

Customer Contact Process System

Operating Manual (Search & Playback)

System requirement

In order to use the Customer Contact Process System, an internet Web Browser is required.

Supporting browsers:-

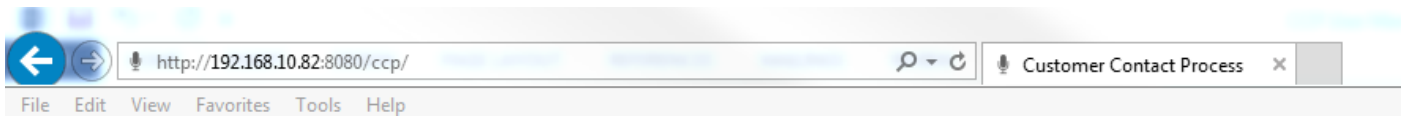
- ✓ Microsoft Internet Explorer (IE11 Update11.0.56 or above)^
- ✓ Microsoft Edge^
- ✓ Google Chrome
- ✓ Apple Safari
- ✓ Mozilla Firefox

*Different browsers may display a minor different layout. This will not affect any functionality of the system

^Some features may not support; Windows Server version of “Internet Explorer” is not supported.

Starting the application & Operation

To proceed with the Customer Contact Process System, open an internet browser



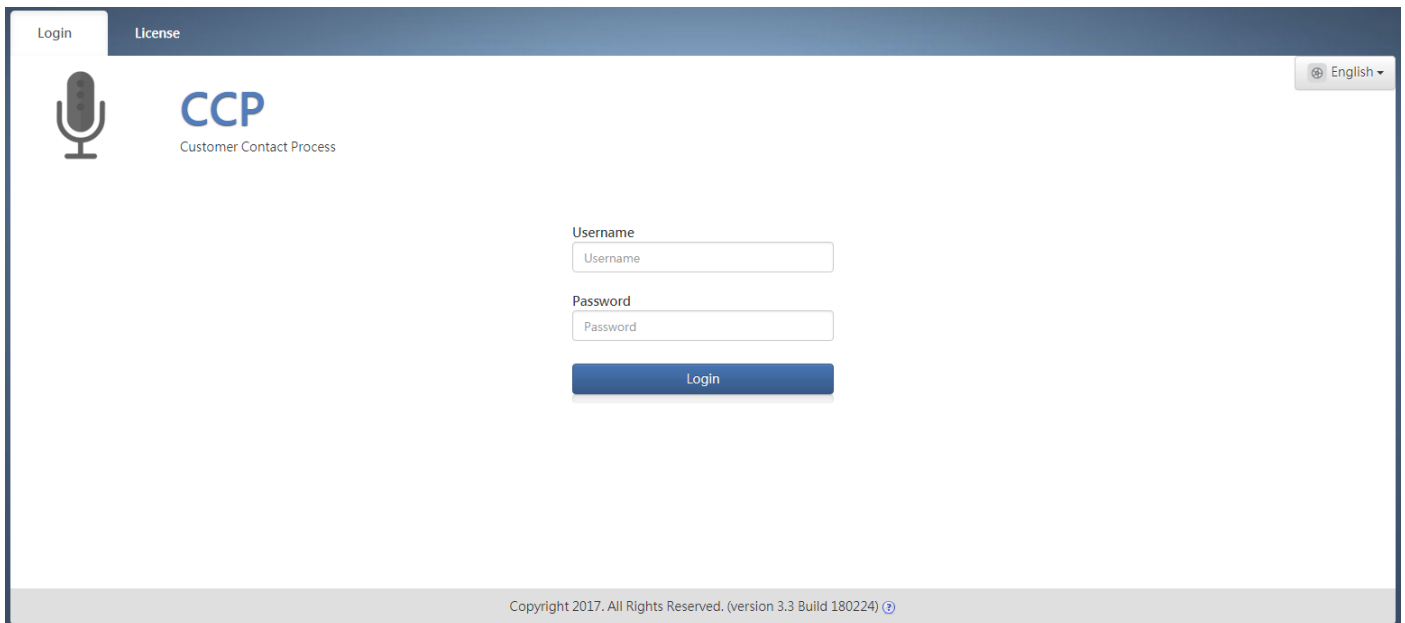
Once a browser is opened, insert an appropriate URL link at the address bar (IP Address of the Recorder with port number).

Login Tab

A login page will be shown as follow.

Enter the user name and password accordingly.

User may choose the corresponding language at the top-right corner.

The screenshot shows the CCP (Customer Contact Process) login interface. At the top, there is a navigation bar with 'Login' and 'License' tabs. The 'Login' tab is active. On the left, there is a microphone icon and the CCP logo with the text 'Customer Contact Process'. In the top right corner, there is a language selector set to 'English'. The main area contains a login form with two input fields: 'Username' and 'Password'. Below these fields is a blue 'Login' button. At the bottom of the page, there is a footer with the text 'Copyright 2017. All Rights Reserved. (version 3.3 Build 180224)' and a small help icon.

Login Requirements

Username:

- ✧ Only lowercase characters, numbers & without space
- ✧ Minimum of 4 characters

Password:

- ✧ Minimum of 8 characters
- ✧ Complex password: Minimum 1 alphabetic(a-z) and 1 numeric(0-9)
- ✧ For first time login, the default* password is “**exchange**”

*Default password is use for the first time login or after the password is being reset

*Do not accept current password as new password

*No past 6 used passwords allowed

Login Failure

If an incorrect entry is entered 3 times simultaneously (user name or password), the account will be locked for 10 minutes. After the first lock, single attempt would be allowed per every 10 minutes.

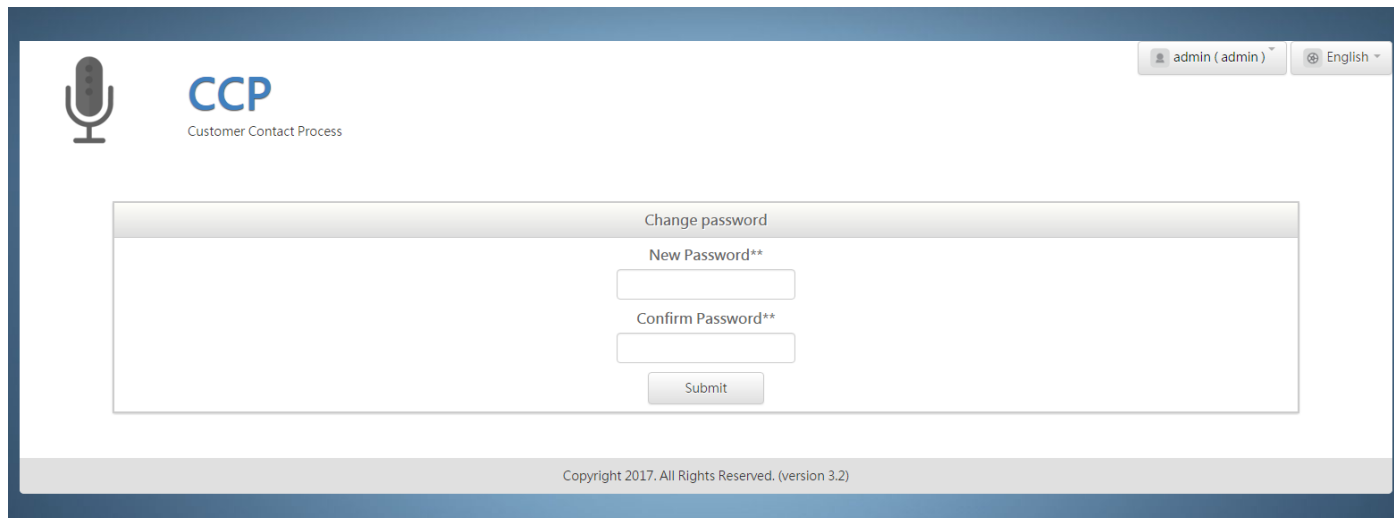
System Timeout

The System has a Timeout feature which can be enable by system administrator.

Once set, system would logout automatically after a predefined time range.

Refer to **Access Control** for Timeout configuration.

First time Login



The screenshot shows the CCP (Customer Contact Process) interface. In the top-left corner, there is a microphone icon and the CCP logo with the text 'Customer Contact Process'. In the top-right corner, there are two dropdown menus: 'admin (admin)' and 'English'. The main content area features a 'Change password' form with the following fields and buttons:

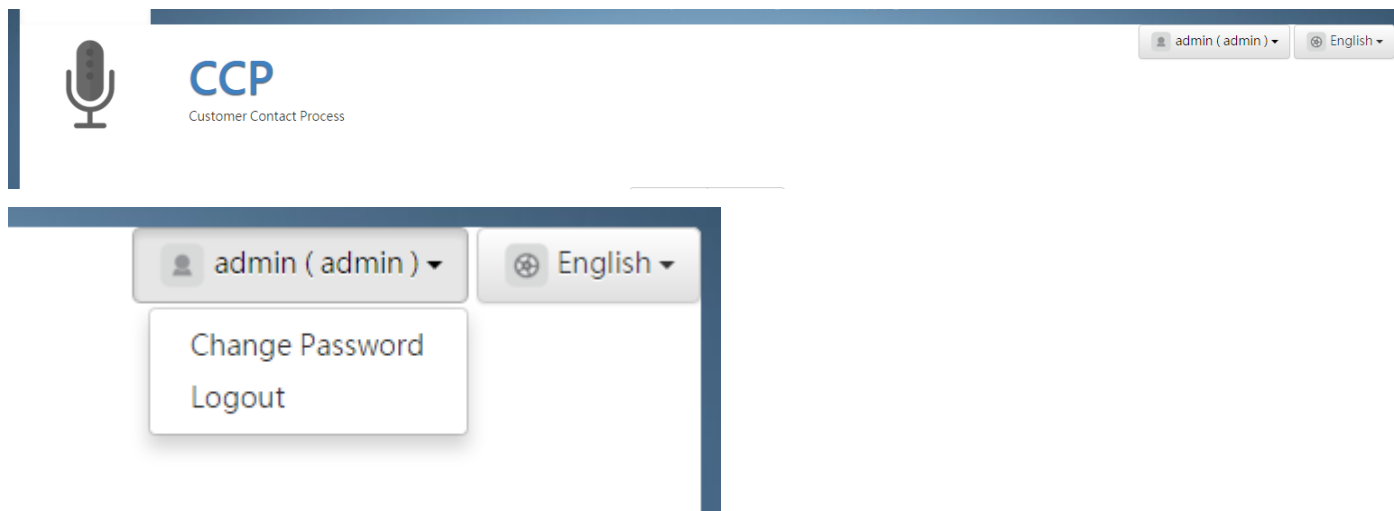
- Change password
- New Password**
- Confirm Password**
- Submit

At the bottom of the page, there is a footer that reads: 'Copyright 2017. All Rights Reserved. (version 3.2)'.

Individual user is asked to change their password after the first time login.

Login Status

After login successful, the top-right shows the current login User (Group)



The screenshot shows the CCP (Customer Contact Process) interface. In the top-left corner, there is a microphone icon and the CCP logo with the text 'Customer Contact Process'. In the top-right corner, there are two dropdown menus: 'admin (admin)' and 'English'. Below the 'admin (admin)' dropdown menu, there is a dropdown menu with the following options:

- Change Password
- Logout

Change Password

User may change their password at any time by clicking the user button selecting **Change Password**. Note: Past 6 used passwords are not allowed to use; periodical password change is an optional feature which allow to enable.

[Logout](#)

Select **Logout** in the dropdown list with user button at the top-right to logout system. Confirm to complete logout.

[Change Language](#)

Click language button and select a language in dropdown list

Search Calls

Under the Search Calls Tab, any previous call records can be search, play, download and memo.

By default, a table will display call logs of today. It starts with most recent records from the top of the list.

Calls Search

By entering the options, a more specific or detail search can be done. Selecting more options can further accurate the search result. When finish inputting the options, click the Search button to start searching.

Calls Search

Recorder

ALL

Calls Date and Time

2017-03-31

00:00:00

to

2017-03-31

23:59:59

Dur(s)

to

Agent

Optional

Caller ID

Optional

Called ID

Optional

Extension

Optional

Call Seq

Optional

Memo

Optional

Search

Search Results

The record detail are displayed in a table format similar to the screen below.

Show 10 entries

Search:

ID	Rec	Start Date	Dur	Agent	Caller ID	Called ID	Ext	Seq	Dir	Memo
1	REC44	2017-03-31 13:45:28	00:01:19	--	--	91000	5800	44	+	--
2	REC44	2017-03-30 14:22:26	00:00:07	--	--	91000	5810	43	+	--
3	REC82	2017-03-30 12:50:48	00:00:10	--	--	25123123	5773	493	+	--
4	REC82	2017-03-29 11:12:43	00:00:03	--	39719700	--	5773	462	+	--
5	REC44	2017-03-29 11:12:41	00:00:03	--	934235773	--	5810	42	+	--
6	REC82	2017-03-29 11:12:17	00:00:11	--	--	25123123	5771	461	+	--
7	REC44	2017-03-29 11:11:57	00:00:04	--	934235773	--	5850	41	+	--
8	REC44	2017-03-28 18:17:52	00:00:26	--	External	--	5821	40	+	--
9	REC44	2017-03-28 17:51:42	00:00:18	--	External	--	5821	39	+	--
10	REC44	2017-03-28 14:06:12	00:00:18	--	External	--	5821	38	+	--

ID

Rec

Start Date

Dur

Agent

Caller ID

Called ID

Ext

Seq

Dir

Memo

Showing 1 to 10 of 1,166 entries (filtered from 3,477 total entries)

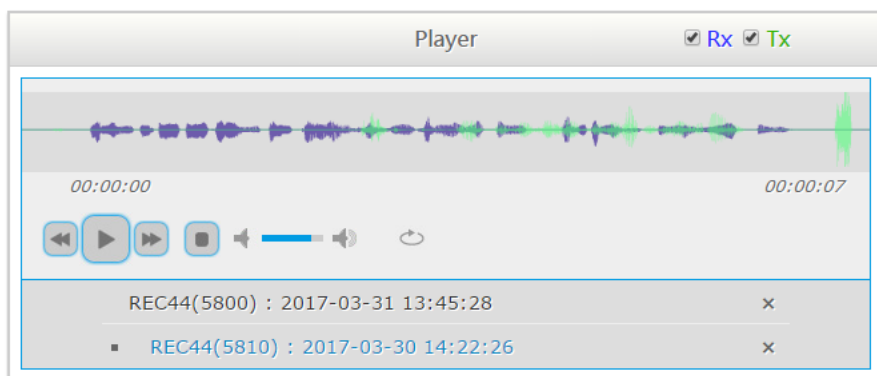
First Previous 1 2 3 4 5 Next Last

Play back the recorded Sound file

Adding Call to Play List

Click on the desired row of call to select. The record will automatically add to the Play List.

A multable number of calls can be added to the play list for easier management.



Playing Calls

Once the call is added to the play list, use the Player to play back a call. For fast forward and back, user may drag the time line back and forth along the wave diagram.

Call Details

Under the Call Details panel, the selected record is displayed.

Call Details

ID: 2

Recorder: REC44

Start Date: 2017-03-30 14:22:26

End Date: 2017-03-30 14:22:32

Duration: 00:00:07

Channel Ext: 5810

Agent: --

Caller ID: --

Called ID: 91000

Queue ID: --

Extension: 5810

Call Seq: 43

Call Type: Normal

Hold Count: 0

Direction: Outgoing

Filename: 192.168.10.44_00001201703301422260.wav

Memo:

Download

Save

Memo

A memo can be add & edit to the selected call.

While a selected record is displaying under the Call Detail panel, the memo can be entered at the space provided. Click the **Save** button to finish editing.

The memo will automatically be display within the list under the Memo columne.