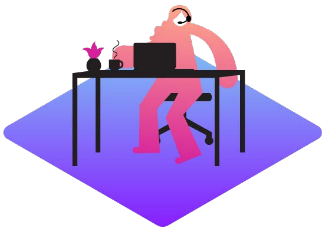
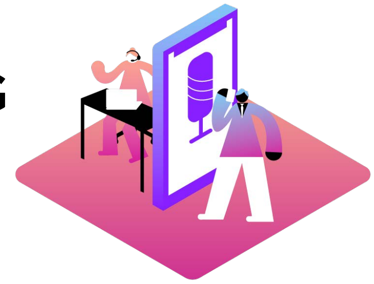
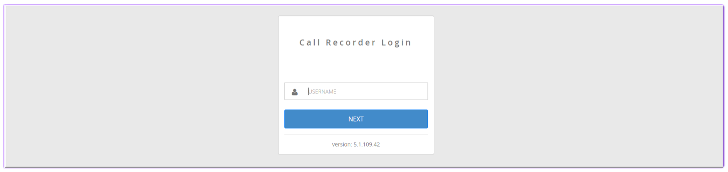


VONAGE CALL RECORDING REFERENCE GUIDE



Log In – An email is sent from support@vonage.com that contains the link and your log in credentials. Click on the link https://recordings.vonage.com and enter your Username and Password. (recommend copy/paste from email)



Clicking on the Vonage logo will take you back to the dashboard.

Search Interactions – search any part of the call record (Number, Duration, Time, Comments, etc.) on the Recorded Calls screen in order to find a specific call record.

Help – Access the end user guide

User Menu

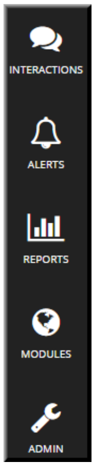
Sign Out – Log out of application

Change Password – Hover over the person icon in upper right hand corner, select Change Password from the user menu. Enter old password (copy/paste from email) Enter new password.

Client Tools - download Archive Scheduler, Legacy Archive Tool, and Desktop Notifier

Options – Update user settings: Time Zone, Default Page, Calls in Progress, Interactions and configure **CRM Connection**.

Help – Access the end user guide



Interactions – Access completed, in progress, or deleted recorded calls.

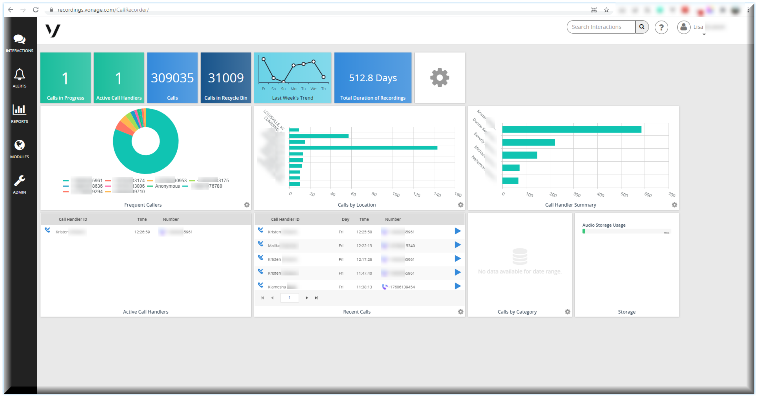
Alerts – Create alerts based on specific call conditions. Once the conditions, a notification email will be sent to you.

Reports – Nine pre-configured reports that can provide important details for both inbound/outbound calls.

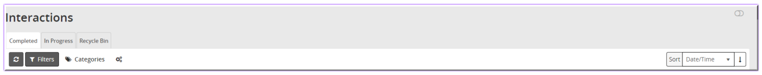
Modules – Access the Archive Scheduler which manages local computer services to schedule downloads to a local computer archive.

Admin – Manage system users, subscribers, and employees. Also, configure the Group Recording Policy.

First Look –Provides a quick visual snapshot of recorded call metrics.



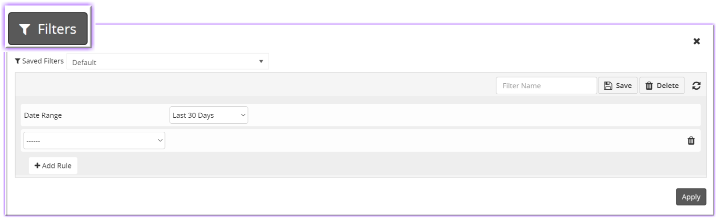
Interactions



Completed Calls - View recent calls, customize refresh rates, create/save filters, create Categories, perform bulk actions, or open call records.

Calls in Progress – Shows current calls, customize refresh rate, create Categories, or select a specific subscriber.

Recycle Bin – Displays calls sent to the recycle bin. Use the sorting feature or filter features to locate specific calls and then perform a bulk action (export, retain, or delete).



Filter – Search, Save, or Delete filters. To enter criteria to narrow down search results click on Filter, select desired time frame. Add criteria by clicking the +Add Rule button. Once criteria has been selected select Apply to view results. Use the Save button to save the filter for future use or click the x to close filter window.

Note: *Filter appears in Recorded Calls, Recycle Bin and Reports.*

Categories - Create and manage categories which can be used as a filter.

Note: Categories are user specific and cannot be used or seen by other users.

Bulk Options - Use to export or send multiple calls to the recycle bin.

Interactions List - Quick view for the recorded call. The arrow in the blue box indicates the direction of the call.

Inbound call

Outbound call

Play Recorded Call

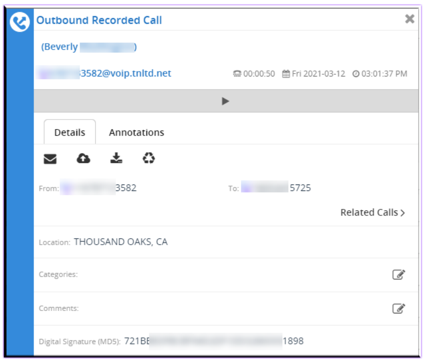
Download call

View Details

Call Record - Call summary details, recorded call media player, Details tab, and Annotations tab.

Details Tab- Provides the To and From numbers, call origination location with the option to categorize or add comments.

The digital signature confirms the call has been hashed using MD5 fingerprinting.



Email recorded call

Archive to CRM

Download call

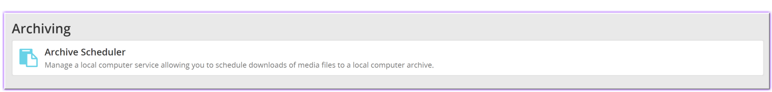
Send call to recycle bin

Annotations Tab - Add comments and markers to specific parts of calls to indicate where in the call a notable event occurred.

Alerts

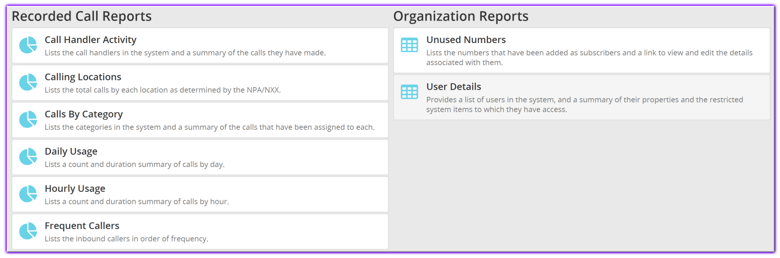
Define alerts based on specific call conditions. Once the conditions, a notification email will be sent to you.

Modules



Access the Archive Scheduler which manages local computer services to schedule downloads to a local computer archive

Reports



Call Handler Activity - displays recent activity for each call handler.
Metrics: Number, description, total number of calls, avg call duration, min duration, and max duration by call handler.

Calling Locations - displays total calls by each location based on NPA/NXX.
Metrics: Number, location, and total number of calls, made to that location.

Calls by Category - displays total calls by customized category.
Metrics: total number of calls, avg call duration, min duration, and max duration by category.

Daily Usage - displays the activity totals for the day.
Metrics: total number of calls, avg call duration, min duration, and max duration for the day.

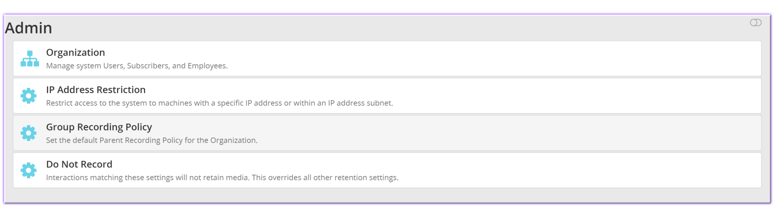
Hourly Usage - displays a distribution of call activity across the hours of the day.
Metrics: hour, total number of calls, avg call duration, min duration, and max duration by each hour.

Frequent Callers - displays the callers by number that have called the most frequently. It is sorted by the the most frequently called or dialed number.
Metrics: number, caller id (if avail), total number of calls, avg call duration, min duration, and max duration.

Unused Numbers - displays numbers that have had no usage and their descriptions.

User Details - displays username, email address, creation date, date of last login, date of last password change, total amount of numbers assigned to the user, total number of created annotations & categories, and CRM upload permissions.

Admin



Organization - manage departments, employees, subscribers, and system users.

IP Address Restriction - restrict access to the system to machines with a specific IP address or within an IP address subet.

Group Recording Policy - choose to inherit parent policy, override parent policy, or disable.

Do Not Record - define calls that shall not be recorded based on to/from numbers.

VONAGE