



INSTALLATION and USER MANUAL

rev. 1.00.02

*Libra PBX Server, Libra STD PBX Server
as well as PLATAN LibraPC, PLATAN LibraWeb, Agent 003 computer programs
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1. Introduction

1.1. Using Agent 003 software

Agent 003 computer program serves for browsing, listening to and downloading the calls recorded by the Libra PBX Server and saved on the HDD. In order to record calls, the **call recording licence** for Libra PBX Server is required.

Agent 003 software works in *server-client* mode. It consists of Agent 003 Sever and three types of licenced posts (client side) to manage the calls recorded and saved in the Agent 003 Server:

- **Administrator** – account with privileges to configure the connection between Agent 003 Server and Libra PBX Server and to manage the accounts for call listening. Administrator has no access to the recorded calls.
- **Supervisor** – account with privilege to supervise and listen to many users' calls.
- **Client** – account with privilege to listen to one user's calls.

1.2. Equipment requirements

The Agent 003 Server is to be installed in a desktop or a mobile computer (laptop) meeting the following minimum requirements:

- 2-core processor – 2x1.6 GHz
- 40 GB free space on hard disk
- operation memory – 4 GB
- LAN 10/100
- operating system:
 - Windows XP or latter
 - Linux (kernel 2.6)
- 32 MB RAM memory
- Java ver. 6



Note: Agent 003 server works **exclusively** in **Java 6** environment. To assure the Agent 003 server stable operation, other Java versions should be removed.



Note: the use of **Platan Application Sever** as a distinctive work station for Agent 003 Server is recommended.

The system configuration and the users' access to the recorded calls are made by the **web browser** (Firefox ver. 18 or latter recommended) and require no Agent software installations on users' personal computers.

1.3. Licence agreement

CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT PRIOR TO USING THE SOFTWARE. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS.

THIS IS A LEGAL AGREEMENT BETWEEN YOU AND PLATAN Sp.z o.o. sp.k. (collectively called "PLATAN") FOR THE USE OF **PLATAN® Agent003 software** ("SOFTWARE") FOR Libra PBX Server ("PRODUCT").

1. COPYRIGHT

SOFTWARE is owned by PLATAN and is protected by the copyright laws of Poland and international treaty provisions. You acknowledge that you are receiving only a LIMITED LICENCE TO USE the SOFTWARE and related documentations, you shall obtain no title, ownership nor any other rights in or to the SOFTWARE and its related documentations, all of which title and rights shall remain with PLATAN or its licensor.

2. CONTENTS OF THE SOFTWARE

The SOFTWARE is distributed for the purpose of use with the PRODUCT to serve call recordings, according to the acquired number and type of call recording licences. The SOFTWARE licence is assigned to the given PRODUCT and to the computer on which it will be installed. SOFTWARE is distributed with the Licence Confirmation.

3. LICENCE

You may use the SOFTWARE solely with the PRODUCT. You may make a copy of the SOFTWARE for use with the PRODUCT, or for back-up purposes. You may transfer the rights to use the SOFTWARE only by transferring the present licence and upon its acceptance by new USER, by transferring all copies of SOFTWARE with the Licence Confirmation, and by transferring the PRODUCT, to which the SOFTWARE is assigned.

4. RESTRICTIONS

You may not reverse engineer, decompile or disassemble the SOFTWARE. You may not use, copy, modify, alter, rent or lease the SOFTWARE, its related documentation, or any copies thereof, in whole or in part, except as expressly provided in this Agreement.

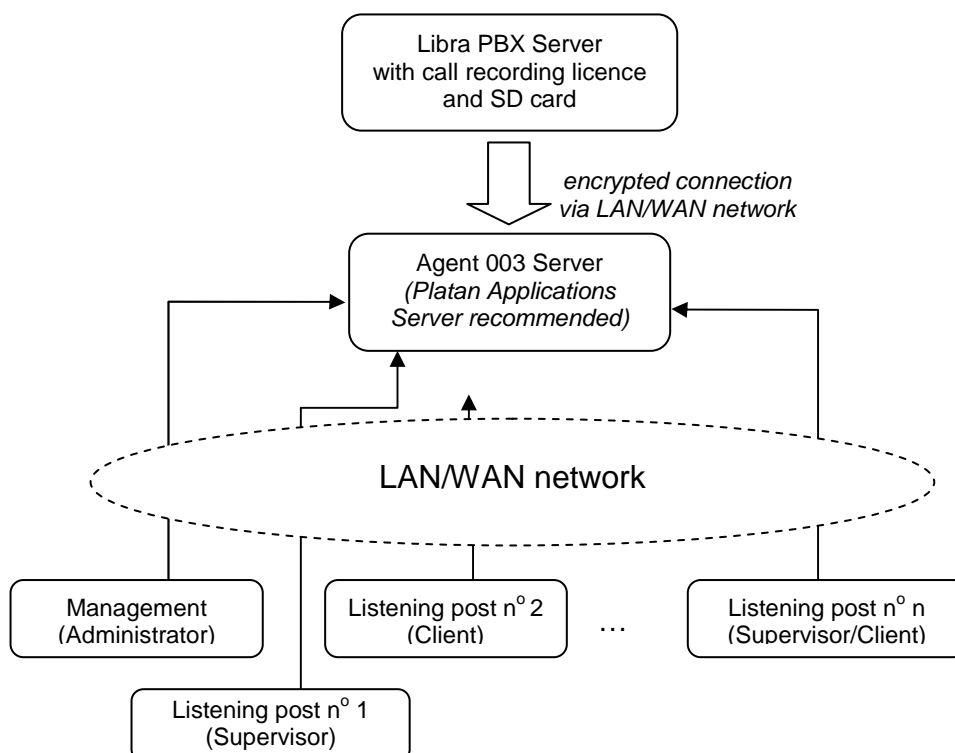
5. TERM

This licence is effective until terminated. You may terminate this Agreement at any time by destroying the SOFTWARE and related documentation and all copies thereof. This licence will also terminate if you fail to comply with any term or condition of this Agreement. Upon such termination, you agree to destroy all copies of the SOFTWARE and related documentation.

6. LIMITATION OF LIABILITY

EXCEPT AS STATED ABOVE, PLATAN DOES NOT MAKE OR PASS ON TO YOU OR OTHER THIRD PARTY, ANY WARRANTY OR REPRESENTATION INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. PLATAN MAKES NO ANY WARRANTY THAT THE SOFTWARE WILL BE ERROR-FREE OR THAT IT WILL MEET YOUR REQUIREMENTS. PLATAN SHALL NOT BE LIABLE FOR ANY DAMAGE SUFFERED BY YOU INCLUDING, BUT NOT LIMITED TO, CONSEQUENTIAL, INCIDENTAL SPECIAL OR PUNITIVE DAMAGES EVEN IF PLATAN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

1.4. Software organisation chart



1.5. Agent 003 installation

Agent 003 program is to be installed on a computer meeting the requirements specified in chapter 1.2, connected to the local computer network. It is recommended for a server with Agent 003 software to remain turned on all the time and connected to the Libra PBX Server.



It is possible to install Agent 003 Server on a work station that will be simultaneously used for call listening. Nevertheless, such installation causes a significant computer resources usage.



The Agent 003 Server installation on the Platan Application Server is highly recommended.

A CD with a computer program necessary to serve calls recorded in Libra PBX Server is provided with the call recording licence. In order to install Agent 003 Server:

⇒ Run the *Agent003_1.xx.exe* from the CD.

⇒ Select setup language:



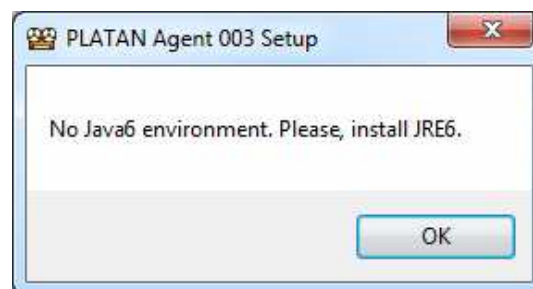
⇒ The Platan Agent 003 Setup window appears:



⇒ In order to continue accept the terms and conditions of the Licence Agreement:

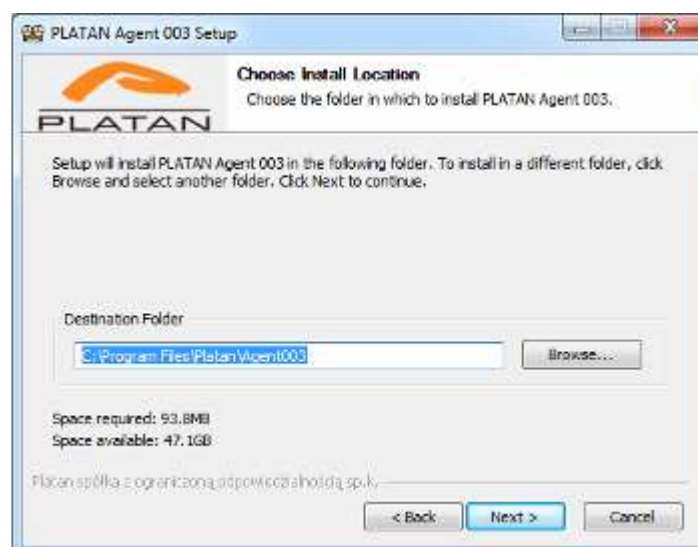


⇒ If no Java6 environment is installed, a warning window appears:

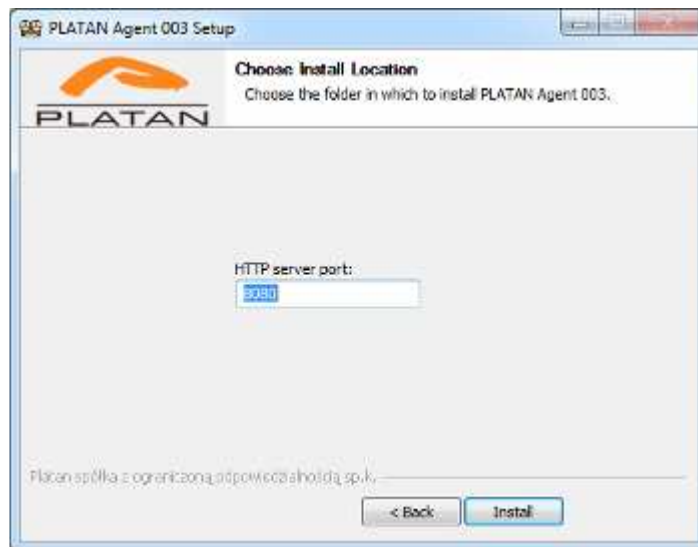


After confirming with *OK*, the Agent 003 Setup will interrupt the installation process. The Java 6 environment must be installed before you can re-start and continue the Agent 003 setup.

⇒ The default destination folder will be suggested:

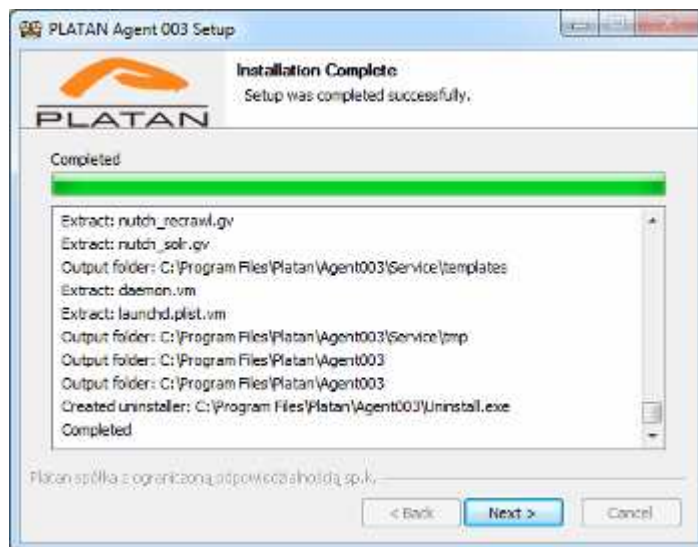


⇒ Enter the communication port between Agent 003 Server and user computers (HTTP server port).



Note: the change of the communication port is possible after uninstalling and reinstalling of Agent 003 Server. **When uninstalling Agent 003 you may choose to keep or delete call recordings and user settings.**

⇒ Installation in progress:



⇒ Click *Finish* to complete the installation process:



After being installed, Agent 003 Server synchronises every 15 seconds with Libra PBX Server to download new recordings from SD card.

2. Administrator account

Administrator account has privileges to set the connection with Libra PBX Server and to manage the user accounts. Up to 1024 *Administrator* accounts can be created (requires adequate number of licences). ***Administrator* has no privilege for call listening.**

2.1. Administrator account logging in

In order to log in as *an Administrator* the computer IP address must be entered in the browser address bar followed by the communication port number defined during the setup and */Agent/* add-on.



After confirmation, a logging window is displayed:

A screenshot of the Agent 003 login interface. The title is "PLATAN Agent 003 with licence to record". Below the title are three small flag icons. There are two input fields: "Username:" with the value "Admin" and "Password:" with four dots. A "Login" button is located below the password field.

Administrator account default settings:

Login: **Admin**

Password: **Admin**

For security reasons default password should be changed after the first log in.

A screenshot of the Agent 003 configuration page. The title is "PLATAN Agent 003". The page shows "Logged as: Admin" and a "Change password" button highlighted with a red box. Below the title, there is a "Users" section with a "Configuration:" sub-section. It contains input fields for "Username:" and "Password:", a "Privileges:" dropdown menu set to "Administrative", and "Add user" and "Remove user" buttons.

Click on *Change password* button and define new, strong password (4-32 characters).

A screenshot of a password change dialog box. It contains three input fields: "Old password" with four dots, "New password" with ten dots, and "Confirm password" with ten dots. Below the fields are "Save" and "Cancel" buttons.

2.2. Libra PBX Server connection configuration

In *Configuration* tab the Libra PBX Server connection parameters can be defined:

- Libra PBX Server IP address.
- Libra PBX Server communication port.
- Password for Agent 003 defined in Libra PBX Server in: *Administration* → *Password change* → *Agent 003* (default: 55555555).

The screenshot shows the 'Configuration' tab of the Agent 003 web interface. The 'IP address' field is highlighted with a red box. The 'Port' field is set to 80. The 'Password' field is masked with asterisks. The 'Recording catalogue size limit' is set to 88 GB. The 'Recording catalogue size' is 1,1 GB. The 'Disk size' is 195 GB. The 'Free disk space' is 116 GB. The 'Product No.' is 47DA363A-EA9388EC. The 'Current licence number' is BA11AE-44545C-45FE50-0FF02F. The 'Licence No.' field is empty. The 'Number and type of licences' section shows: Administrator: 1/1, Supervisor: 2/2, Client: 1/3. The 'Save' button is highlighted with a red box.

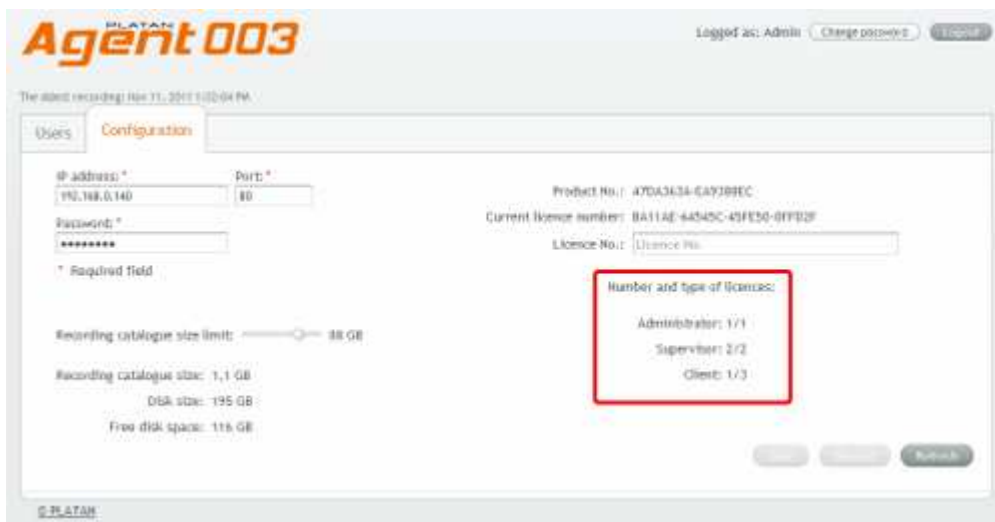
Additionally, on the computer disk with Agent 003 Server installed, *Administrator* should set limit space for call recording catalogue.

The screenshot shows the 'Configuration' tab of the Agent 003 web interface. The 'Recording catalogue size limit' field is highlighted with a red box. The 'Recording catalogue size' is 1,1 GB. The 'Disk size' is 195 GB. The 'Free disk space' is 116 GB. The 'Product No.' is 47DA363A-EA9388EC. The 'Current licence number' is BA11AE-44545C-45FE50-0FF02F. The 'Licence No.' field is empty. The 'Number and type of licences' section shows: Administrator: 1/1, Supervisor: 2/2, Client: 1/3. The 'Save' button is highlighted with a red box.

Send settings to Agent 003 Server by clicking *Save* button.

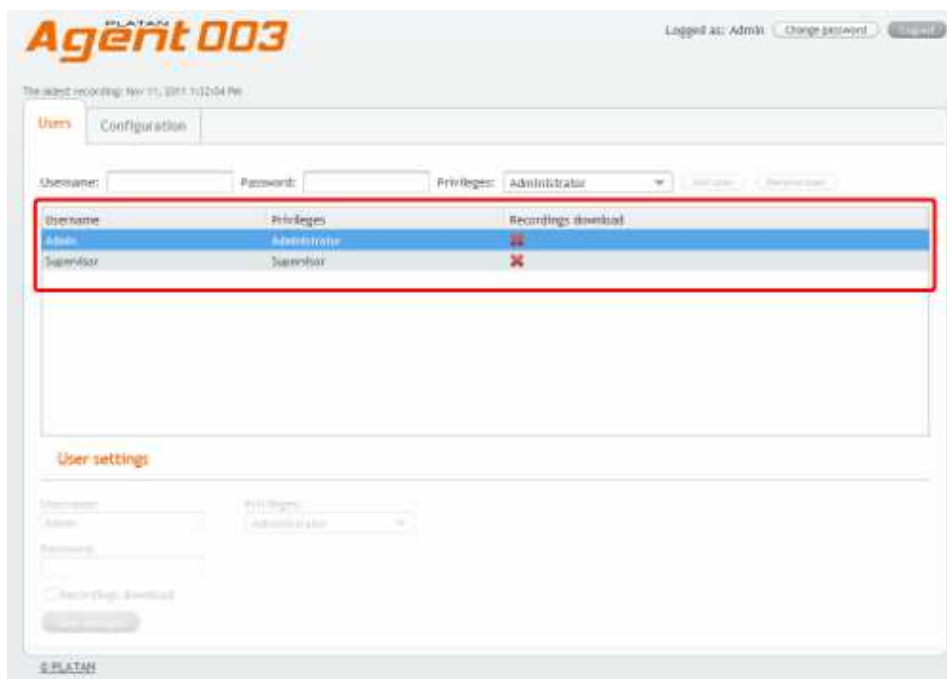
Then a unique installation code will be generated, a *Product No.*, which is to be sent with Libra PBX Server driver number to the local Platan distributor. A *Licence No.* will be generated on the basis of the received *Product No.*, and provided by the distributor. It will correspond with the number of Agent 003 licences bought by the user (one *Administrator* licence and one *Supervisor* licence are provided with the call recording Starting Set).

After having entered the *Licence No.*, the information about the *Number and type of licences* will appear in the *Configuration* tab:

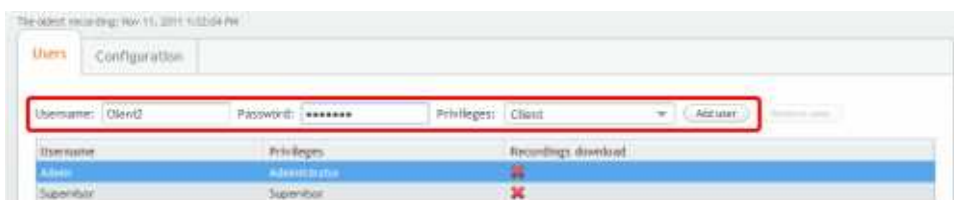


2.3. Agent 003 users configuration

Administrator account permits to create and manage user accounts privileged to browse and listen to the recorded calls. One *Administrator* account and one *Supervisor* account are provided within the Libra PBX Server call recording Starting Set.

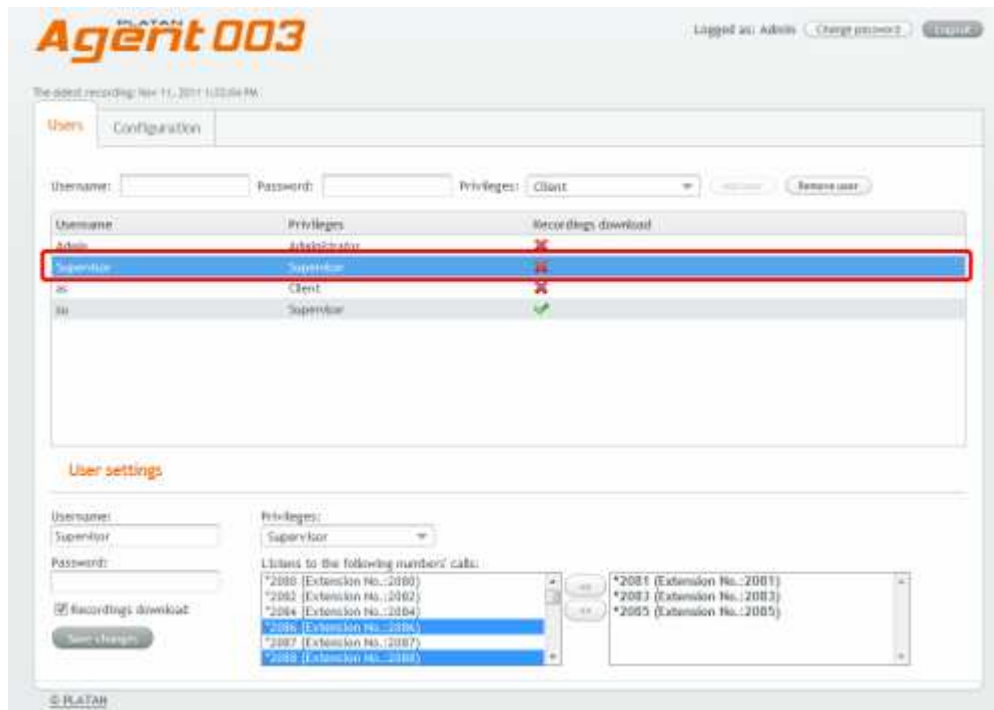


After additional *Supervisor* / *Client* / *Administrator* licences have been bought, the *Administrator* can add new users.



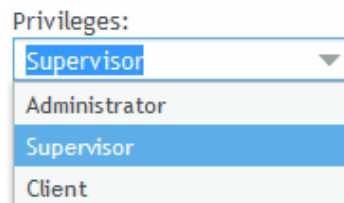
2.4. Supervisor account configuration

After having added and selected an account in *Users* tab, *Administrator* can assign and/or change privileges for *Supervisor* account.

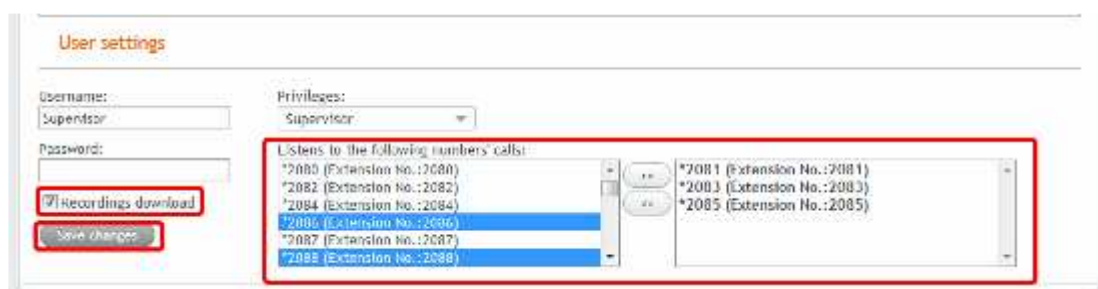


The current user settings are displayed in the bottom part of the window:

- Username.
- Password.
- Privileges – option enabling the account type change (*Client*, *Supervisor* or *Administrator*) within the acquired licences.



- Recordings download – permission for user to download call recordings from Agent 003 Server to the local work station disk.
- Listens to the following number's calls – assignment of the users' numbers whose calls will be listened to by the Supervisor.

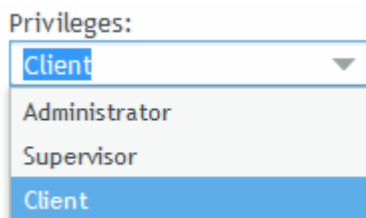


To select several numbers, press *Shift* and/or *Ctrl* key when selecting. Click *Save changes* button to confirm the settings.

2.5. Client account configuration

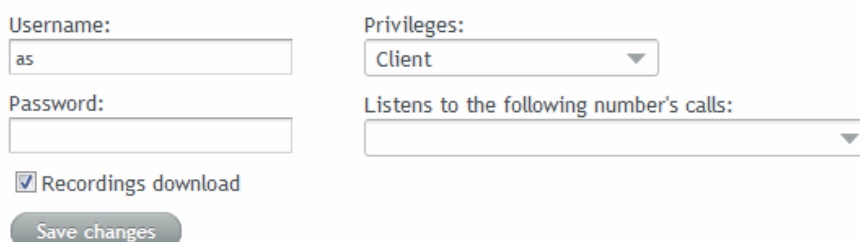
For *Client* account the following parameters are to be set:

- Username.
- Password.
- Privileges – option enabling the account type change (*Client, Supervisor or Administrator*) within the acquired licences.

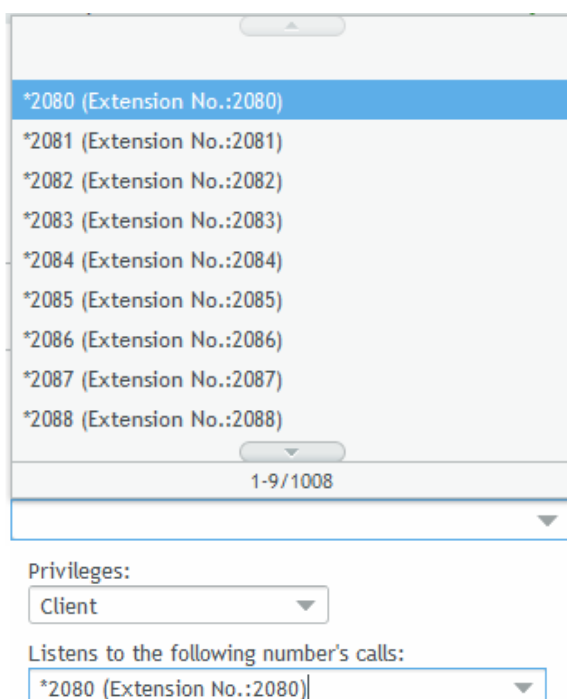


- Recordings download – permission for user to download call recordings from Agent 003 Server to the local work station disk.
- Listens to the following number's calls – assignment of the user number whose calls will be listened to by the *Client* (it may be *Client's* own number).

User settings

A screenshot of the "User settings" form. It contains the following fields: "Username:" with the value "as"; "Password:" which is empty; "Privileges:" with a dropdown menu showing "Client"; "Listens to the following number's calls:" which is empty; and a checked checkbox for "Recordings download". A "Save changes" button is located at the bottom.

From the down-drop list select the user number whose calls will be listened to by the *Client*.



2.6. Administrator account configuration

For additional *Administrator* account the following parameters are to be set:

- Username.
- Password.
- Privileges.

User settings

Username:	<input type="text" value="Admin_2"/>	Privileges:	<input type="text" value="Administrator"/>
Password:	<input type="password" value="••••••••"/>		

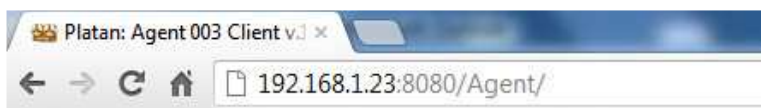
Recordings download

3. Supervisor account

The *Supervisor* account makes it possible to listen to the recorded calls of numerous users.

3.1. Supervisor account logging in

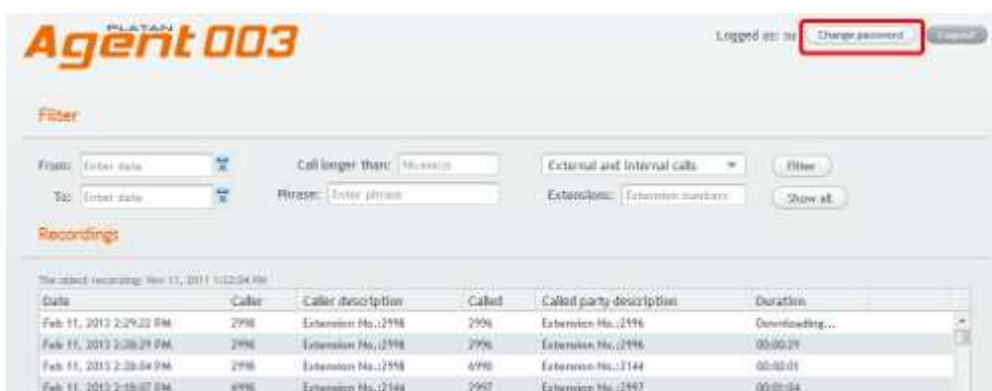
In order to log in as a *Supervisor*, the computer IP address must be entered in the web browser address bar followed by the communication port number defined during the setup and */Agent/* add-on:



After confirmation the logging window appears. Login and first password are to be obtained from the Agent 003 Server Administrator.



For security reasons the password should be changed after the first log in.



Click on *Change password* button and define new, strong password (4-32 characters).



After logging in the *Supervisor* has access, according to the defined privileges, to the calls recorded and saved on the Agent 003 Server.

The screenshot shows the Agent 003 Supervisor interface. At the top, it says "Agent 003" and "Logged as: su". Below that is a "Filter" section with the following fields:

- From: Enter date
- To: Enter date
- Call longer than: [input field]
- Phrase: [input field]
- External and internal calls: [dropdown menu]
- Extensions: [input field]

Below the filter is a "Recordings" section. It shows a table of recordings with the following columns:

Date	Caller	Caller description	Called	Called party description	Duration
Feb 6, 2013 12:45:15 PM	2015	Extension No. 2015	208	Extension No. 2000	00:00:16
Feb 6, 2013 12:19:57 PM	2198	Extension No. 2144	2198	Extension No. 2198	00:00:23
Feb 6, 2013 12:15:56 PM	2198	Extension No. 2198	208	Extension No. 2000	00:00:33
Feb 6, 2013 12:15:14 PM	2198	Extension No. 2198	208	Extension No. 2000	00:00:34
Feb 6, 2013 12:15:49 PM	2198	Extension No. 2198	2003	Extension No. 2003	00:00:04
Feb 6, 2013 12:15:48 PM	2198	Extension No. 2198	2003	Extension No. 2003	00:00:40
Feb 6, 2013 12:25:18 PM	208	Extension No. 2000	18	VoIP #1	00:00:08
Feb 6, 2013 12:25:42 PM	18	VoIP #1	208	Extension No. 2000	00:00:05
Feb 6, 2013 12:25:36 PM	18	VoIP #1	208	Extension No. 2000	00:00:14
Feb 6, 2013 12:25:27 PM	18	VoIP #1	19987		00:00:08
Feb 6, 2013 12:00:01 PM	2015	Extension No. 2015	208	Extension No. 2000	00:00:02
Feb 6, 2013 11:58:29 AM	208	Extension No. 2000	2015	Extension No. 2015	00:00:00
Feb 6, 2013 10:16:46 AM	2015	Extension No. 2015	2198	Extension No. 2198	00:00:03
Feb 6, 2013 10:27:14 AM	2198	Extension No. 2198	18	GSW 2.1.1	00:00:02

3.2. Recordings filtering

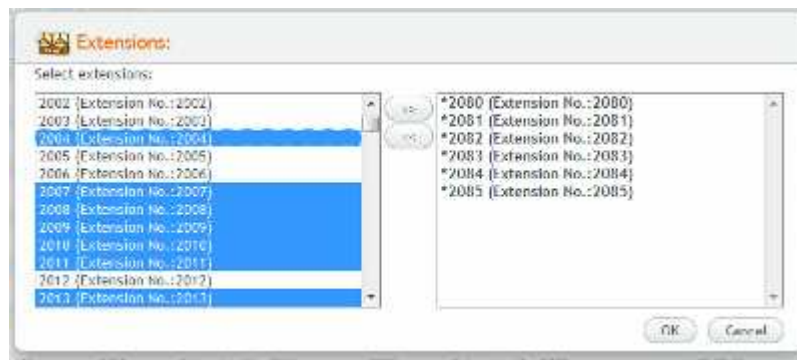
Thanks to the available filters *Supervisor* can easily search the required call recording.

The screenshot shows the Agent 003 Supervisor interface with the filter section highlighted by a red box. The filter section includes the following fields:

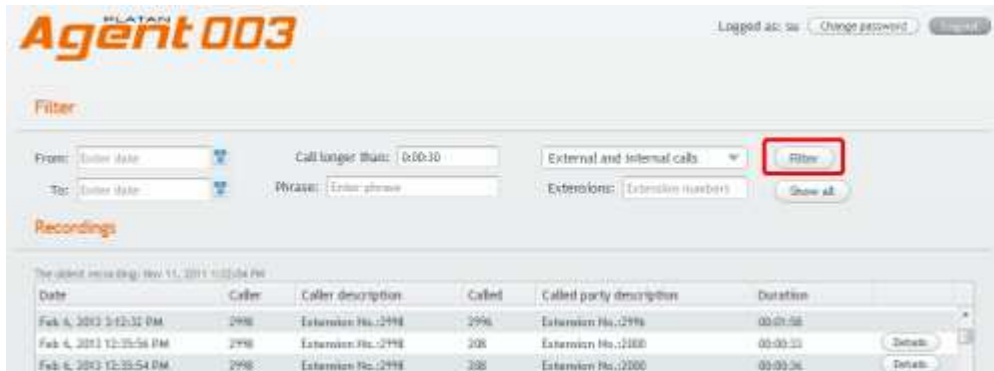
- From: Enter date
- To: Enter date
- Call longer than: [input field]
- Phrase: [input field]
- External and internal calls: [dropdown menu]
- Extensions: [input field]

Available filter criteria:

- Date and time (From... to...)
- Call longer than.
- Phrase – searching in columns by any sequence of characters.
- Type of calls (external and internal calls, external or internal).
- Extensions – after having clicked in this field a new window appears to select the users' numbers. Use SHIFT and/or CTRL keys to select more numbers at the same time. Click OK to finish extensions selection.



Press *Filter* button to see the filtering results.



Press *Show all* button to cancel the filtering.



3.3. Listening to the recordings

In the *Recordings* window the *Supervisor* can play the recorded call directly from Agent 003 Server (stream listening). To play the recorded call, select the required record from the list and play the recording using the function buttons from the bottom of the page.

The screenshot displays the 'Agent 003' interface. At the top, it shows 'Logged as: su' and 'Change password' and 'Logout' buttons. Below is a 'Filter' section with input fields for 'From', 'To', 'Call logs that', 'Playset', and 'Extensions'. A 'Recordings' section follows, containing a table of call records. The table has columns: Date, Caller, Caller description, Called, Called party description, and Duration. One row is highlighted in blue and circled in red. At the bottom, there is a playback control bar with buttons for play, stop, and other functions, also circled in red.

Date	Caller	Caller description	Called	Called party description	Duration
Feb 4, 2013 12:12:12 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:01:58
Feb 4, 2013 12:35:16 PM	2998	Extension No.:2998	208	Extension No.:2000	00:00:11
Feb 4, 2013 12:35:34 PM	2998	Extension No.:2998	208	Extension No.:2000	00:00:16
Feb 4, 2013 12:35:48 PM	2998	Extension No.:2998	2093	Extension No.:2015	00:00:40
Feb 4, 2013 12:36:16 PM	88558849	VulP #1	208	Extension No.:2000	00:00:24
Feb 4, 2013 10:03:59 AM	88558849	VulP #1	9997		00:00:15
Feb 4, 2013 9:48:32 AM	208	Extension No.:2000	2093	Extension No.:2015	00:00:52
Feb 4, 2013 11:47:25 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:01:00
Feb 4, 2013 11:49:50 AM	2998	VulP #2	208	Extension No.:2000	00:01:18
Feb 4, 2013 10:40:52 AM	2998	Extension No.:2998	2998	Extension No.:2998	00:17:34
Feb 4, 2013 9:42:21 AM	2998	Extension No.:2998	2998	Extension No.:2998	00:01:07
Feb 4, 2013 9:58:11 AM	2998	Extension No.:2998	2998	Extension No.:2998	00:04:11
Feb 4, 2013 9:07:22 AM	2998	Extension No.:2998	2998	Extension No.:2998	00:00:45
Jan 31, 2013 3:04:32 PM	88558849	VulP #1	9997		00:00:17



Note: To make sure that all current calls from Agent 003 Server are on the list, refresh the page in the web browser by pressing the F5 key.



Login session time is 30 min. When inactivity exceeds 30 minutes, re-logging will be required.

In *Recordings* window user can sort calls by columns:

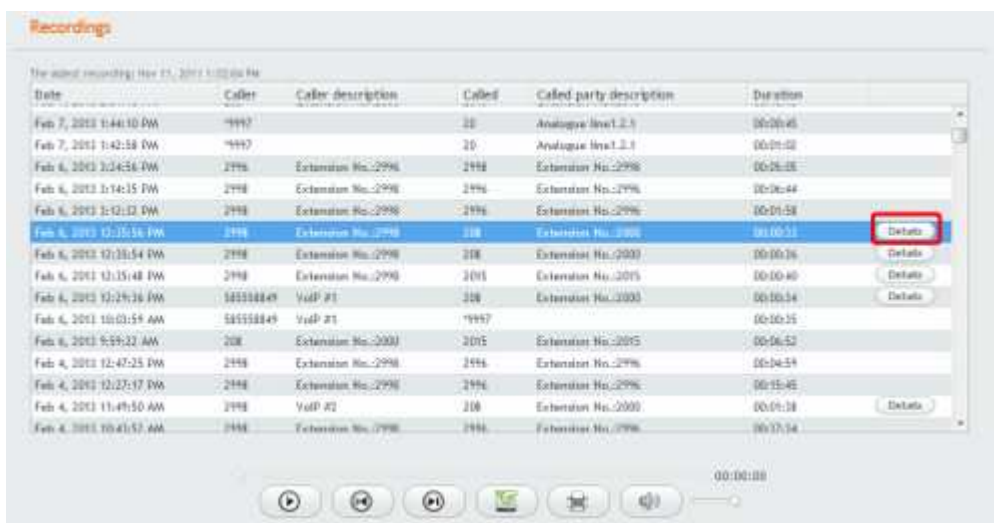
- Date.
- Caller – number initiating the connection.
- Caller description – trunk line or extension description defined in Libra PBX Server.
- Called – number to which connection is directed.
- Called party description – trunk line or extension description defined in Libra PBX Server.
- Duration.

If *Supervisor* account has the privilege to download recordings to the local disk (privilege assigned by *Administrator*), single or multiple records can be selected and saved on the disk, using the browser's file downloading function.

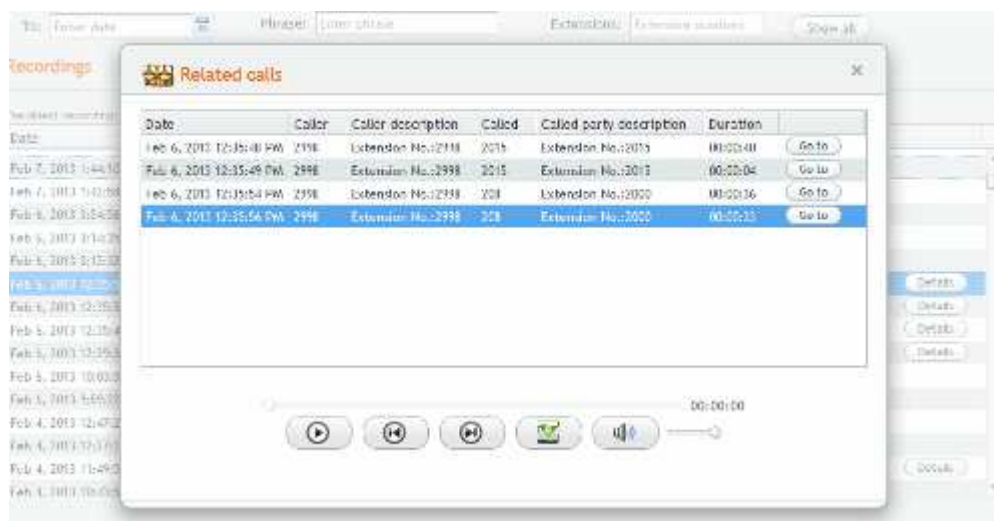
The screenshot shows the same table of recordings as above. At the bottom, the playback control bar is visible, and the 'Download' button (a green arrow icon) is highlighted with a red box.

Files will be saved in the default location defined in the web browser for downloaded files or in any other location indicated by user.

Transferred or consultative calls have additional *Details* button.



After having pressed the *Details* button, the *Related calls* window appears, where *Supervisor* can preview the call history, with possibility of listening to the calls which this user is allowed to listen to (marked with *Go to* button).



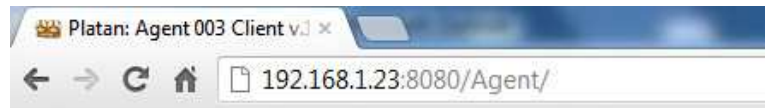
By clicking the *Go to* button user is redirected to the main *Recordings* window to the position of the selected record.

4. Client account

Client account makes it possible to listen to the recorded calls of one user.

4.1. Client account logging in

In order to log in as a *Client* the computer IP address must be entered in the web browser address bar followed by the communication port number defined during the setup and */Agent/* add-on.



After confirmation the logging window is displayed. Login and first password are to be obtained from the Agent 003 Server *Administrator*.

 The login window for PLATAN Agent 003. It features the logo "Agent 003" in orange and black, with the text "with licence to record" below it. There are three small flag icons (Czech, UK, and another). Below these are two input fields: "Username:" and "Password:". A "Login" button is centered at the bottom.

For security reasons the password should be changed after the first log in.

 The main interface of the Agent 003 client. At the top right, it says "Logged as: Client" and has a "Change password" button highlighted with a red box, along with a "Logout" button. Below this is a "Filter" section with fields for "From:", "To:", "Call longer than:", and "Phrase:". There is also a dropdown for "External and internal calls" and "Filter" and "Show all" buttons. Below the filter is a "Recordings" section with a table of call records.

Date	Caller	Caller description	Called	Called party description	Duration
Feb 11, 2013 2:24:52 PM	2996	Extension No.:2998	2996	Extension No.:2996	Download...
Feb 11, 2013 2:28:39 PM	2996	Extension No.:2998	2996	Extension No.:2996	00:00:24
Feb 11, 2013 2:28:04 PM	2996	Extension No.:2998	4998	Extension No.:2144	00:00:21
Feb 11, 2013 2:13:00 PM	2996	Extension No.:2998	4998	Extension No.:2144	00:00:27

Click on *Change password* button and define new, strong password (4-32 characters).

 A dialog box for changing the password. It contains three input fields: "Old password" (with 5 dots), "New password" (with 10 dots), and "Confirm password" (with 10 dots). At the bottom are "Save" and "Cancel" buttons.

After logging in the *Client* has access, according to the defined privileges, to the calls recorded and saved on the Agent 003 Server.

The screenshot shows the PLATAN Agent 003 web interface. At the top right, it says "Logged as: Client" with "Change password" and "Logout" buttons. Below this is a "Filter" section with the following fields: "From:" (date picker), "To:" (date picker), "Call longer than:" (hh:mm:ss), "Phrase:" (text input), and a dropdown menu for "External and internal calls". There are "Filter" and "Show all" buttons. Below the filter is a "Recordings" section with a table of call records. At the bottom, there is a playback control bar with buttons for play, stop, and volume, and a "00:00:00" timer.

Date	Caller	Caller description	Called	Called party description	Duration
Feb 11, 2013 2:29:22 PM	2998	Extension No.:2998	2996	Extension No.:2996	Downloading...
Feb 11, 2013 2:28:29 PM	2998	Extension No.:2998	2996	Extension No.:2996	00:00:29
Feb 11, 2013 2:28:04 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:01
Feb 11, 2013 2:13:00 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:07
Feb 11, 2013 2:10:20 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:15
Feb 11, 2013 1:43:32 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:30
Feb 11, 2013 1:37:20 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:05
Feb 11, 2013 1:29:01 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:03
Feb 11, 2013 1:28:29 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:03
Feb 11, 2013 1:27:55 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:05
Feb 11, 2013 1:26:59 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:07
Feb 11, 2013 1:26:20 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:04
Feb 11, 2013 1:24:26 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:07
Feb 11, 2013 1:23:35 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:27
Feb 11, 2013 1:20:47 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:08

4.2. Recordings filtering

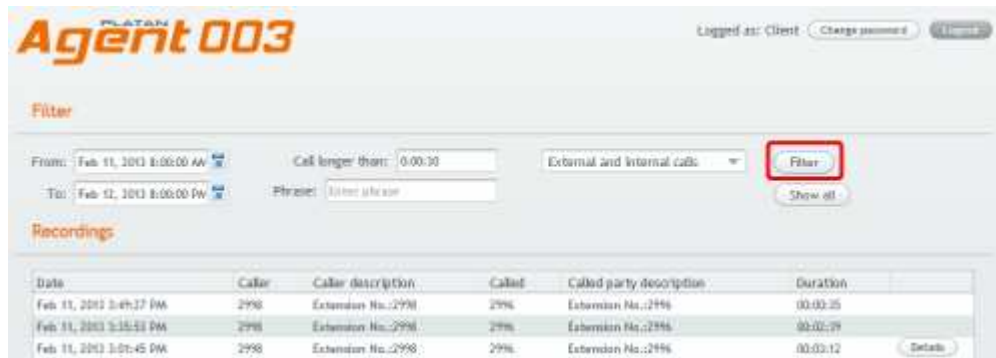
Thanks to the available filters *Client* can easily search the required call recording.

This screenshot is similar to the previous one but has a red rectangular box highlighting the "Filter" section. The "Filter" section includes: "From:" (date picker), "To:" (date picker), "Call longer than:" (hh:mm:ss), "Phrase:" (text input), and a dropdown menu for "External and internal calls". There are "Filter" and "Show all" buttons.

Available filter criteria:

- Date and time (From.. to..).
- Call longer than.
- Phrase – searching in columns by any sequence of characters.
- Type of calls (external and internal, external or internal).

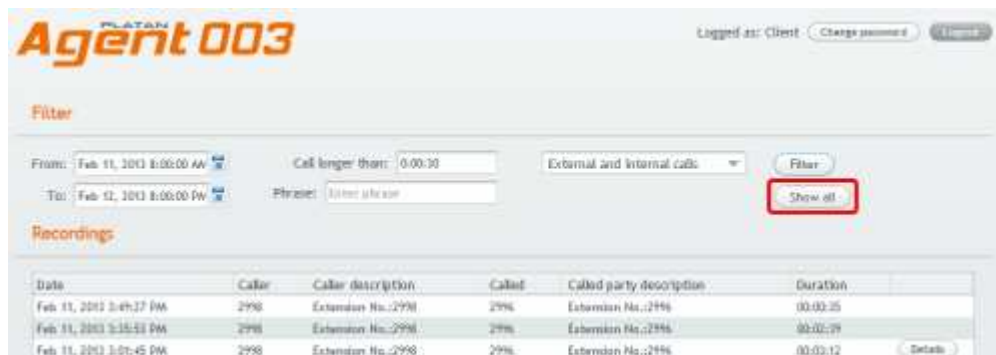
Press *Filter* button to confirm the selection.



The screenshot shows the Agent 003 interface with the Filter section. The Filter button is highlighted with a red box. The interface includes a 'Logged as: Client' status and a 'Change password' button. The Filter section contains fields for 'From' (Feb 11, 2013 8:00:00 AM), 'Call longer than' (0:00:30), 'External and internal calls' (dropdown), 'To' (Feb 12, 2013 8:00:00 PM), and 'Phrase' (Enter phrase). A 'Show all' button is also visible below the Filter section.

Date	Caller	Caller description	Called	Called party description	Duration
Feb 11, 2013 3:47:17 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:02:25
Feb 11, 2013 3:35:53 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:02:29
Feb 11, 2013 3:01:45 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:03:12

Press *Show all* button to cancel the filtering.

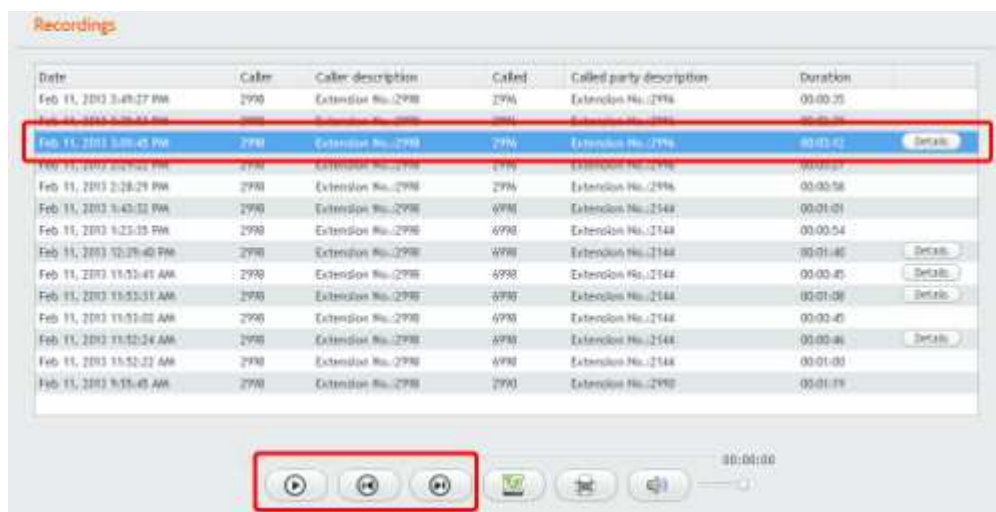


The screenshot shows the Agent 003 interface with the Filter section. The Show all button is highlighted with a red box. The interface includes a 'Logged as: Client' status and a 'Change password' button. The Filter section contains fields for 'From' (Feb 11, 2013 8:00:00 AM), 'Call longer than' (0:00:30), 'External and internal calls' (dropdown), 'To' (Feb 12, 2013 8:00:00 PM), and 'Phrase' (Enter phrase). A 'Show all' button is also visible below the Filter section.

Date	Caller	Caller description	Called	Called party description	Duration
Feb 11, 2013 3:47:17 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:02:25
Feb 11, 2013 3:35:53 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:02:29
Feb 11, 2013 3:01:45 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:03:12

4.3. Listening to the recordings

In the *Recordings* window the *Client* can play the recorded calls directly from the Agent 003 Server (stream listening). To play the recorder call, select the required record from the list and play the recording using the function buttons from the bottom of the page.



The screenshot shows the Agent 003 interface with the Recordings window. A recording entry is highlighted in blue, and the playback controls at the bottom are highlighted with a red box. The interface includes a 'Logged as: Client' status and a 'Change password' button. The Recordings section contains a table with columns for 'Date', 'Caller', 'Caller description', 'Called', 'Called party description', and 'Duration'. A 'Details' button is visible next to the selected recording entry.

Date	Caller	Caller description	Called	Called party description	Duration
Feb 11, 2013 3:47:17 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:02:25
Feb 11, 2013 3:35:53 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:02:29
Feb 11, 2013 3:01:45 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:03:12
Feb 11, 2013 2:58:58 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:02:25
Feb 11, 2013 2:28:29 PM	2998	Extension No.:2998	2998	Extension No.:2998	00:02:58
Feb 11, 2013 2:43:32 PM	2998	Extension No.:2998	6998	Extension No.:2544	00:01:01
Feb 11, 2013 2:23:33 PM	2998	Extension No.:2998	6998	Extension No.:2544	00:00:54
Feb 11, 2013 12:39:40 PM	2998	Extension No.:2998	6998	Extension No.:2544	00:01:46
Feb 11, 2013 11:52:41 AM	2998	Extension No.:2998	6998	Extension No.:2544	00:00:45
Feb 11, 2013 11:52:31 AM	2998	Extension No.:2998	6998	Extension No.:2544	00:01:09
Feb 11, 2013 11:52:02 AM	2998	Extension No.:2998	6998	Extension No.:2544	00:00:45
Feb 11, 2013 11:52:24 AM	2998	Extension No.:2998	6998	Extension No.:2544	00:00:46
Feb 11, 2013 11:52:22 AM	2998	Extension No.:2998	6998	Extension No.:2544	00:01:03
Feb 11, 2013 9:15:45 AM	2998	Extension No.:2998	2998	Extension No.:2998	00:01:19



Note: To make sure that all current calls from Agent 003 Server are on the list, refresh the page in the web browser by pressing the F5 key.

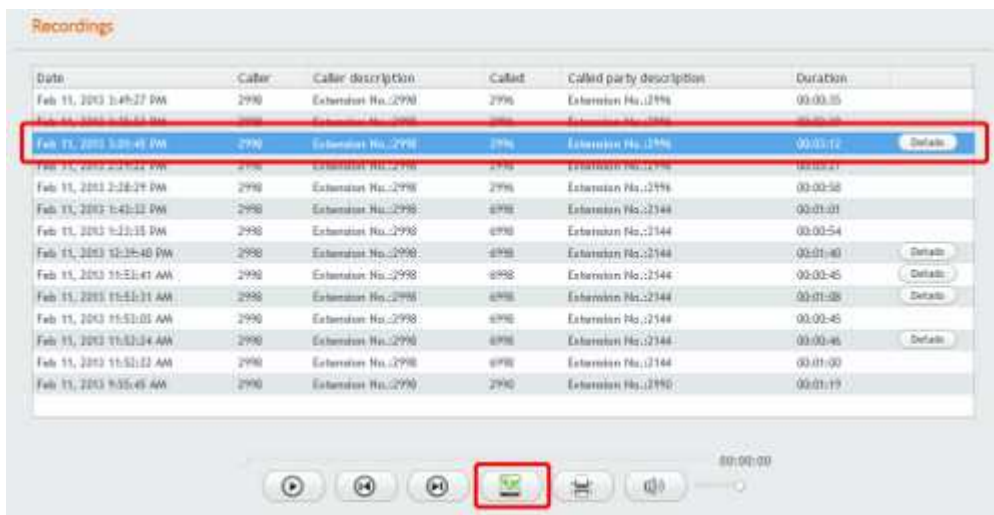


Login session time is 30 min. When inactivity exceeds 30 minutes re-logging will be required.

In *Recordings* window user can sort calls by columns:

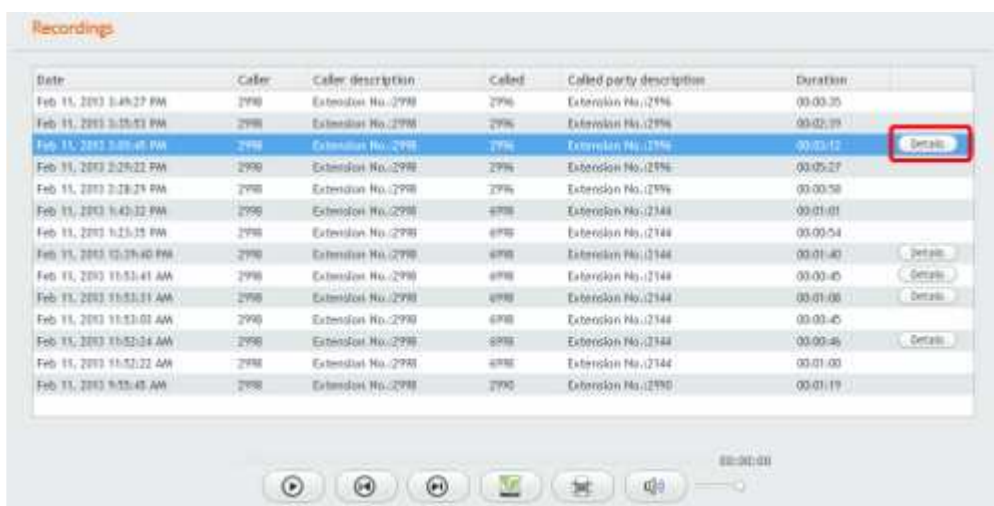
- Date.
- Caller – number initiating the connection.
- Caller description – trunk line or extension description defined in Libra PBX Server.
- Called – number to which connection is directed.
- Called party description – trunk line or extension description defined in Libra PBX Server.
- Duration.

If *Client* account has the privilege to download recordings to the local disk (privilege assigned by *Administrator*), single or multiple records can be selected and saved on the disk, using the browser's file downloading function.

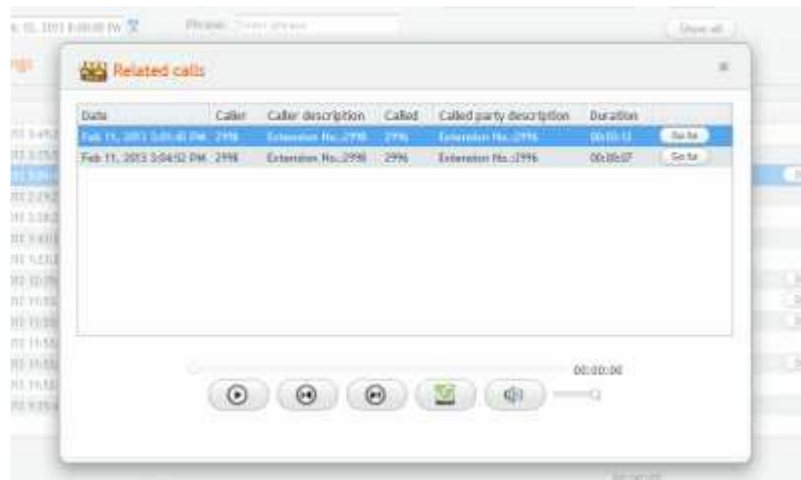


Files will be saved in the default location defined in the web browser for downloaded files or in any other location indicated by user.

Transferred or consultative calls have additional *Details* button.



After having pressed the *Details* button, the *Related calls* window appears, where *Client* can preview the call history, with possibility of listening to the calls which this user is allowed to listen to (marked with the *Go to* button).



By clicking the *Go to* button user is redirected to the main *Recordings* window to the position of the selected record.