Nextiva Call Recorder App
Administrator Guide

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 they 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
- Emailing recordings
- Exporting recordings
- Deleting recordings
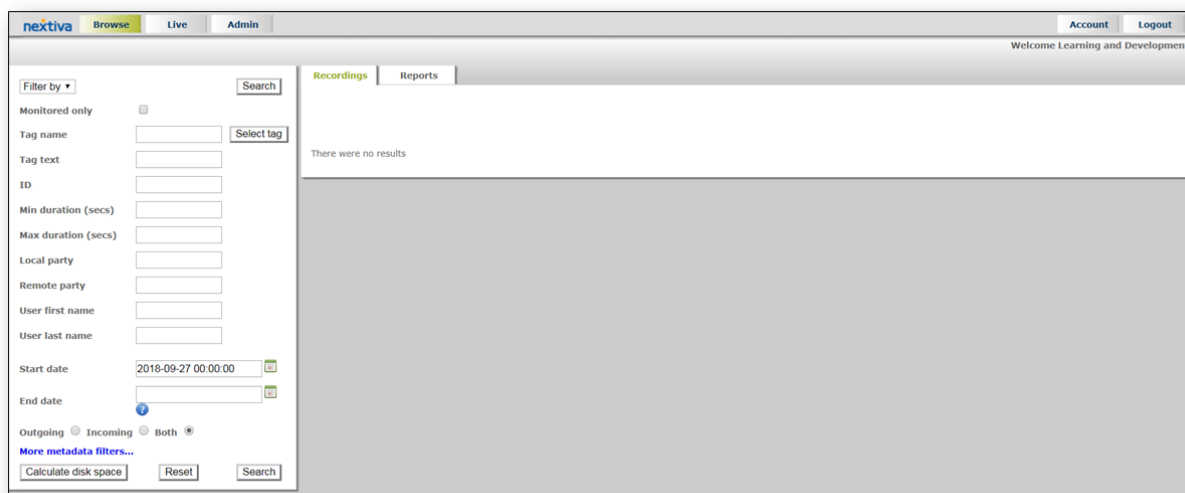- Live monitoring
- Reports

Product Requirements

- An active internet connection
- An active Nextiva Voice account
- User Call Recording license(s) *activated*
- 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 Recorder App: 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.

> **NOTE:** This module will show Adminstrator functions.

Call Recorder Dashboard

For additional assistance, please contact a member of our Amazing Service team by emailing support@nextiva.com to immediately open a case.

Searching Recordings

From the left-hand side of the dashboard, multiple search options and filters will be displayed.

Nextiva Recorder Filter Options

Search recordings by:

- **Tag name/text**: Search by specific tags.
- **ID**: Each call is assigned a unique ID number for searchability.
- **Min/Max Duration**: Filter out calls that are shorter or longer than the specified durations.
- **Local Party**: Search by the employee's phone number.
- **Remote Party**: Search by the external phone number.
- **User First/Last name**: Search by the employee's name.
- **Start/End date**: Search within a specific time frame.
- **Outgoing/Incoming** or **Both**: Calls can easily be filtered by direction.

TIP: To expand search options, add an **asterisk** (*****) for a wild card. If the specific recording is not found, add an asterisk at end of the search field parameter, and try again.

TIP: Push **Search**, and leave all the fields blank to see all the latest recordings displayed in the center of the dashboard.

Playing Recordings

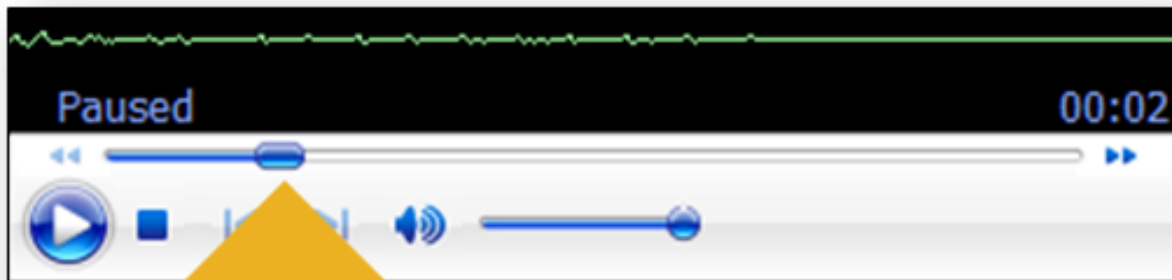Once a recording is located, click the **Speaker** icon on the far-left to play the recording.

Speaker Icon

To Pause, Advance, and Rewind use the **FWD/RWD** buttons or move the playback along the bar on the Recorder Player manually.

Recorder Player

Exporting Recordings

Click the **Pick Action** drop-down, and select one of the following options:

- **Export query results**: If filtered search, this action allows Administrators to download the query results.
- **Export selected media files** : Select one or more recordings by clicking the checkbox to the right of the recordings listed.

Deleting Recordings

Click the **Pick Action** drop-down, and select one of the following options:

- **Delete query results**: If using a filtered search, this action will allow Administrators to delete the query results.
- **Delete selected**: Select one or more recordings by clicking the checkbox to the right of the recordings listed.

> **NOTE:** Deleted files are not recoverable.

Reports

Select **Reports** to view and download call recording information in PDF, HTML, or CSV format.

Reports

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