playback recorded calls from the Voice Capture Server.

### **Legal Statement**

It is very important that you read the appropriate privacy laws in your country to understand exactly what the legal requirements are for recording phone calls.

In general, both your staff and your customers must be aware the the call is being recorded.

#### **Hardware Requirements**

The computer hosting the Voice Capture Server Client must have Microsoft Windows 2000 Professional or greater. Recorded conversations are played back over the computer speakers and therefore you must have DirectX 8.0 or greater installed. You also need to have read access to the archive directory on the main IPFX Voice Capture Server.

**Note:** In order for Supervisors to have access to Voice Capture archives, the **Call Recording Access** user-feature must be turned of for the Supervisor level.

#### See Also

**About This Guide** 

Online Help

**Typographical Conventions** 

# **How to Install Voice Capture Server Client**

**Note:** Ensure you have DirectX 8.0 or greater installed on your PC - this is a mandatory requirement for the IPFX Voice Capture Solo Client.

### **Step One: Welcome Screen**



The Welcome screen outlines the title of the software to be installed and is your starting point for the installation wizard.

Click 'Next' to move onto the next screen...

### See Also

How to Install Voice Capture Server Client

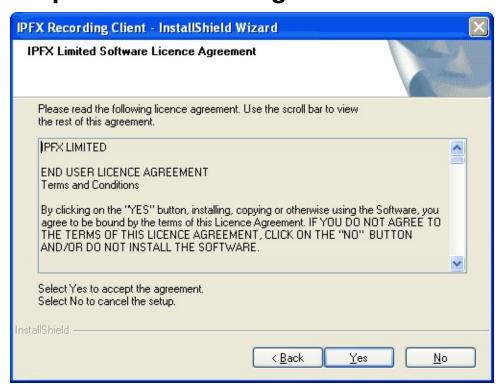
**Step Two: Licence Agreement** 

**Step Three: Destination Location** 

Step Four: Server Configuration Details

**Step Five: Begin Installation** 

# **Step Two: Licence Agreement**



In order to proceed with the installation, you must first read through and agree to the end user license. If you agree to abide by the terms of the license, then click 'Yes' to continue, otherwise click 'No' to cancel the installation.

If you agree to the terms and click 'Yes', you will then be able to proceed to the next screen.

### See Also

How to Install Voice Capture Server Client

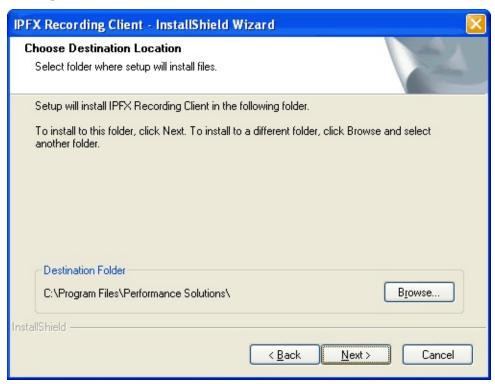
Step One: Welcome Screen

**Step Three: Destination Location** 

Step Four: Server Configuration Details

Step Five: Begin Installation

# **Step Three: Destination Location**



Next select the directory you wish to install the software into by clicking the "Browse" button.

The installation program will automatically default to "C:\Program Files\Performance Solutions\" unless you specify the directory you wish to install the software into.

Once you have selected the appropriate directory click 'Next' to continue on to the Server Connection Details screen.

#### See Also

How to Install Voice Capture Server Client

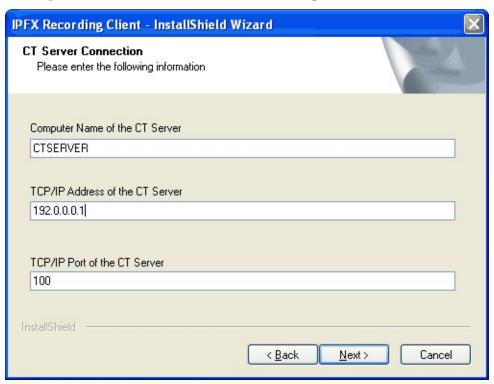
Step One: Welcome Screen

Step Two: Licence Agreement

Step Four: Server Configuration Details

Step Five: Begin Installation

### **Step Four: Server Configuration Details**



This screen is where you will enter the details of the IPFX CT Server you wish to connect to. The name, IP address and the port number of the IPFX CT Server all default to the following values:

Name: CTSERVER

- Address: 127.0.0.1 (Please note that this must be changed to the correct IP Address of the IPFX Message Server)
- Port: 100 The port number would typically be port 100 which the installation program will automatically use as a default.

Once you are satisfied that you have set the values correctly click 'Next' to continue.

#### See Also

How to Install Voice Capture Server Client

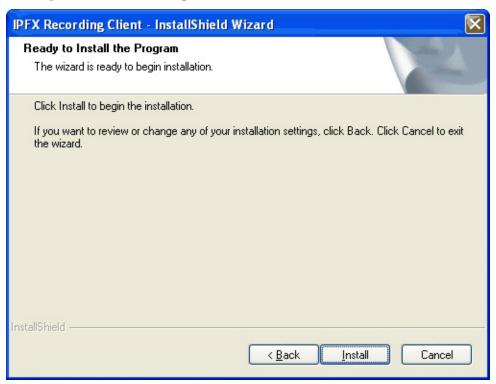
Step One: Welcome Screen

Step Two: Licence Agreement

**Step Three: Destination Location** 

Step Five: Begin Installation

## **Step Five: Begin Installation**



Once all the details have been entered correctly the installation wizard will stop you at the "Ready to Install" screen. It is at this point that any changes to the installation details should be made. Click the "Back" button to return sequentially through the previous screens to make any neccesary changes or click 'Install' to begin the installation.

If the installation process is successful you will be presented with the completion screen.

#### See Also

How to Install Voice Capture Server Client

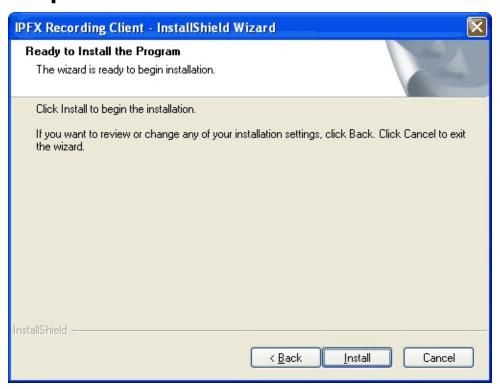
Step One: Welcome Screen

Step Two: Licence Agreement

**Step Three: Destination Location** 

Step Four: Server Configuration Details

### **Step Six: Finish**



Once the installation process is complete, you will need to restart your computer for the program to take effect. Save any information you have open in other applications then close those programs down.

Selecting "Yes, I want to restart my computer now" will automatically close all open applications and restart the computer.

Selecting "No, I will restart my computer later" will allow you to click "Finish" and keep working in any other applications you have open.

#### See Also

How to Install Voice Capture Server Client

Step One: Welcome Screen

Step Two: Licence Agreement

**Step Three: Destination Location** 

Step Four: Server Configuration Details

**Step Five: Begin Installation** 

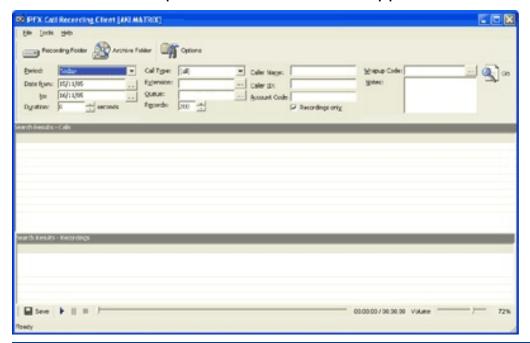
### **How to Startup IPFX Voice Capture Server Client**

Follow the steps below to use the IPFX Voice Capture Server Cient.

- 1. Click on your Start Menu
- 2. Select All Programs\IPFX\IPFX Recording Client
- 3. The Password Verification Screen as shown below displays.

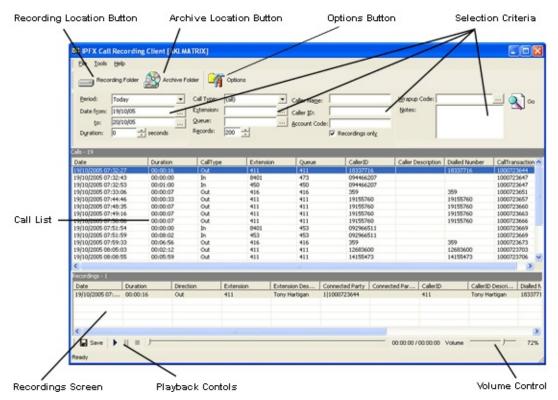


- 4. Enter the extension number of your phone and your voicemail password and click OK. If you use IPFX for Outlook or Lotus Notes, you will use the same voicemail password to login to both of these applications.
- 5. The Voice Capture Client Screen will appear as shown below.



Note You will need to set up the Recording and Archive Folders so that the IPFX Voice Capture Server Client can play files on your PC.

### The Interface at a glance



- Recording Folder Button Click to set the location path of the Recording folder
- Archive Folder Button Click to set the location path of the Archive folder
- Options Button This is where the folders for the archived and unarchived calls are set.
- Selection Criteria These fields are where you will enter the parameters of your search.
- Calls Screen Details the calls in the currently selected folder
- Recordings Screen Displays the details of the selected messages
- Playback Controls Standard media display controls which allow you to play, pause, stop or save the currently selected call
- Volume Control Sets the playback volume of the selected call to the desired level

#### See Also

How to Startup IPFX Voice Capture Server Client

Setting the File Recording Location Path
How to use the Selection criteria
How to Listen to a Recording

### **Setting the File Recording Location Path**

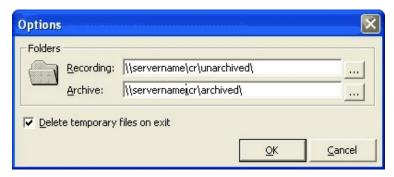
The IPFX Voice Capture Server Client will display calls based on your selection criteria. To play these calls on your PC client via multimedia, you will need to have read access to the IPFX Recording Server.

### To set up the file locations

1. Click Options from your IPFX Voice Capture Server Client.



- 2. Enter the location of the "unarchived" folder on the server by clicking the "Recording" button and entering the location in the field provided.
- 3. Enter the location of the "archived" folder on the server by clicking the "Archive" button and entering the location in the field provided.
- 4. Click the Options button and enter the location of the Server for the daily recordings in the "Recording" field and the location of the archive DVD in the "Archive" field. If you do not know the file location of the Recording Folder and/or Archive Folder, use the select buttons to browse to the correct locations.



5. Click OK to set the options you have selected.

The Voice Capture Server records each call and then compresses it to a G.729 format which is 8 kbit/s to reduce size. When you play a recording it uncompresses the file and stores it temporarily on the local drive of your PC under a sub-folder of your own temporary folder. This folder name will vary depending upon your configuration and operating system, but in most cases it will be similar to this:

C:\Documents and Settings\YOURUSERNAME\Local Settings\Temp\Performance Solutions\Recordings.

These are then left uncompressed within this directory and should you need to replay these files at any stage the system will not need to uncompress them again. You can delete files kept within this Temp folder by selecting Options from within Voice Capture Server Client and selecting the 'Delete temporary files on exit'.

**Note:** The Recording, Archive, and Options buttons can also be accessed from the File menu.

#### See Also

How to Startup IPFX Voice Capture Server Client

The Interface at a glance

How to use the Selection criteria

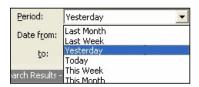
How to Listen to a Recording

### How to use the Selection criteria

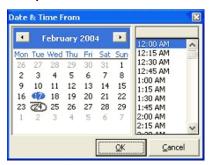
The Selection Criteria has been constructed to allow multiple search parameters to be entered in order to perform the most effective search in the shortest amount of time possible. Since many organisations will typically have a large volume of calls each day, the search facility allows the user to choose anything between one or all of the Selection Criteria fields to perform thier search quickly and efficiently.



 Select the period your wish to view, eg: Last Month, Last week, etc and click "OK".



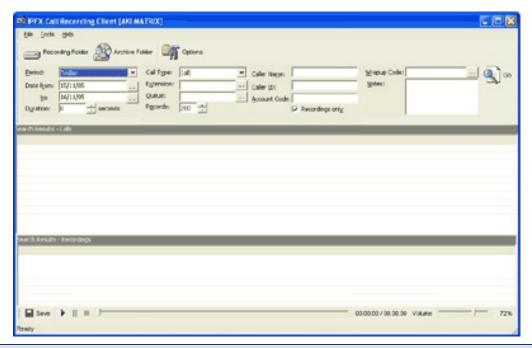
Alternatively, you can select the date and time to and from on the drop-down calendar shown below.



- 2. Enter the Call Type:
  - Incoming incoming call to an extension or DDI
  - Outbound outbound call from an extension or DDI
  - Queue inbound call to a Queue
- 3. Enter the Extension number you wish to view.
- 4. Enter the Queue number you wish to view.
- 5. Enter the Caller Name (from your global Company Directory listing)
- 6. Enter Caller ID of your customer.
- 7. Enter the Account Code (from your Company Directory) for the Customer you wish to search for.

- 8. Enter the Wrapup Code you wish to search on.
- 9. Enter any key words from the Notes section within the Screen Pop for the call.
- 10. Click Go to see your selection.

A populated Voice Capture Server Client screen displays all the calls based on the criteria selected.



**Note** If you select a Queue to view, the Search will show all queue calls coming into the queue. When you select each call, if there are multiple conversations attached to the call, they will display in the bottom half of the screen. This applies when a call has come into the queue and has been transferred to another agent - eg: there are three conversations attached to the one queue call.

#### See Also

How to Startup IPFX Voice Capture Server Client

The Interface at a glance

Setting the File Recording Location Path

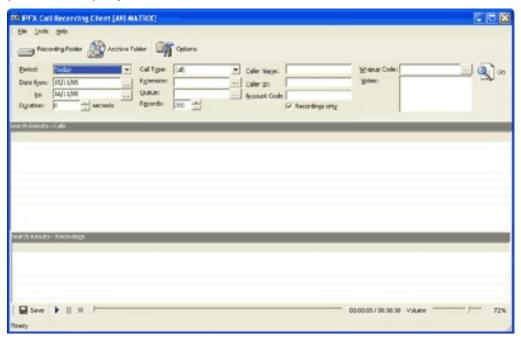
How to Listen to a Recording

### How to Listen to a Recording

You can either select a conversation that was part of the call to listen to, or you can select the entire call and listen to all conversations that made up the one call.

### To select a conversation that was part of the call

1. Select the required conversation in the bottom half of the screen and press the play button.



- 2. The recording will play over your PC speakers.
- 3. Should you wish to increase the volume of the recording you are listening to, then adjust the Volume Control slider to the desired level.
- To select the entire call to listen to all parts of the conversation
- 1. Proceed as above, but instead of selecting part of the conversation from the bottom half of the screen, highlight each line and press play to listen to all conversations from the start of the call to the end (including when a call has been transferred).

### See Also

How to Startup IPFX Voice Capture Server Client

The Interface at a glance

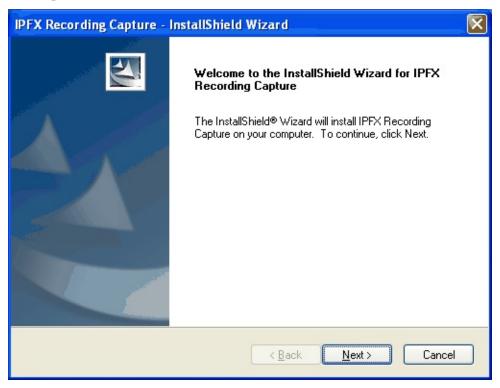
Setting the File Recording Location Path

How to use the Selection criteria

# **How to Install Voice Capture User Licence**

The Voice Capture User License software must be installed on the PC of each monitored extension.

### **Step One: Welcome Screen**



The Welcome screen outlines the title of the software to be installed and is your starting point for the installation wizard.

Click 'Next' to move onto the next screen...

### See Also

How to Install Voice Capture User Licence

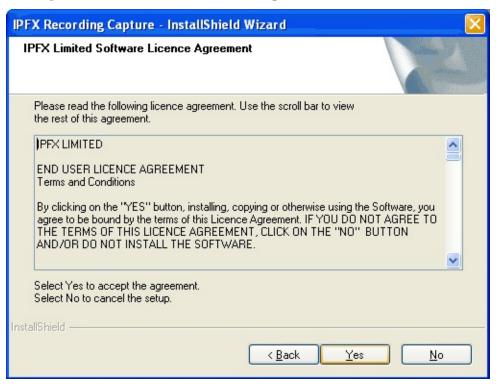
**Step Two: Licence Agreement** 

**Step Three: Destination Location** 

**Step Four: Server Connection Details** 

**Step Five: Begin Installation** 

### **Step Two: Licence Agreement**



In order to proceed with the installation, you must first read through and agree to the end user license. If you agree to abide by the terms of the license, then click 'Yes' to continue, otherwise click 'No' to cancel the installation.

If you agree to the terms and click 'Yes', you will then be able to proceed to the next screen.

# See Also

How to Install Voice Capture User Licence

Step One: Welcome Screen

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# **Step Three: Destination Location**



Next select the directory you wish to install the software into by clicking the "Browse" button.

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#### See Also

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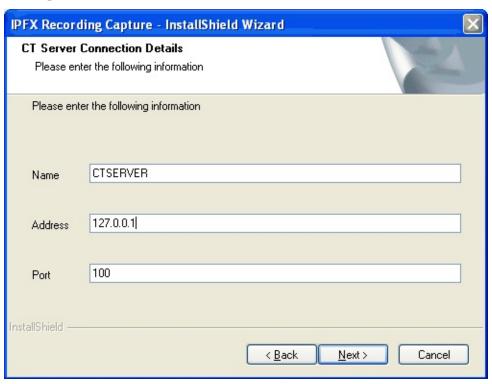
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Step Five: Begin Installation

### **Step Four: Server Connection Details**



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- Name: CTSERVER
- Address: 127.0.0.1 (Please note that this must be changed to the correct IP Address of the IPFX Message Server)
- Port: 100 The port number would typically be port 100 which the installation program will automatically use as a default.

Once you are satisfied that you have set the values correctly click 'Next' to continue.

#### See Also

How to Install Voice Capture User Licence

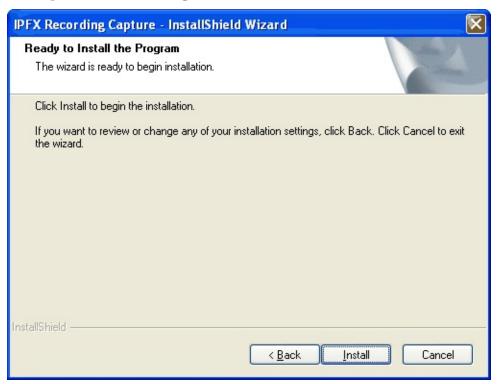
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Step Five: Begin Installation

## **Step Five: Begin Installation**



Once all the details have been entered correctly the installation wizard will stop you at the "Ready to Install" screen. It is at this point that any changes to the installation details should be made. Click the "Back" button to return sequentially through the previous screens to make any necessary changes or click 'Install' to begin the installation.

If the installation process is successful you will be presented with the completion screen.

It should only take a few seconds to complete the installation. During this time the Intel® Integrated Performance Primitives (Intel® IPP) runtime may be installed automatically. Intel® Integrated Performance Primitives (Intel® IPP) is a software library for application developers that increases performance from Intel's latest microprocessors. In the case of Voice Capture, it is used to enhance the audio compression performance of the Voice Capture system.

#### See Also

How to Install Voice Capture User Licence

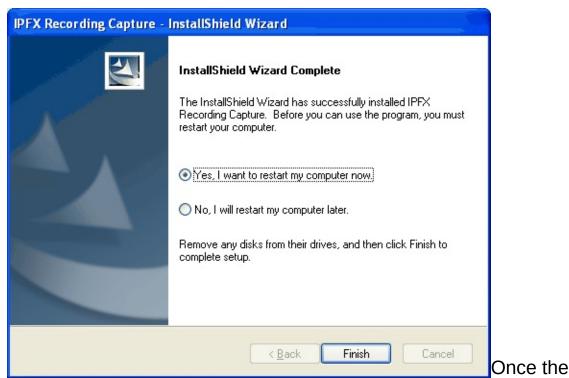
Step One: Welcome Screen

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### **Step Six: Finish**



installation process is complete, you may need to restart your computer for the program to take effect. Save any information you have open in other applications then close those programs down.

Selecting "Yes, I want to restart my computer now" will automatically close all open applications and restart the computer.

Selecting "No, I will restart my computer later" will allow you to click "Finish" and keep working in any other applications you have open.

#### See Also

How to Install Voice Capture User Licence

Step One: Welcome Screen

Step Two: Licence Agreement

**Step Three: Destination Location** 

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### **Troubleshooting**

"Recording of this call was suppressed."

When attempting to open a recording from the recording list, the following error appears:

"Recording of this call was suppressed.

The extension(s) involved may not have had Call Recording enabled at the time that this call took place."

The most likely cause of this message is that the extension involved has not been configured as a recordable extension. To enable call recording on the affected extension, ask your IPFX Administrator to select the Record Calls checkbox in the Options tab of the extension's Properties.