

## ClearStar Call Recording FAQs

**Q:** What is Call Recording?

**A:** Call Recording is the real-time capture and retention of audio calls for a particular ClearStar user. It can be customized to record all or some incoming, outgoing, time of day and more. The files are saved and can be downloaded in mpeg-3 format.

**Q:** Can I get Call Recording for just a few users?

**A:** Yes. The licensing is done on a per-ClearStar user basis.

**Q:** Which features are available?

**A:** The list is extensive. See our Feature Comparison document for all the details. There is a Basic Call Recording for simple capture and Categories. Smart Record includes other features such as live listen, Comments, and Annotation. Add-On features include Audio mining, Evaluate, and Screen Capture.

**Q:** Can I have a department manager that only listens to certain agents' recordings?

**A:** Yes. There are several layers of Administration available on the system. 1. The all access admin can see all users. 2. The department manager can view a select subset of users' calls. 3. The user can view their own calls. This can be useful for training.

**Q:** How long are recordings available?

**A:** As of January 1, 2015 the calls are kept for 30 days. There is development in progress to extend that indefinitely.

**Q:** Is it easy to search for a specific recording?

**A:** Yes. There is a web portal to view and listen to calls with advanced search functionality. It includes, Phone number (the customer or the agent), Date, Time, Category, and more.

**Q:** How do I play back the recorded calls?

**A:** There is a website you login to listen, download, etc. Listening is as easy as clicking the "play" button.

**Q:** Am I allowed to listen in on my agents' calls in real time?

**A:** Yes, if you have SmartRecord or SmartRecord Pro. There is as small as a 0-3 second delay depending on your bandwidth, etc.

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**Q:** Is there a reporting tool available for ClearStar Call Recording?

**A:** Yes. The Dashboard provides several different report templates. This makes it very easy to generate reports based on all of the data available. You can run reports based on type of call, calls to departments and to specific hunt group.

**Q:** Does ClearStar Call Recording allow me to make notes on a recording?

**A:** There are several features that do this. These features can be used by an end user or a manager.

- Comments can be added to a call in a simple text box for any call. (Available in all recording levels.)
- Categories are utilized by choose a predefined category for any call, such as “New Customer Order,” “Existing Customer Order,” “Support,” etc. (Available in SmartRecord and SmartRecordPro.)
- Call Annotation lets you make notes about a recording in the call time line. For instance at 1 minute 30 seconds “the customer agreed to purchase 100 widgets.” And at 2 minutes 45 seconds “the customer gave me their address.” (Available in SmartRecord and SmartRecordPro.)

**Q:** What format are the call recording files saved in?

**A:** Downloaded files are zipped into an mpeg-3 format.

**Q:** How do I search files I’ve downloaded?

**A:** The files are name in the following format: YYYYMMDDHHMMSS-Source-Target-Call Record ID. That’s Year, month, date, hour (in GMT), minute, seconds- Source/Originator-Target/Receiver-Call Record ID e.g. 20140818223025-8055551234-8054565800-91296-8765914

**Q:** Can I use the recorded calls in legal proceedings?

**A:** The Call Recordings do have a MD5 hash that allows calls to be authenticated unaltered. Impulse does not give legal advice. You should seek a professional opinion on the matter.