

Nextiva Call Recorder

VERSION 2.5



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Product Summary

Recording calls is valuable for training purposes, coaching team members, and identifying areas of opportunity that can improve the customer experience. Nextiva securely stores all recordings for six months and can be accessed via a dedicated Nextiva Recorder portal.

This document covers the following functions of the Nextiva Recorder:

- Logging in as an Administrator
- Searching recordings
- Playing recordings
- Deleting recordings
- Downloading recordings

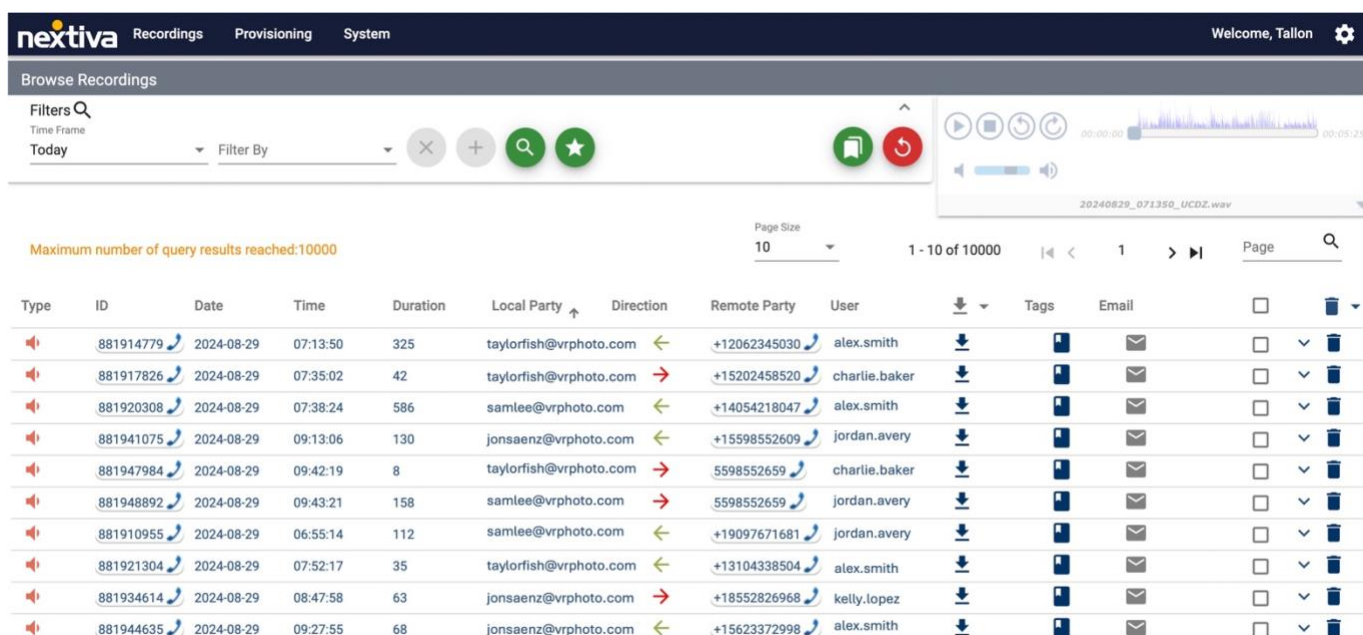
Product Requirements

- An active internet connection
- An active Nextiva Voice account
- User Call Recording license(s)
- The latest version of Java
- Login credentials for Nextiva Call Recorder
- Access to a supported web browser, such as Internet Explorer, Chrome, or Safari

Nextiva Call Recorder Overview

Logging in

To access the Nextiva Recorder App, navigate to recorder.nextiva.com from a flash-enabled browser. Administrators, location managers, and Users can gain access to the Nextiva Recorder App using different permission levels.



The screenshot displays the Nextiva Recorder App interface. At the top, there is a navigation bar with the Nextiva logo and tabs for Recordings, Provisioning, and System. The user is logged in as Tallon. Below the navigation bar, there is a 'Browse Recordings' section with a search filter set to 'Today'. A table of recordings is shown, with columns for Type, ID, Date, Time, Duration, Local Party, Direction, Remote Party, User, Tags, Email, and actions. A playback window is visible on the right side of the interface.

Type	ID	Date	Time	Duration	Local Party	Direction	Remote Party	User	Tags	Email	Actions
🔊	881914779	2024-08-29	07:13:50	325	taylorfish@vrphoto.com	←	+12062345030	alex.smith	📄	✉️	🗑️
🔊	881917826	2024-08-29	07:35:02	42	taylorfish@vrphoto.com	→	+15202458520	charlie.baker	📄	✉️	🗑️
🔊	881920308	2024-08-29	07:38:24	586	samlee@vrphoto.com	←	+14054218047	alex.smith	📄	✉️	🗑️
🔊	881941075	2024-08-29	09:13:06	130	jonsaenz@vrphoto.com	←	+15598552609	jordan.avery	📄	✉️	🗑️
🔊	881947984	2024-08-29	09:42:19	8	taylorfish@vrphoto.com	→	5598552659	charlie.baker	📄	✉️	🗑️
🔊	881948892	2024-08-29	09:43:21	158	samlee@vrphoto.com	→	5598552659	jordan.avery	📄	✉️	🗑️
🔊	881910955	2024-08-29	06:55:14	112	samlee@vrphoto.com	←	+19097671681	jordan.avery	📄	✉️	🗑️
🔊	881921304	2024-08-29	07:52:17	35	taylorfish@vrphoto.com	←	+13104338504	alex.smith	📄	✉️	🗑️
🔊	881934614	2024-08-29	08:47:58	63	jonsaenz@vrphoto.com	→	+18552826968	kelly.lopez	📄	✉️	🗑️
🔊	881944635	2024-08-29	09:27:55	68	jonsaenz@vrphoto.com	←	+15623372998	alex.smith	📄	✉️	🗑️

Searching recordings

Multiple search options and filters will be displayed from the top left-hand side of the dashboard.

Select the **Time Frame** (Today, Yesterday, This Week, etc.) to align with the recording(s) you are searching for.

Under **Filter By**, you can further drill into the recording(s) you are searching for.

Search recordings by:

- **ID:** Each call is assigned a unique ID number for searchability.
- **Min/Max Duration:** Filter out calls shorter or longer than the specified durations.
- **Local Party:** Search by the employee's phone number.
- **Remote Party:** Search by the external phone number.
- **Any Party:** Search by any phone number.
- **User ID:** Search by the employee's NextOS username.
- **User First/Last name:** Search by the employee's name.
- **Media type:** Search by the media type.
- **Direction:** Calls can easily be filtered by direction.
- **Group ID:** Search by the group ID.
- **Parent Group Name:** Search by the parent group name.
- **Service ID:** Each call is assigned a unique service ID for searchability.
- **Tag type/text:** Search by specific tags.
- **Local Entry Point:** Search by local entry point.

The screenshot displays the Nextiva Recordings interface. At the top, the navigation bar includes the Nextiva logo and menu items for Recordings, Provisioning, and System. Below this, the 'Browse Recordings' section is visible. It features a 'Filters' search bar with a magnifying glass icon. Underneath, there are sections for 'Saved Searches' (with a dropdown arrow), 'Time Frame' (set to 'Custom' with a dropdown arrow and a date range of '2024-09-03 00:00:00 ~'), and 'Filter By' (with a dropdown arrow and four circular icons: a grey 'X', a grey '+', a green magnifying glass, and a green star). To the right of the 'Time Frame' section, there are two circular icons: a green one with a book icon and a red one with a refresh icon. Below these icons is a 'Manage Saved Searches' button. At the bottom right of the interface, the text 'Page Size' is visible.

TIP: Click the **Star** icon to save this search.

Deleting recordings

Click the **Trash** icon to the right of the recording or select the checkboxes of each recording and select the **Trash** icon on the top right to bulk delete.

Select **Delete Selected** or **Delete Query Results** if using a filtered search.

