
TxRecord



User Manual

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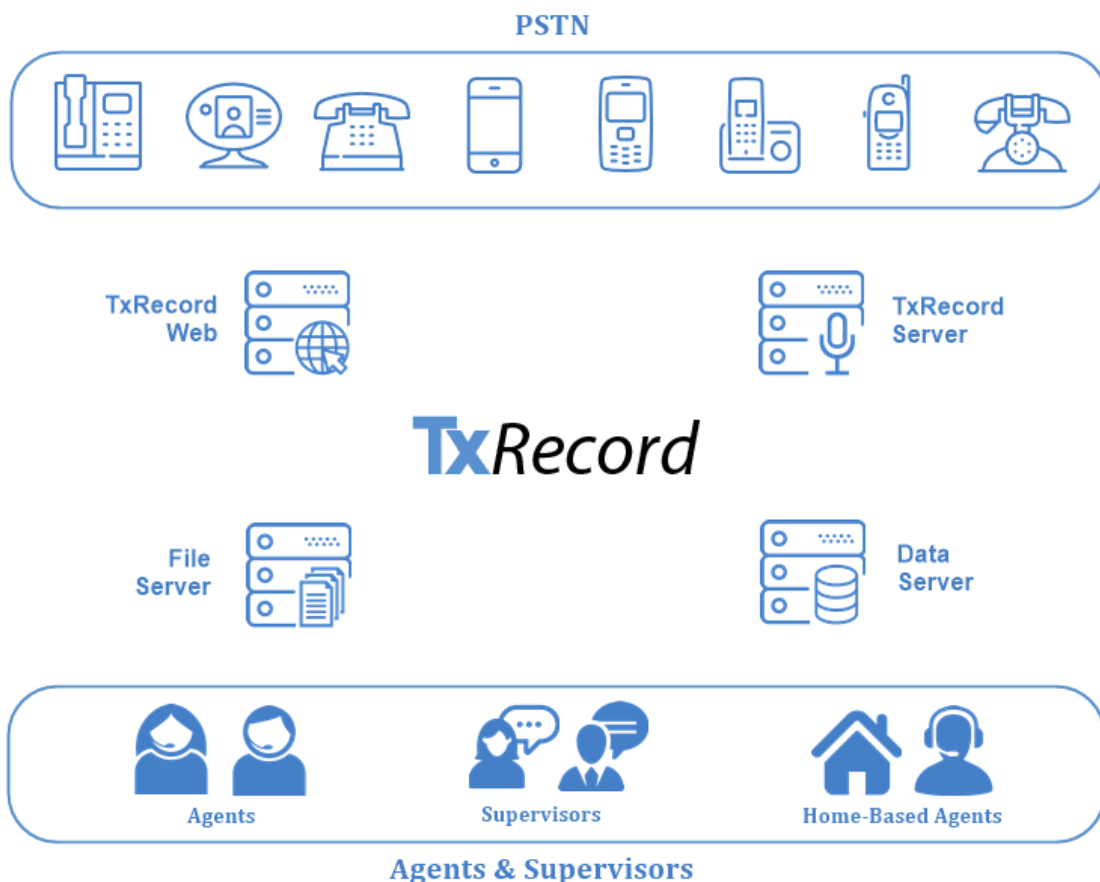
[Group Page](#)

TxRecord Introduction

TxRecord, a highly efficient and cost-effective recording system from Interlink provides enhanced agent productivity and process improvement for inbound and outbound call centre environments, for applications ranging from tech support and billing inquiries to customer surveys and sales order entry.

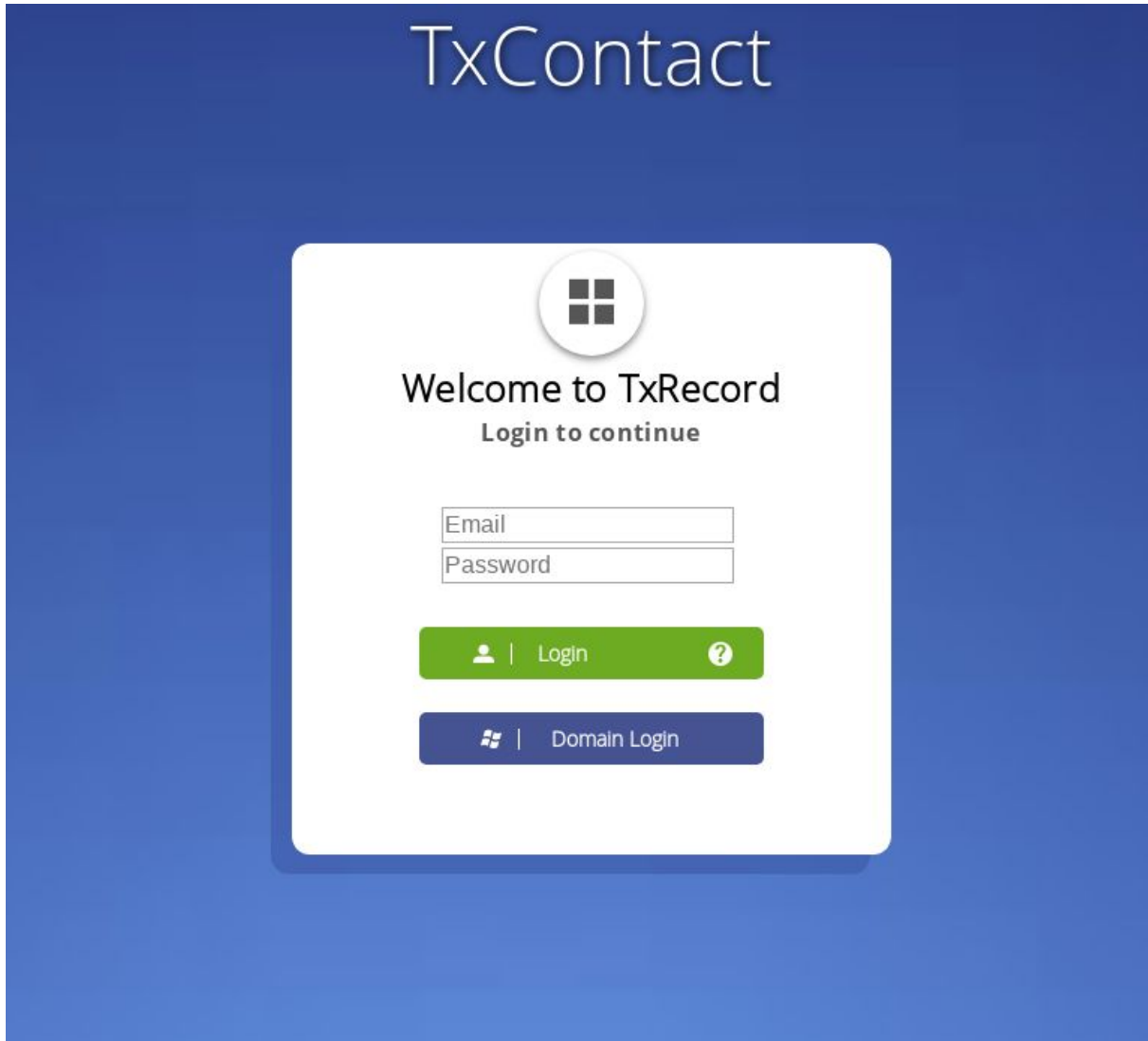
TxRecord captures the call for any purpose, whether it is to ensure quality customer service, to avoid any counterfeit lawsuit or to collect valuable information from the customers over an automated support line.

Call recording has become very important in present-day business centres. Calls need to be recorded for training and ensure efficient agent interaction or need to be recorded by law, for liability purpose and for healthy customer relationships. TxRecord provides advanced yet affordable call recording software solutions for all your business requirements. It is a promising solution to ensure quality recording for small or large, local or global organizations.



Login Page


The user needs to provide login details at the Admin login page, The user can also login using Domain Login.

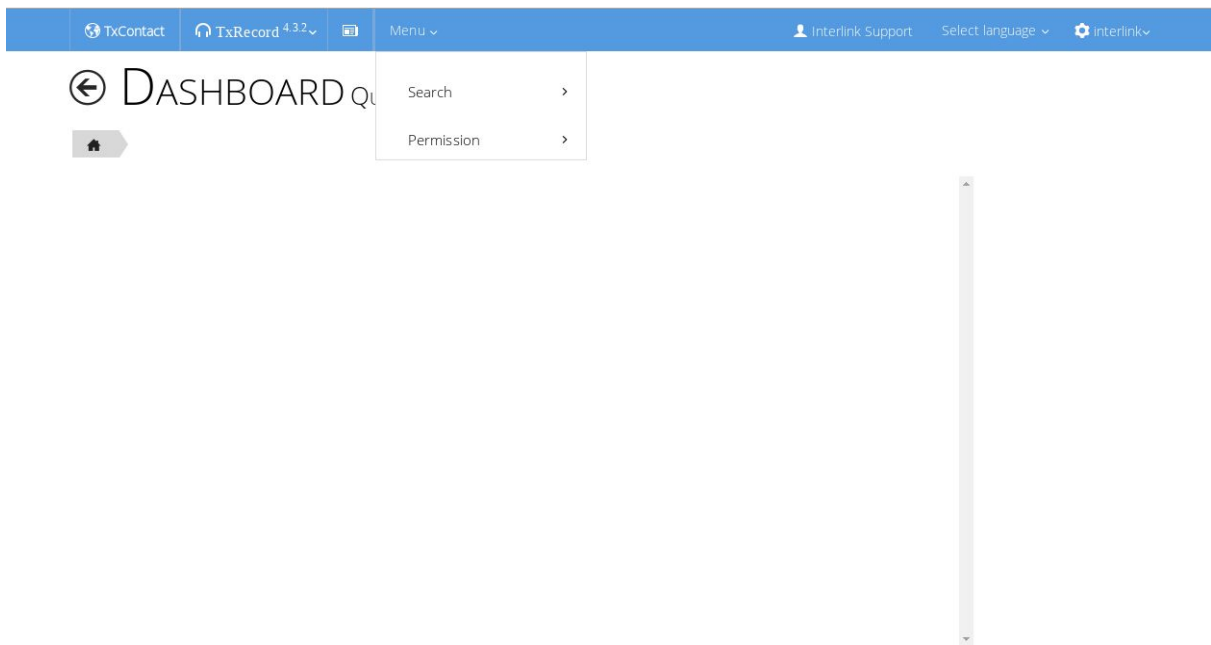


Once logged in, the user is redirected to the home page.

Home Page

In the home page, the user can redirect to other pages by clicking on menu option.

In case the user wants to redirect search page then there is a shortcut button available in the left side of the navigation bar .



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SuperAdmins can give the privileges to users of a particular group by selecting the checkboxes of a particular page in Permission-> Group page.

Search Page

Menu > Search > File Storage

This page lets the user search the recordings based on various fields mentioned below.

Search Results

Comment Play Assess Export Download Assign

	Record Id	Application	Agent Id	Agent Name	From	To	Queue	Start
	000041c4-ed58-4c36-bcd4-fa665439292E				7326458201	cdph-s-gnl	cdphCredit	Wed
	000041c4-ed58-4c36-bcd4-fa665439292D				7326458201	cdph-s-gnl	cdphCredit	Tue 0
	000041c4-ed58-4c36-bcd4-fa665439292C				7326458201	cdph-s-gnl	cdphCredit	Mon
	000041c4-ed58-4c36-bcd4-fa665439292B				7326458201	cdph-s-gnl	cdphCredit	Sun 0
	000041c4-ed58-4c36-bcd4-fa665439292A				7326458201	cdph-s-gnl	cdphCredit	Sat 0
	000041c4-ed58-4c36-bcd4-fa6654392922				7326458201	cdph-s-gnl	cdphCredit	Fri 03
	000041c4-ed58-4c36-bcd4-fa6654392921				7326458201	cdph-s-gnl	cdphCredit	Thu

10 Page 1 of 1 Displaying 1 to 7 of 7 items

Search based on Call data

Call Data Application Data Recording Data Evaluation Data Search Fields

Call Direction: All
Start Date: 2018/08/02 00:00
End Date: 2018/09/24 23:59

To: DNIS
From: ANI
Queue: Split

Search Archived Records

Search Reset

Call direction

Lets the user search based on call direction.

Call Direction

All
All
Inbound
Outbound

Date

User can search the recording based on start Date and End Date.

Start Date: 2018/08/02 00:00
End Date: 2018/09/24 23:59

August- 2018-

Mon	Tue	Wed	Thu	Fri	Sat	Sun	
30	31	1	2	3	4	5	00:00
6	7	8	9	10	11	12	01:00
13	14	15	16	17	18	19	02:00
20	21	22	23	24	25	26	03:00
27	28	29	30	31	1	2	04:00
							05:00

To/From

User can search the recording based on To/From (DNIS/ANI) details.

To	From
DNIS	ANI

Search based on Application data

Call Data Application Data Recording Data Evaluation Data Search Fields

Applications: All, queue1, queue2, queue3

Group: All

Extension: All

Marked filter: All

Agent ID: All

Record id: Record

Disconnected By: All

Search Records Assigned to Me Show Only Unseen Records

Search Reset

Applications

Lets the user search for Application Data based on Applications.

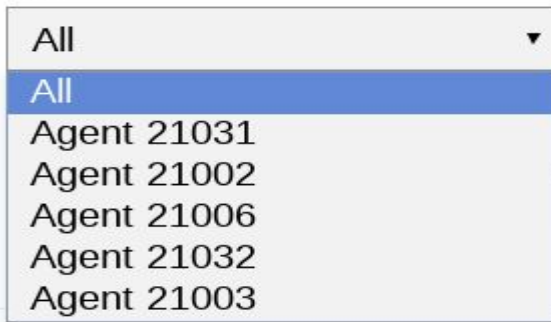
Group

Lets the user search for Application Data based on Group.

Agent

Lets the user search for Application Data based on agent's names.

Agent



Extension

Lets the user search for Application Data based on agents extensions.

Marked Filter

Lets the user search for Application Data based on marked filters.

Marked filter



Archived Records

Lets the user search for records that are archived.

Assigned Records

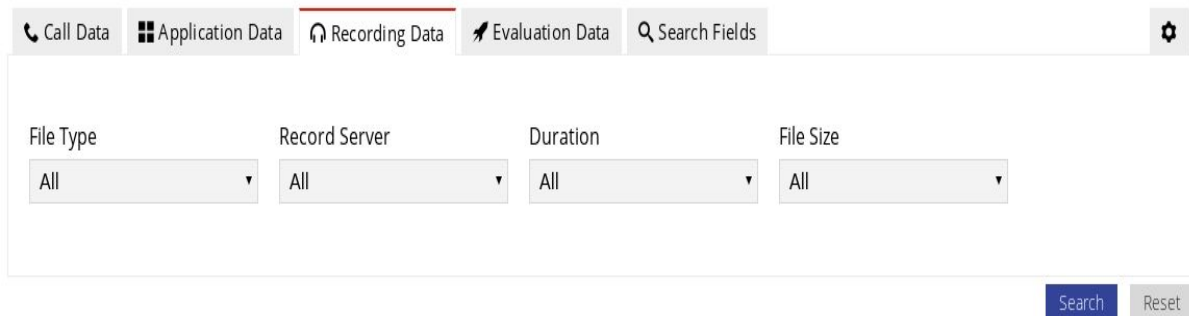
Lets the user search for records that are assigned to him/her.

Unseen Records

Lets the user search for records that are not seen by him/her.

Search based on Recording data

This page lets the user search for Recording Data based on the various fields mentioned below



Call Data Application Data Recording Data Evaluation Data Search Fields

File Type Record Server Duration File Size


All All All All

Search Reset

File Type

Lets the user search for records that are assigned to him/her.

File Type



All

All

Audio

Video

Record Server

Lets the user search for Recording Data based on the server.

Duration

Lets the user search for Recording Data based on the duration of the recordings.

File Size

Lets the user search for Recording Data based on the size of the recordings.

Search based on Evaluation data

This page lets the user search for Evaluation Data based on the various fields mentioned below

- Reviewer
- Score percentage

- Date
- Assessed recordings

Call Data Application Data Recording Data Evaluation Data Search Fields Settings

Reviewer:
 Score Percent:
 From Date:
 To Date:

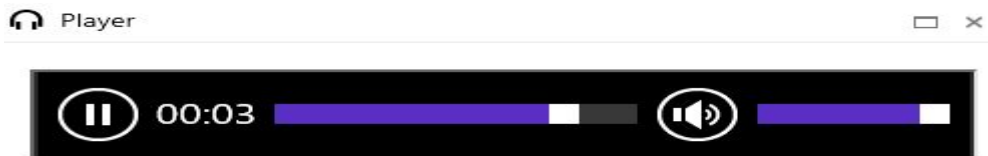
Show Assessed Recordings

Search Reset

Actions

Play

This option lets the user play a recording.



Download

This option lets the user download the details of recording displayed in search page.

Comment

This option lets the user comment on the recording.


Clear All comments

Leave comments

Save Cancel

Assign

This option lets the user assign a recording to a person.

 Assign User ×

Group

Select group ▼

User

▼







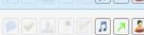



Save Cancel

Mark

This option lets the user mark a recording with a flag.

Search Results

Comment Play Assess Export Download Assign

	Record Id	Application	Agent Id	Agent Name	From	To	Queue	Start T
	922749f1-de3d-4533-a8a0-b020044-092e		21008		21008	9467	Outbound	Wed 1
	175f2f8e-2fe0-4616-b9d5-2bf0a		21008		21008	9461	Outbound	Wed 1
	a342bb44-7ced-4822-98aa-0052c		21008		21008	9462	Outbound	Wed 1
	ddb516f-24e2-43b7-b3a1-ca2eb		21008		21008	9465	Outbound	Wed 1
	c6242d9d-102e-406e-82e5-1599c		21008		21008	9462	Outbound	Wed 1
	f4c61436-7302-43a8-8058-33807		21008		21008	9462	Outbound	Wed 1
	fbfb2731-8085-4461-a3cd-6a7bb05c1ud7		21008		21008	9462	Outbound	Wed 1
	c3db0c3b-99ae-4ec6-855a-df86f174bf84		21008		21008	9462	Outbound	Wed 1
	2456ae1f-e65f-4785-8310-607b2fc74683		21001		21001	9462	Outbound	Wed 1
	339b05a1-f783-4183-8afc-ca863d357ad4		21001		21001	9462	Outbound	Wed 1

Mark >

- High
- Medium
- Low
- Clear

10 Page 1 of 3 Displaying 1 to 10 of 26 items

Select a record and right-click on it, then select Mark option to assign a flag.

Assess

This option lets the user assess a recording.

Assessment Form

Application:	Customer Care	Recording:	84cb40fb-b892-4627-ac66-ce6fe8f73874
Agent:	Bharadwaj Nithish(10011)	Reviewer:	Manoj
Comments:	<input type="text" value="Enter the Comment"/>	Training URL:	<input type="text"/>
Review form:	<input type="text" value="Demo Form"/>	<input type="button" value="Score"/>	<input type="button" value="Reset"/>

Assessment Form

Call Introduction/Greeting Score: 2 Weight: 5						
CSR name given? "My name is" or "This is" Weight: 0	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A
Verification of Account Information/Transaction Entry Score: 2 Weight: 5						
Caller Name verified with the caller Weight: 1	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A
Contact Phone Number obtained? Weight: 1	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A
Communication Score: 2 Weight: 5						
Addressed the caller's needs? (restated request issue) Weight: 1	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A
Complete and accurate information provided by Associate? Weight: 1	<input type="radio"/>	0	<input type="radio"/>	1		
Instructed Customer where to find information?	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A

Select a review form, fill it and press the score button to update the score.

The Recording tab allows the user to listen to the recording before the assessment.

Assessment Form

0:28 / 0:28

Menu > Management > Assessment Form

Assessment form has to be created so that recordings can be assessed using that review form.

← ASSESSMENT FORM

Home > Assessment

Form Name

Application
pred3
pred4
PredictiveOutboundQ
ProgressiveOutboundQ
ProgTest

Template Form
New Template

Description

Pass mark(%)

Add Cancel

Assessment Form Details

View Edit Delete Release

Form Id	Form Name	Form Desc	Application	Pass Mark(%)	Form Modified	Released
6	demo	desc	pred4	40	Thu 15, Nov 2018	N
7	trial		ProgressiveOutboundQ,ProgTest	40	Thu 15, Nov 2018	N
8	test		ProgressiveOutboundQ,ProgTest	78	Thu 15, Nov 2018	N

Page 1 of 1
Displaying 1 to 3 of 3 items

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To create the template of assessment form select an assessment form, click on view. Right-click on the form name and add appropriate category and questions to each category.

← ASSESSMENT FORM VIEW/MODIFY

Home > Assessment > View Assessment

* Right click on node to Add/Modify/Delete

- trial
 - Call Introduction/Greeting
 - Agent name given? "My name" or "this is"
 - Verification of Account Information/transaction Entry
 - Caller Name verified with the caller
 - Communication

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Assessment Report Page

Menu > Assessment > Assessment Report

This page lets the user search for assessment reports based on the fields provided.

ASSESSMENT REPORT VIEW REPORTS

Home > Assessment Report

Applications

All

Agents

All

Reviewer

All

Score Percent

All

From Date

To Date

Search Reset

Agent	Application	Comment	Total	Percent	Training Url
Ahana Verma	shrInQ	testing	120	100	
Ahana Verma	shrInQ	demo	120	0	
Ahana Verma	shrInQ		120	0	
Ahana Verma	shrInQ	better	120	100	
Ahana Verma	shrInQ		120	100	
Ahana Verma	shrInQ		120	100	
Agent 21032	ChethzIn		120	100	
Ahana Verma	shrInQ		120	0	
Ahana Verma	shrInQ		120	50	
Agent 21032	ChethzIn	test	120	50	
Ahana Verma	shrInQ		120	50	
Ahana Verma	shrInQ	good	120	100	

Page 1 of 1 | Displaying 1 to 12 of 12 items

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Select a row and click on view to see how to reviewer assessed the recording.

Assessment Report

Application: shrInQ

Agent Name: Ahana

Recording: Telenetix_Agent_21031_21031_9414_9462_shrInQ_68573fbd-8c81-409f-b3e4-57932e72e51c_20181008152105

Reviewed Date: 2018-11-16T11:00:52

Reviewer: Interlink

Comment: average

Score: 100

Assessment Form

	Weight	Total Points	Scored Points
Call Introduction/Greeting			
Weight: 2	Score Per Question: 2		
Agent name given? "My name" or "this is"		yes,	
Module Total [Module weight * Points]:		0 * 0 = 0	0 * 0 = 0
Verification of Account Information/transaction Entry			
Weight: 2	Score Per Question: 4		
Contact Phone Number Obtained??		yes,	
Caller Name verified with the caller		no	

Administration

Tenant Setting Page

Tenant Name in Navigation bar > Tenant Settings

The basic configuration to store the recordings, assign the recordings are done in this page.

TENANT SETTINGS SET THE VALUES

Home > Tenant Settings

SETTINGS

Filename Format
txt

Storage days
30

Archive days
100

Purge status
Delete

STORAGE PATHS

Primary Storage *
172.16.0.86

Secondary Storage

Primary Archive Storage *
172.16.0.86

Secondary Archive Storage

SET THE AUTO ASSIGN FIELDS

Select group to assign recordings *

Number of recordings to be assigned *
3

SET THE SEARCH FIELDS

Field 1 *
QUEUE_NAME

Field 2

Field 3

Modify

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This page has to be set before running any store recording, assign recording scripts.

Storage days

The number of days the recording will be on the webserver.

Archive days

The number of days the recording will be in archive drive after the storage days.

Purge Status

It's an option to set whether to delete the recording or purge it.

Purge location

If the purge status is set to the value 'purge', the purge location is the drive where purged recordings are stored.

Primary Storage and Secondary Storage

Servers where the recordings are stored during storage days. Primary storage and secondary storage cannot be the same and secondary storage is optional.

Primary Archive Storage and Secondary Archive Storage

Servers where the recordings are stored during archive days. Primary archive storage and secondary archive storage cannot be the same and secondary archive storage is optional.

Note: Storage server has to be added in the File Server page as Shared Type Local Path before so that it will be shown as one of the options for all the storages.

Select group to assign recordings

The group to which the recording script will assign recordings.

Number of recordings to be assigned

The number of recordings each user of that group will be assigned.

Tenant Page

Menu > Management > Tenant

This page lets the user add, edit and delete tenants.

The screenshot shows the 'Tenant Page' interface. At the top, there is a blue navigation bar with 'TxContact', 'TxRecord 4.3.3', and 'Menu' on the left, and 'Interlink Support' and 'interlink' on the right. Below the navigation bar, the page title is 'TENANT LIST/MODIFY'. There are breadcrumb links for 'Home' and 'Tenant'. On the left side, there is a form for adding or modifying a tenant with fields for 'Tenant Id*', 'Description*', and 'Status' (set to 'Active'). There are 'Add' and 'Cancel' buttons. The main area is a 'Tenant Details' table with columns for 'Tenant Id', 'Description', 'Status', and 'Filename Forma'. The table contains 12 rows of tenant data. At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and 'Displaying 1 to 12 of 12 items'.

Tenant Id	Description	Status	Filename Forma
1	1	Inactive	txt
Demo	demo-tenant	Active	txt
interlink	interlink	Active	txt
off-road	off-road	Active	txt
opentek	opentek	Active	txt
shwethatest		Inactive	txt
T1	T1Desc	Active	txt
T2	T2Desc	Active	txt
T3	T3Desc	Active	txt
Telenetix	Telenetix Test tenant	Active	txt
test		Inactive	txt
testsq111	test	Active	txt

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Agent Page

Menu > Management > Agent

This page lets the user add, edit and delete tenants.

Agent ID*

Agent ID

First Name*

First Name

Last Name*

Last Name

System ID

System ID

Status

Active

ACD/Queue

a
ChethzIn
deepInQ
mkEmail

Add Cancel

Agent Details

Edit Delete Active Inactive

Id	First Name	Last Name	Status	Create Date	Modified Date	Acd	System I
21002	Agent	21002	Active	Wed 27, Jun 2018	Fri 16, Nov 2018	PredictiveOutboundQ,ProgressiveC	
21003	Agent	21003	Active	Wed 27, Jun 2018	Fri 16, Nov 2018	PredictiveOutboundQ,ProgressiveC	
21006	Agent	21006	Active	Tue 17, Jul 2018	Fri 16, Nov 2018	PredictiveOutboundQ,ProgressiveC	
21031	Ahana	Verma	Active	Tue 17, Jul 2018	Fri 16, Nov 2018	PredictiveOutboundQ,ProgressiveC	
21032	Agent	21032	Active	Tue 17, Jul 2018	Fri 16, Nov 2018	PredictiveOutboundQ,ProgressiveC	support@lli

Page 1 of 1

Displaying 1 to 5 of 5 items

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Application Page

Menu > Management > Application

This page lets the user add, edit and delete applications (queues).

APPLICATION DEFINITIONS

Home > Application

Application ID
Application ID

Name
Application Name

Description

DNIS
DNIS/

ACD/Queue
ChethzIn
deepInQ
mkEmail
outboundQ

Record Type
Audio

Add Cancel

Application Details

Edit Delete Rules Sync Purge

Name	Dnis	Acds	Storage Unit(In)	Storage Unit	Storage Due	Record Rule
ChethzIn		ChethzIn	Day	30	Archive	All Calls
deepInQ		deepInQ	Day	30	Archive	All Calls
mkEmail		mkEmail	Day	30	Archive	All Calls
outboundQ		outboundQ	Day	30	Archive	All Calls
pred2		pred2	Day	30	Archive	All Calls
pred3		pred3	Day	30	Archive	All Calls
pred4		pred4	Day	30	Archive	All Calls
PredictiveOutboundQ		PredictiveOutboundQ	Day	30	Archive	All Calls
ProgressiveOutboundQ		ProgressiveOutboundQ	Day	30	Archive	All Calls
ProgTest		ProgTest	Day	30	Archive	All Calls
shrInQ		shrInQ	Day	30	Archive	All Calls
shriOutQ1		shriOutQ1	Day	30	Archive	All Calls

20 Page 1 of 1 Displaying 1 to 12 of 12 items

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User Page

Menu > Management > User

This page lets the user add, edit and delete users to the tenant admins are logged in.

USER LIST/MODIFY

Home > User

Id*

User ID

First Name*

First Name

Last Name

Last Name

Windows Login ID

Windows ID

Email*

Email

Group(s)

Admin

Application/Program (s)

Select Group(s)

Add Cancel

User Details

Edit Delete Sync Active Inactive

Name	Email	Last Login	Group	Application
Super Visor	support@linknet.com	Mon 13, Aug 2018	Admin	
as assa	assdd@gmail.com	Fri 07, Sep 2018	Admin	
a v	abc@xyzas.com	Fri 07, Sep 2018	Admin	
deepti Shetty	deepti.shetty@telenetix.in	Tue 19, Jun 2018	Admin	
test1 2	qreqr@gg.in	Fri 15, Jun 2018	Admin	
vini 2	admin@gmail.com	Fri 15, Jun 2018	Admin	
Test 3	kanika.shetty@telenetix.in	Mon 18, Jun 2018	Admin	
tele super	tele@gmail.com	Mon 18, Jun 2018	Admin	
test v	deepti@telenetix.in	Thu 14, Jun 2018	Admin	
vini 2	qreqr@gg.in	Fri 15, Jun 2018	Admin	
Test User12	shrilakshmi@telenetix.in	Tue 12, Jun 2018	Admin	
vini admin	supervisor@gmail.com	Fri 15, Jun 2018	Admin	

Page 1 of 1 Displaying 1 to 12 of 12 items

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When a new user is created in TxRecord the password will be mailed to the user.

File Storage Page

Menu > Configuration > File Storage

This page lets the user add, edit and delete different file storages.

File storages added as ' Local path ' under Shared Type will be available as options for storages in tenant setting page.

The screenshot displays the 'FILE SERVER LIST/EDIT' page. The sidebar on the left contains the following fields:

- Server Name*: File Server Name
- Status: Active
- Purge: No
- Tenants: All
- File Share Details
- Shared Type: Local Path
- File Share Name*: File
- User Domain: User
- User Name: User
- Password: Password
- HTTP URI: http(s)://fileserve
- Buttons: Add, Cancel

The main area shows a table titled 'File Server Details' with the following data:

Server Name	Share Name	Status	Archive	Domain	User name	Tenants
a	1	Active	No		1	all
VM	172.16.0.139	Active	No		ranjitha	all
VM1	172.16.0.141	Active	No		ranjitha	all
VM2	172.16.0.142	Active	No		ranjitha	all

Page 1 of 1, Displaying 1 to 4 of 4 items

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Group Page

Menu > Permission > Group

This page lets the admin to different groups, users will be assigned to each group.

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Select the checkboxes of each page to assign it to the group.