



# MAF UCR™ - UC Analytics Recorder

Client Side Voice Recording for Microsoft Unified Communications



## MAF UCR™ - UC Analytics Recorder

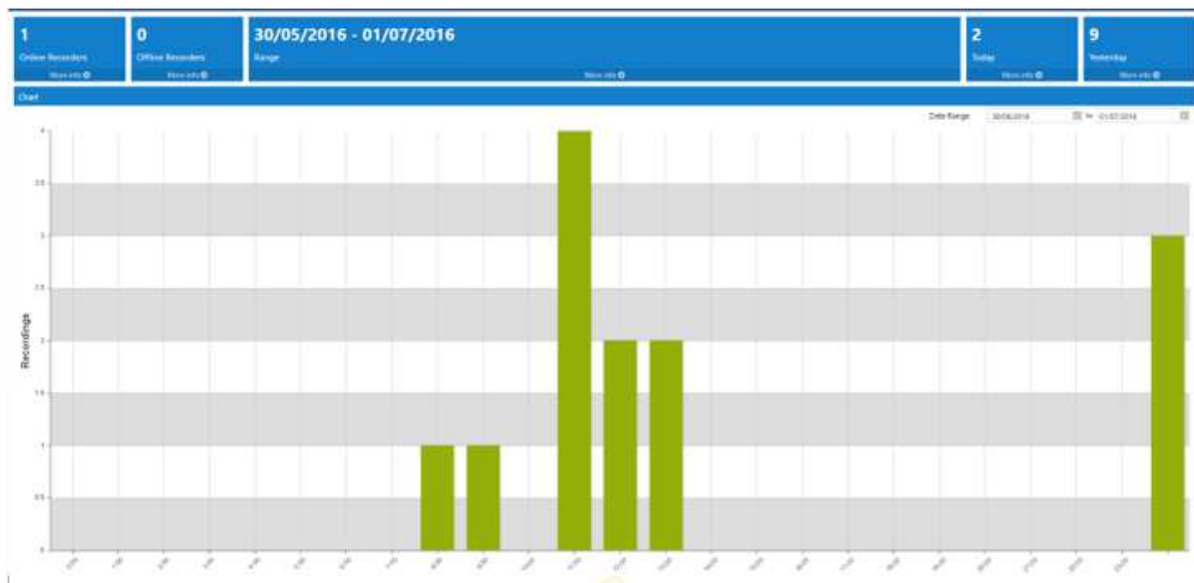
Voice Recording is the process of collecting selected call streams, analyzing then providing the ability to search and playback the calls at a future time. The calls being kept in a central, secure repository.

### OVERVIEW:

- Supports an unlimited number of clients
- Full web based solution developed using .Net and HTML5
- Both P2P and conference calls supported
- Access via any browser including Edge, IE 10, Safari, Chrome and Mozilla

### DASHBOARD AND RECORDING

The Dashboard gives a snapshot view of recording status of UC Recorder throughout the day or for a specified date range.



### DASHBOARD DETAILS

The top bar of the dashboard displays various statistics on the Voice Recorder; Online Recorders, Offline Recorders, date range of recording displayed on the dashboard, current day volume of recorded calls and yesterday's volume of recorded calls.

The more info button with each of these statistics will open up a new page with the associated details.



#### Online Recorders

Number of recording clients that are connected and logged in to the central UC Recorder server.

#### Offline Recorders

Number of clients that are not connected to the UC Recorder server

#### Range

The date range of recording that are available to access

#### Today

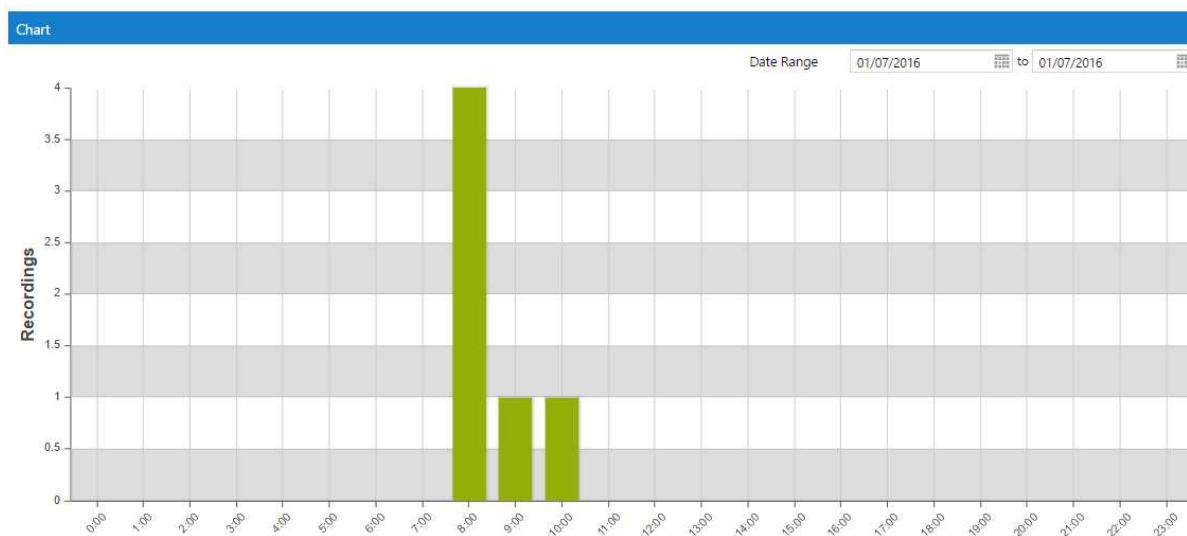
Number of recordings that are available to access on the current day

#### Yesterday

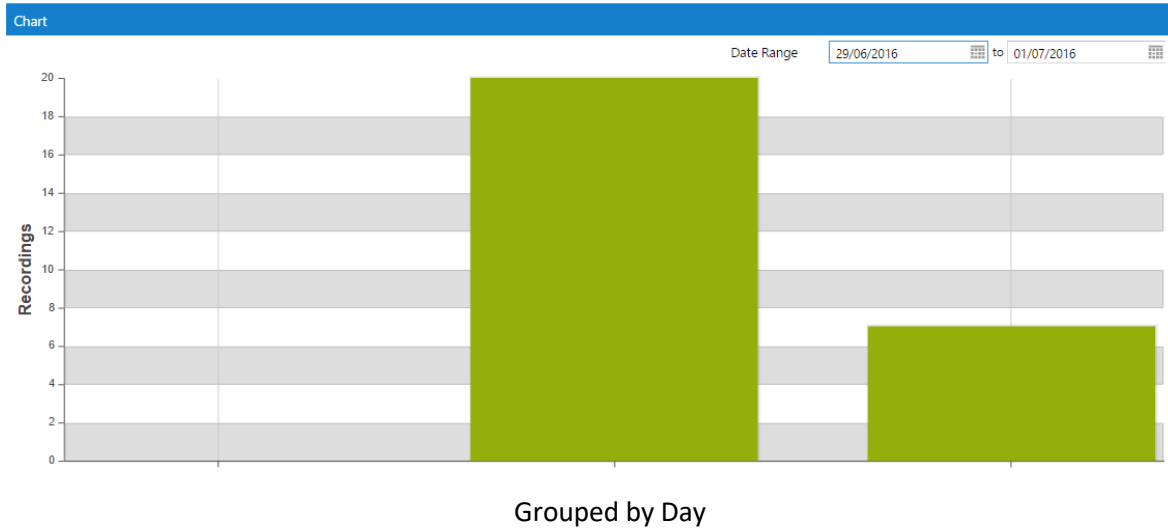
Number of recordings from previous day that are available

### DASHBOARD CHART

The dashboard shows in real time the number of recorded calls. If the selected date range is under 24 hours this is displayed in hourly intervals, over 24 hours the display is daily.



Grouped by Hour



### CLIENT RECORDERS

Client recorder information displays information regarding the recording solutions installed on a organisations computers.

# 230

## Online Recorders

More info [↗](#)

# 193

## Offline Recorders

More info [↗](#)

**Search**

Recorders

Type

Version

Online

[Search](#) [Clear](#)

Host	Type	Version	Enabled	Last activity	Online
		1.00.007	<input checked="" type="checkbox"/>	01/07/2016 12:46 pm	<input checked="" type="checkbox"/>

**HOST:** Qualified computer name

**TYPE:** Client Recorder Type

**VERSION:** Installed version of the client recorder

**ENABLED:** Checked if the client is authorised to upload recording

**LAST ACTIVITY:** The date / time of the last recording

**ONLINE:** Displays if computer is online and logged on

Filtering / Search function is available based on host name, client recorder type, installed version and online status.

### CALL RECORDS

Call records are available from the dashboard by clicking more information under the respective monitor.

See all records or just current day or yesterday

Time ↓	Extension	Duration	Participant	Response group
01/07/2016 11:33 am		0:00:02		RG@jrcat.com
01/07/2016 10:18 am		0:02:04		
01/07/2016 9:14 am		0:02:36		
01/07/2016 8:59 am		0:07:22		
01/07/2016 8:34 am		0:00:01		
01/07/2016 8:33 am		0:00:04		
01/07/2016 8:31 am		0:00:35		
01/07/2016 11:53 am		0:00:08		
01/07/2016 11:48 am		0:00:03		
01/07/2016 11:46 am		0:00:03		
01/07/2016 11:43 am		0:00:02		

**TIME:** Time and date of call

**EXTENSION:** Information on the initiating caller

**DURATION:** Call duration

**PARTICIPANT:** Information of the called number

**RESPONSE GROUP:** Response Group that picked up call (If relevant)

Columns can be repositioned and filtering / search is available based on date range, extension, participant and Response Group

The recordings are available to playback directly from the interface or downloaded by using the file icon on the far right hand side.



The call sources can be isolated by selecting the relevant buttons (Left Channel, Right Channel, Both Channels and Mixed Channels)

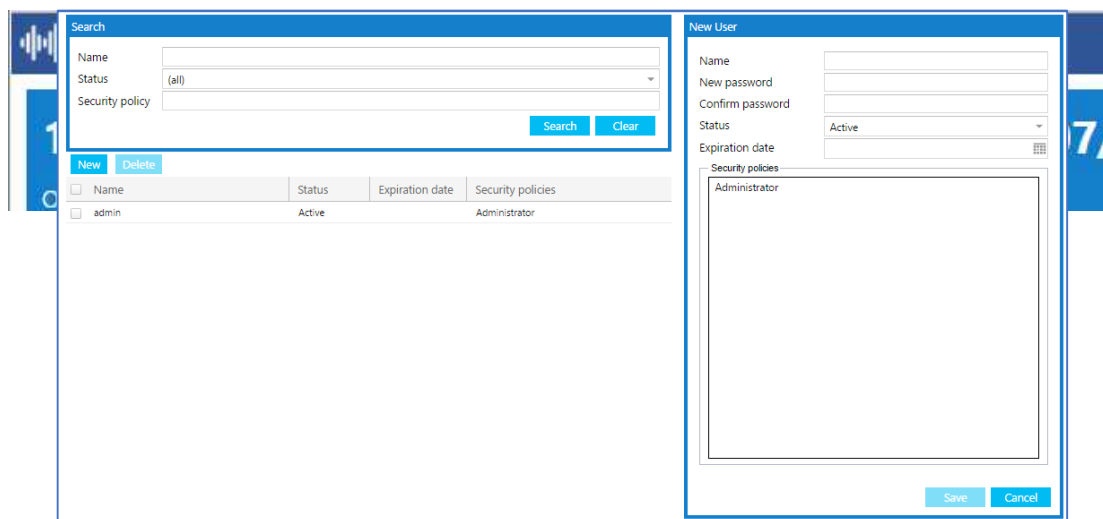
You can play and pause the recording, mute it or use the seek feature to pinpoint the required elapsed time. It is possible to fast forward and rewind the call.

## ADMINISTRATION

UC Recorder is a multi-user and multi-site solution that enables multiple users to log in and access calls for their organisation.

## USER MANAGEMENT

User accounts can be added, deleted or modified by accessing Administration -> Security -> User Menu



The screenshot displays two side-by-side forms in a blue-themed interface. The left form is titled 'Search' and contains input fields for 'Name', 'Status' (with a dropdown menu showing '(all)'), and 'Security policy'. Below these fields are 'Search' and 'Clear' buttons. Underneath the search form is a table with columns for 'Name', 'Status', 'Expiration date', and 'Security policies'. A single row is visible with the name 'admin', status 'Active', and security policy 'Administrator'. The right form is titled 'New User' and contains input fields for 'Name', 'New password', 'Confirm password', 'Status' (with a dropdown menu showing 'Active'), and 'Expiration date'. Below these fields is a section for 'Security policies' with a text area containing the word 'Administrator'. At the bottom of the 'New User' form are 'Save' and 'Cancel' buttons.

## SEARCHING FOR USERS

User can be looked up by using the search and filtering functionality based on name, status (enabled, disabled or all) and security policies that are assigned.

Search

Name	
Status	(all) ▼
Security policy	

## USER MANAGEMENT

New users can be added or deleted to the system as well as editing details of login name, status, password credentials and assigned policies.

	Name	Status	Expiration date	Security policies
<input type="checkbox"/>	admin	Active		Administrator

Creating and altering a user has the same options available.

New User

Name	
New password	
Confirm password	
Status	Active ▼
Expiration date	
Security policies	Administrator

NAME: Username login credential

NEW PASSWORD / CONFIRM PASSWORD: Password credentials

STATUS: Active or disabled – enables or disables access into the UC Recorder system.

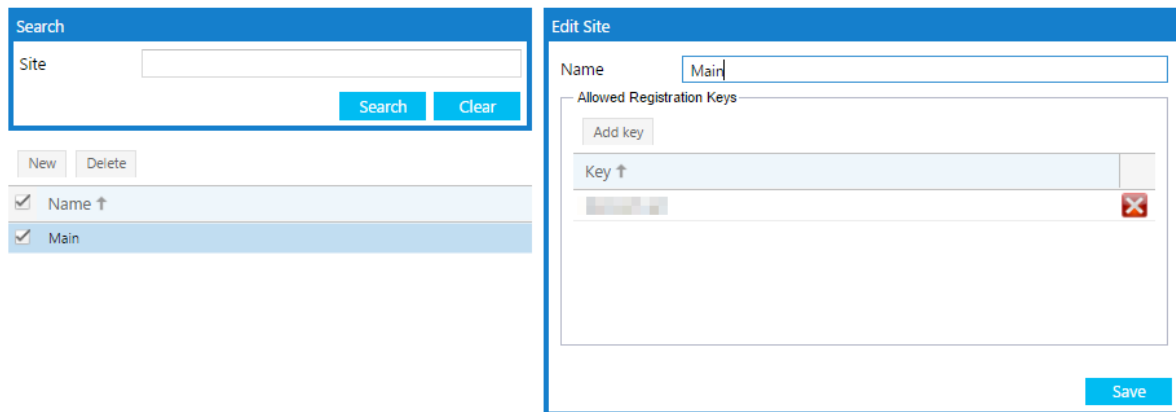
EXPIRATION DATE: Marks the available enabled status. Will automatically be denied access into the system once this period expires.

SECURITY POLICIES: List of available security policies that can be assigned to the user.

Multiple policies can be assigned to a single user.

### SITE MANAGEMENT

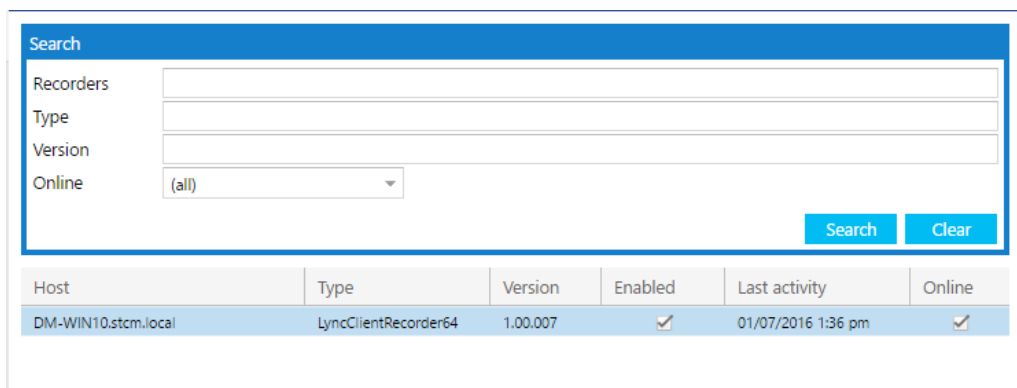
Multiple sites are available to be added and accessed from UC Recorder. Each site can have their own recording repository (key) and users are allowed access depending on the security policies configured for them.



### RECORDERS MANAGEMENT

Client recorders can be managed from the Recorders section of the Administration panel.

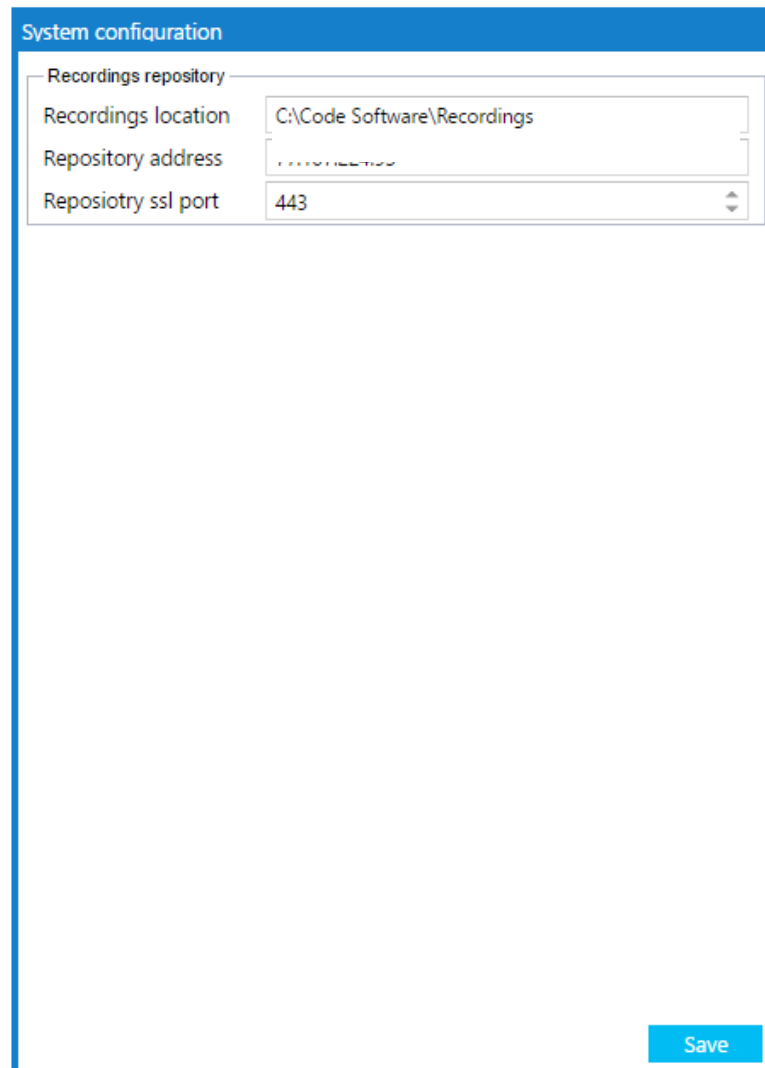
Information displayed is the same as client recorder dashboard and clients can be managed (enabled or disabled) from here.





## SYSTEM CONFIGURATION

UC Recorder configuration is accessed from Administration -> System Configuration section. This is a per-site configuration that provides the access to the Recordings Repository such as physical recording site path on the server, host address and SSL port.



The screenshot shows a 'System configuration' dialog box with a blue header. Inside, there is a section titled 'Recordings repository' which contains three input fields: 'Recordings location' with the value 'C:\Code Software\Recordings', 'Repository address' with a partially visible value, and 'Repository ssl port' with the value '443'. A blue 'Save' button is located at the bottom right of the dialog.

Recordings repository	
Recordings location	C:\Code Software\Recordings
Repository address	...
Repository ssl port	443

## About MAF InfoCom™

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering solutions for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Billing & Call Accounting.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications we expand our sales across the globe rapidly. Our solutions work with every major (IP)PBX and UC manufacturer platform.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs..

## Monitoring, Analytics, Reporting and Recording for Unified Communications.



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