

# MiaRec

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## User Guide

*MiaRec, Inc.*

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# 1. Introduction

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The user guide provides step-by-step instructions on how to get started with the MiaRec call recording and speech analytics platform.



## 2. Getting started

### 2.1 Logging in

MiaRec portal uses a web interface, which can be accessed on any standard browser over your network or over the internet.

Depending on how your admin set up your account, you will use one of the following ways to sign in:

- Sign in with credentials (login and password)
- Sign in with credentials (login and password) and multi-factor authentication
- Single sign-on with a third-party identity provider (SAML 2.0)

#### 2.1.1 Sign in with credentials

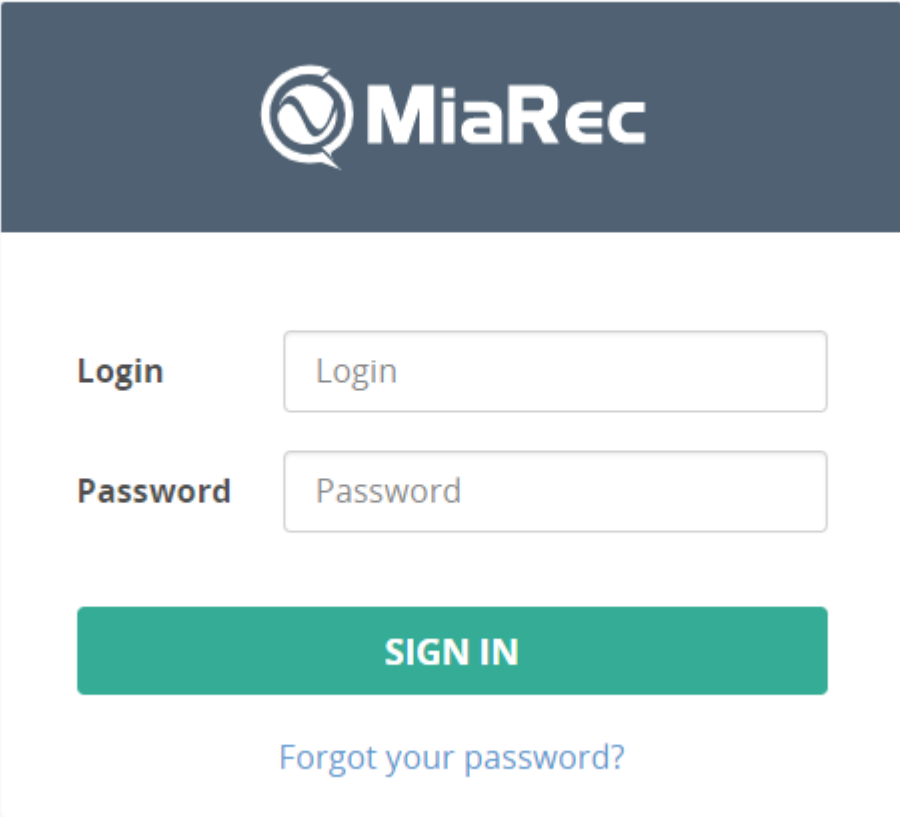
Open the MiaRec web portal URL in your web browser (see the **Info** block below, if you do not know the URL).

**i What is the URL of the MiaRec web portal?**

The MiaRec platform is usually hosted by one of our partners or by your company in your local network.

Contact your system administrator if you do not know the URL.

On the **Sign In** page, enter your login credentials and click **SIGN IN**.



The screenshot shows the MiaRec web portal's sign-in interface. At the top, there is a dark blue header with the MiaRec logo. Below the header, the page is white. On the left side, the labels 'Login' and 'Password' are displayed in a bold, dark font. To the right of these labels are two light gray input boxes. Below the input boxes is a large, solid green button with the text 'SIGN IN' in white, uppercase letters. At the bottom of the sign-in area, there is a blue link that reads 'Forgot your password?'.



Depending on how your admin set up the MiaRec platform, you may have the ability to reset your password when you forgot it. If you do not see the **Forgot your password?** link, then a password reset is not available in your account.

### 2.1.2 Sign in with credentials and multi-factor authentication

When multi-factor authentication (MFA) is enabled in your account, you use a combination of your login credentials and a verification code to access the web portal.

#### Info

##### What is MFA?


MFA, sometimes referred to as two-factor authentication or 2FA, is a security enhancement that requires you to present two pieces of evidence:

- something you know (login and password)
- something you own (like a phone or access to an email account).

Each time you sign in to your account from a new device, you'll require to enter a one-time verification code that is sent to you via text message (SMS) or email.

Note, that multi-factor authentication is an optional feature and may not be available to you. To enable multi-factor authentication, contact your system administrator.

#### VERIFY IT'S YOU

An email with a verification code has just been sent to @miarec.com

To continue, enter the code

Didn't receive code? You can resend code

Verification  
code \*

☐ Don't ask again on this computer

Verify

[Resend code](#)

### 2.1.3 Single sign-on with a third-party identity provider (SAML 2.0)

If Single Sign-On (SSO) is activated on your account, you will be able to sign in to MiaRec using a third-party identity provider like Google, Azure AD, OneLogin, Okta, Auth0 and other providers who support SAML 2.0.

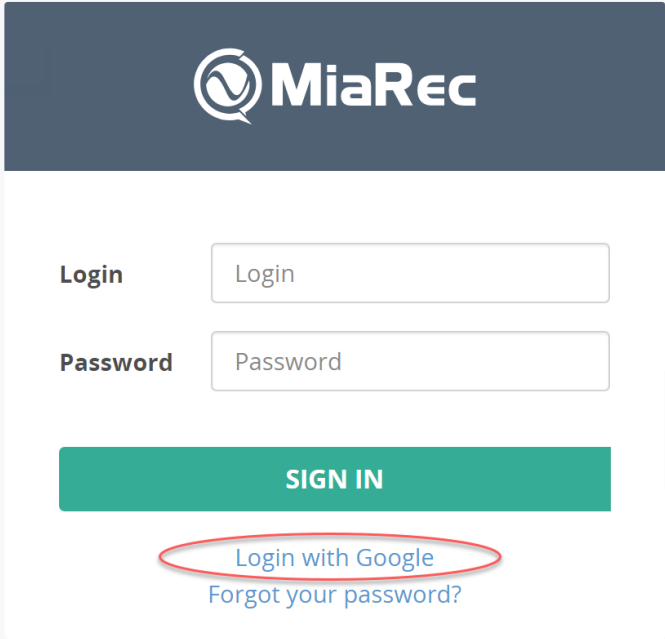


**i Info****What is Single Sign-On?**

Single sign-on (SSO) is a session and user authentication service that permits a user to use one set of login credentials – for example, a name and password – to access multiple applications.

To enable SAML-based authentication, contact your system administrator.

Open the MiaRec web portal URL in your browser and click **Login with ...** link to sign in.

A screenshot of the MiaRec login page. At the top is a dark blue header with the MiaRec logo. Below the header is a white login form. The form contains two input fields: 'Login' and 'Password'. Below these fields is a green 'SIGN IN' button. At the bottom of the form, there are two links: 'Login with Google' and 'Forgot your password?'. The 'Login with Google' link is circled in red.

**MiaRec**

**Login**

**Password**

**SIGN IN**

[Login with Google](#)

[Forgot your password?](#)

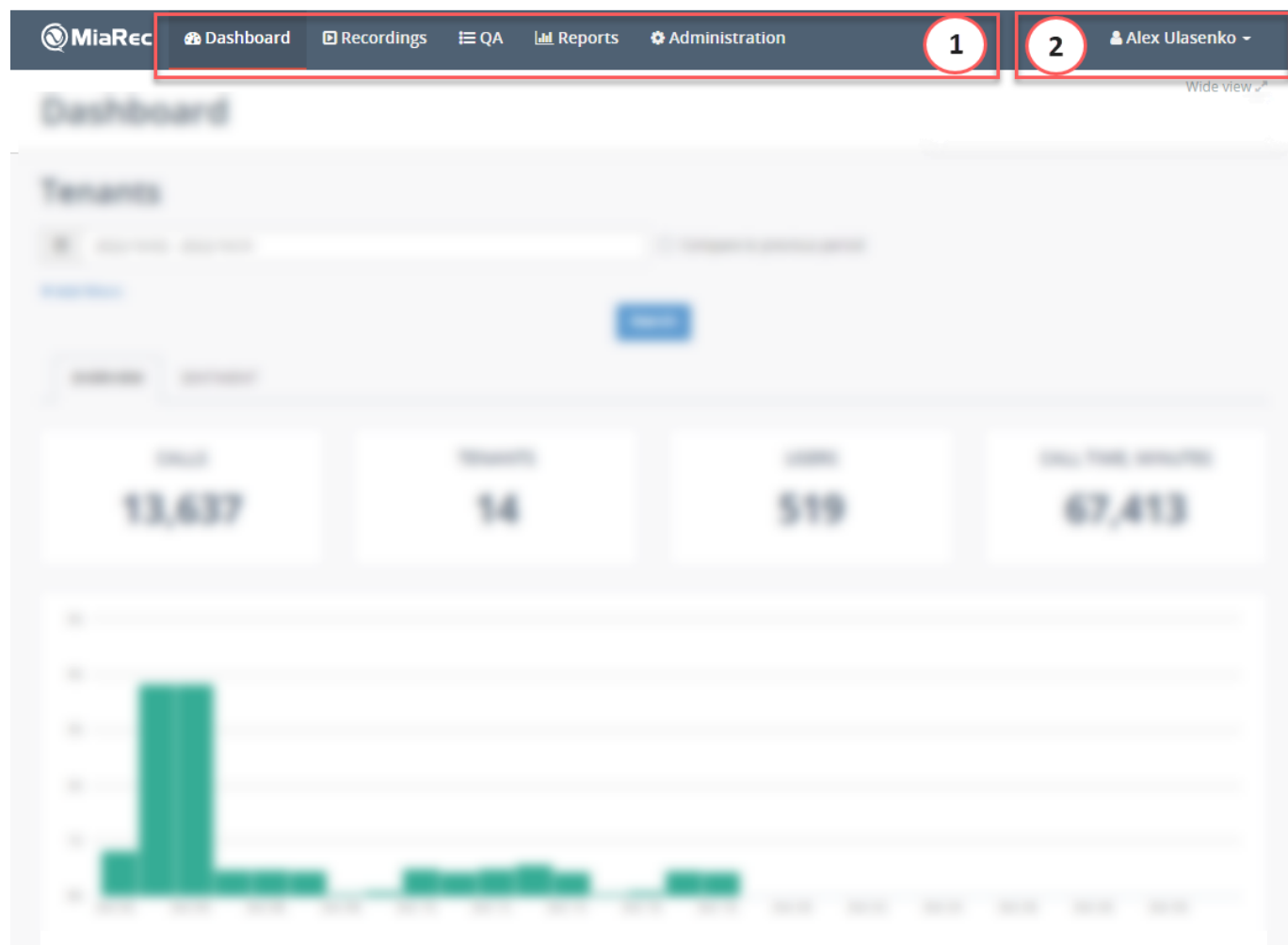


## 2.2 At a glance

This page provides a quick introduction to the MiaRec application.

### 2.2.1 Navigation options

At the top of the page, you will find the **Navigation** and **My Profile** menus.



#### Navigation menu

This toolbar displays navigation buttons you can use to access the following sections:

- **Dashboard.** Provides call metrics for your entire organization.
- **Recordings.** Allows you to access call recordings.
- **QA.** Provides quality assurance (QA) metrics for your entire contact center.
- **Reports.** Allows you to build and run custom reports.
- **Administration.** Gives you access to administration settings and configurations.

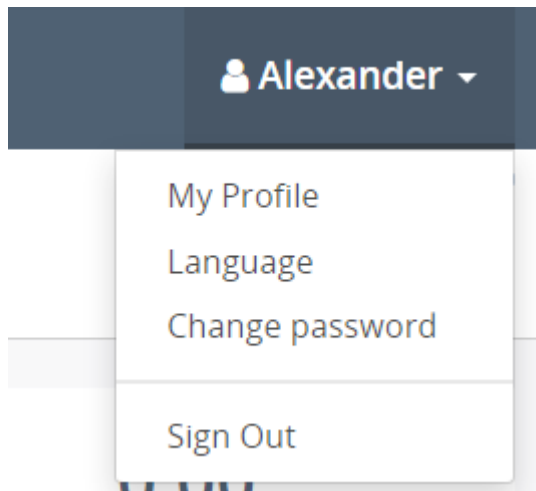
#### Info

Some sections may not be available to you due to the permissions and licensing set up by the administrator.



### My Profile menu

The user profile menu provides quick access to your account settings, like language, time zone, email address and others. For details, see [My profile](#).



### 2.2.2 Wide view

The **Wide view** link in the top right corner allows you to change the width of the content on a page. This option is useful for tabular data like the **Recordings** page, where many columns could be displayed on a page.

[Dashboard](#)
[Recordings](#)
[Administration](#)

Aaron Davidson

Recordings

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY TAG

ADVANCED SEARCH

2022/10/02 - 2022/10/31

Select a User or Group

Search for text

Search

No auto-refresh

Export

0-20 of 716

<input type="checkbox"/>	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/>	Andrew Parker	Oct 18, 2022	2:50 PM	5:22	7387412619	3099259594 (Andrew Parker)	
<input type="checkbox"/>	Sean Taylor	Oct 18, 2022	2:47 PM	6:12	3523319768	3099253180 (Sean Taylor)	
<input type="checkbox"/>	Jeffrey Forbes	Oct 18, 2022	2:43 PM	5:59	3099253282 (Jeffrey Forbes)	1793617202	
<input type="checkbox"/>	Ross Benjamin	Oct 18, 2022	2:27 PM	5:52	4104911275	3099253867 (Ross Benjamin)	
<input type="checkbox"/>	Sean Taylor	Oct 18, 2022	2:13 PM	3:12	3099253180 (Sean Taylor)	6153928000	
<input type="checkbox"/>	James Huang DVM	Oct 18, 2022	11:27 AM	7:13	8079575722	3099258350 (James Huang DVM)	
<input type="checkbox"/>	Thomas Brown	Oct 18, 2022	11:08 AM	4:39	3099253415 (Thomas Brown)	5888836120	
<input type="checkbox"/>	Jasmine Anderson	Oct 18, 2022	10:53 AM	5:27	5258881440	3099251060 (Jasmine Anderson)	
<input type="checkbox"/>	Sean Taylor	Oct 18, 2022	10:37 AM	5:30	6562250998	3099253180 (Sean Taylor)	
<input type="checkbox"/>	Aaron Davidson	Oct 18, 2022	10:35 AM	4:08	6329886716	3099252510 (Aaron Davidson)	
<input type="checkbox"/>	Zachary Hayes	Oct 18, 2022	9:00 AM	6:17	6127138435	3099253105 (Zachary Hayes)	
<input type="checkbox"/>	Marissa Mcgee MD	Oct 18, 2022	8:48 AM	4:48	8578168799	3099253013 (Marissa Mcgee MD)	

To switch back to a normal view, click the **Normal view** link in the top right corner.



MiaRecDashboardRecordingsAdministration

Aaron Davidson

Recordings

ALL CALLSACTIVE CALLSMY CALLSBY USERBY TAGADVANCED SEARCH

2022/10/02 - 2022/10/31

Select a User or Group

Search for text

Search

No auto-refreshExport

0-20 of 716

USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
Andrew Parker	Oct 18, 2022	2:50 PM	5:22	7387412619	3099259594 (Andrew Parker)	
Sean Taylor	Oct 18, 2022	2:47 PM	6:12	3523319768	3099253180 (Sean Taylor)	
Jeffrey Forbes	Oct 18, 2022	2:43 PM	5:59	3099253282 (Jeffrey Forbes)	1793617202	
Ross Benjamin	Oct 18, 2022	2:27 PM	5:52	4104911275	3099253867 (Ross Benjamin)	
Sean Taylor	Oct 18, 2022	2:13 PM	3:12	3099253180 (Sean Taylor)	6153928000	
James Huang DVM	Oct 18, 2022	11:27 AM	7:13	8079575722	3099258350 (James Huang DVM)	
Thomas Brown	Oct 18, 2022	11:08 AM	4:39	3099253415 (Thomas Brown)	5888836120	
Jasmine Anderson	Oct 18, 2022	10:53 AM	5:27	5258881440	3099251060 (Jasmine Anderson)	
Sean Taylor	Oct 18, 2022	10:37 AM	5:30	6562250998	3099253180 (Sean Taylor)	
Aaron Davidson	Oct 18, 2022	10:35 AM	4:08	6329886716	3099252510 (Aaron Davidson)	
Zachary Hayes	Oct 18, 2022	9:00 AM	6:17	6127138435	3099253105 (Zachary Hayes)	
Marissa Mcgee MD	Oct 18, 2022	8:48 AM	4:48	8578168799	3099253013 (Marissa Mcgee MD)	
Douglas Wagner	Oct 18, 2022	8:21 AM	7:24	4834490335	3099254695 (Douglas Wagner)	
Andrew Parker	Oct 18, 2022	7:52 AM	3:57	3099259594 (Andrew Parker)	4189800153	

2.2.3 Call recording view tabs

The tabs **All calls**, **Active calls**, **My calls** and others on the **Recordings** page provide quick access to the call recordings that meet the respective criteria, like "active calls only", "my calls only", and so on. For details, see [Recordings Overview](#).

Recordings

Wide view

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

Select a Date Range

Select a User or Group

Search for text

Search

No auto-refreshTagsDownloadExportEmailDeleteMore

0-20 of many

USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
Brian Olson	Today	11:53 AM	0:49	593114340	212277933	
Brian Olson	Today	11:51 AM	1:50	560754402	385630388	
Brian Olson	Today	11:49 AM	1:51	205564237	985014613	
Brian Olson	Today	11:48 AM	0:55	215569134	196374262	
Brian Olson	Today	11:48 AM	0:28	197840975	285636461	

2.2.4 Search for specific calls

To search call recordings by parameters like date range, user and phone number, use the search panel. For details, see the [Quick Search](#) and [Advanced Search](#) sections.



MiaRec

Dashboard

Recordings

Speech Analytics

Reports

Administration

Alexander

Wide view

# Recordings

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

2021/10/01 - 2021/10/31

Brian Olson (+2089551744, ...)

Search for text

Search

No auto-refresh

Tags

Download

Export

Share

Delete

More

0-20 of 31

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	SHARED BY	SHARED WITH	
<input type="checkbox"/>	Brian Olson	Oct 21, 2021	10:26 AM	0:45	476229857	154410616	Alexander	Angela Potts	
<input type="checkbox"/>	Brian Olson	Oct 21, 2021	10:26 AM	0:30	872619377	644022167			
<input type="checkbox"/>	Brian Olson	Oct 21, 2021	10:24 AM	1:04	135034354	624867950			
<input type="checkbox"/>	Brian Olson	Oct 21, 2021	10:24 AM	0:51	419363452	353094099			
<input type="checkbox"/>	Brian Olson	Oct 21, 2021	10:23 AM	0:23	893466587	365819252			

2.2.5 Playback recordings

To playback a call recording, click the respective call in a list and use a built-in media player to listen to the recording.

Recordings

Wide view

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

Select a Date Range

Select a User or Group

Search for text

Search

No auto-refresh

Tags

Download

Export

Share

Delete

More

0-20 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	SHARED BY	SHARED WITH	
<input type="checkbox"/>	Brian Olson	Yesterday	12:42 PM	0:28	158684077	159992013			
<input type="checkbox"/>	Brian Olson	Yesterday	12:42 PM	0:38	908282866	445800501			

Group: Group McConnell-Rodriguez

Caller Party: 908282866 assign to client

Called Party: 445800501 Brian Olson

Date/Time: Yesterday 12:42:04 PM

Duration: 0:38

00:13

00:38

Save audio file

More details

Evaluate

Notes: Add note

Click **More details** or **Open in new window** buttons to switch to a detailed view of call recording, and playback it in an advanced media player. Such an advanced media player displays an audio waveform, which allows you to see visually the moments of silence or overtalk in a conversation. For details, see [Playback recordings](#).



Call 667499271343 -> 402068775

Mark as confidential

Delete Call

INTERACTION

CALL [1]

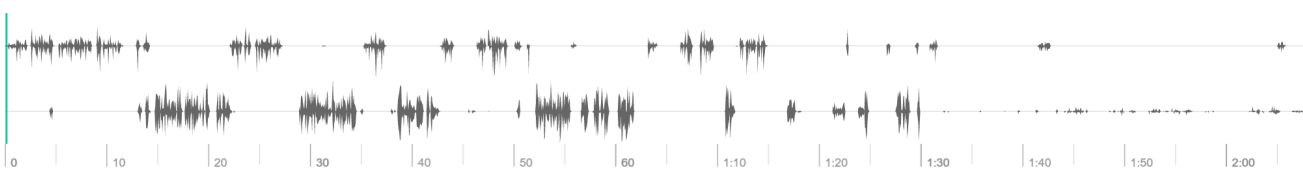
CALL [2]

CALL [3]

Edit Tags

MEDIA PLAYER

Wide view



Play

x1

x1.2

x1.5

x1.7

x2

Save audio file

CALL DETAILS

VOICE ANALYTICS

AGENT EVALUATION

SHARED ACCESS

NOTES

INFO

CALLER PARTY

CALLED PARTY

Tenant: Acme

Date: Oct 18, 2022

Connect Time: 6:58:38 PM

Client: Unknown client (assign)

Phone Number: 667499271343

Phone Name:

User: Jessica Warren

Group: Performance Centre

Phone Number: 402068775

2.2.6 Monitor calls in real-time

As a supervisor, you can monitor employees’ calls in real-time to guide and support agents to deliver optimum customer service. For details, see [Monitor a recorded call in real-time](#).

Call 810454788 -> 357590969

Mark as confidential

Edit Tags

CALL STATUS

Call State: In progress...


Duration: 18s

Recording State: Pause Recording

LIVE MONITORING

Animation: ON

In progress...



18s

Stop live monitoring

INFO

CALLER PARTY

CALLED PARTY

Tenant: System

Date: Today

Client: Unknown client (assign)

Phone Number: 810454788

User: Test User

Group: Agents



## 2.2.7 Create notes for call recordings

If you have the appropriate permissions, you can view and optionally add new notes for call recordings. This way, you can easily find the relevant call recordings by any keyword within the notes. For details, see [Add notes to a recorded call](#).

**Group:** Group McConnell-Rodriguez Open in new window

**Caller Party:** 158684077 assign to client

**Called Party:** 159992013 Brian Olson

**Date/Time:** Yesterday 12:42:42 PM

**Duration:** 0:28

00:00 Save audio file

More details Evaluate

**Notes:** Alexander Today, 11:04 AM Pin to top Delete

This is a sales lead. Follow up in 2 weeks.

The follow-up email has been sent.

Save Cancel

## 2.2.8 View multiple related call segments in one place

MiaRec groups all related calls into a single interaction to create a complete picture of customer communication with your agents. If the call segment is a part of a longer interaction, then a corresponding badge is shown to the right of the call details (for example, **1/3** means this call segment is the first in the interaction that consists of 3 segments). When you open call details, you can see the other segments in a timeline.

**1/3** Joseph Williams Oct 18, 2022 6:51 PM 0:13 510021763590 922388231 (Joseph Williams) Open in new window

**Tenant:** Acme

**Group:** Performance Centre

**Caller Party:** 510021763590 assign to client

**Called Party:** 922388231 Joseph Williams

**Date/Time:** Oct 18, 2022 6:51:41 PM

**Duration:** 0:13

00:00 Save audio file

**Sentiment score:** Total: 😊 25 Customer: 😊 3 Agent: 😊 26

More details Evaluate Save audio file

**Notes:** Add note

**ALL CALLS IN THIS INTERACTION**

TIME	DURATION	CALLER -> CALLED	TIMELINE	
6:51 PM	0:13	510021763590 -> 922388231 (Joseph Williams)		<span>View</span>
6:52 PM	0:35	922388231 (Joseph Williams) -> 4240		<span>View</span>
6:53 PM	3:20	510021763590 -> 922388231 (Joseph Williams)		<span>View</span>



To playback all the call segments at once, open **More details** for the call and navigate to the **Interaction** tab. For details, see [View multi-segment calls](#).

Interaction

INTERACTIONCALL [1]CALL [2]CALL [3]

AUDIO

Switch to basic player

▶ Play

01020304050601:101:201:301:401:502:002:102:202:302:402:503:003:103:203:303:403:504:00

510021763590 -> 922388231

922388231 -> 4240

Silence between call segments has been removed

Save audio file

2.2.9 Tag call recordings

You can assign tags to call recordings to organize and categorize them. To do so, select one or more recordings, click the **Tags** button, select the target tag from the list and click **Apply**.

Select a Date RangeGroup Gentry Ltd (group)Search for textSearch

No auto-refreshTagsDownloadExportShareDeleteMore

Selected rows: 20-20 of many

USER	CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/> Kristina Cooper	+2089552479 (Kristina Cooper)	8293266725	<div>RefundImportant</div>
<input type="checkbox"/> Heidi Sullivan	1337694207	+2089558149 (Heidi Sullivan)	<div>Important</div>
<input checked="" type="checkbox"/> Angela Potts	5829792430	+2089551033 (Angela Potts)	
<input checked="" type="checkbox"/> Kristina Cooper	8749306937	+2089552479 (Kristina Cooper)	
<input type="checkbox"/> Michael Norris	8524578435	+2089551310 (Michael Norris)	
<input type="checkbox"/> Nicholas Blake	+2089553400 (Nicholas Blake)	4031026081	
<input type="checkbox"/> Michael Robinson	+2089553596 (Michael Robinson)	4654491101	
<input type="checkbox"/> Richard Barker	2921357479	+2089551486 (Richard Barker)	

To quickly filter the recordings by tag, navigate to the **By Tag** view and select the target tag from the list on the left. For details, see [Categorize call recordings](#).

- 14/90 -

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# Recordings

Wide view

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

RefundSalesLeadManage Tags

Select a Date RangeSelect a User or GroupSearch for textSearch

No auto-refreshTagsDownloadExportShareDeleteMore0-3 of 3

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
	Brian Olson	Sep 10, 2021	11:53 AM	0:49	593114340	212277933	Lead
	Brian Olson	Sep 10, 2021	11:51 AM	1:50	560754402	385630388	Lead
	Brian Olson	Sep 10, 2021	11:49 AM	1:51	205564237	985014613	Lead

20 per pageNewest first0-3 of 3

2.2.10 Transcription and speech analytics

The MiaRec application can automatically transcribe call recordings, analyze them for sentiment, extract keywords and categorize calls into topics

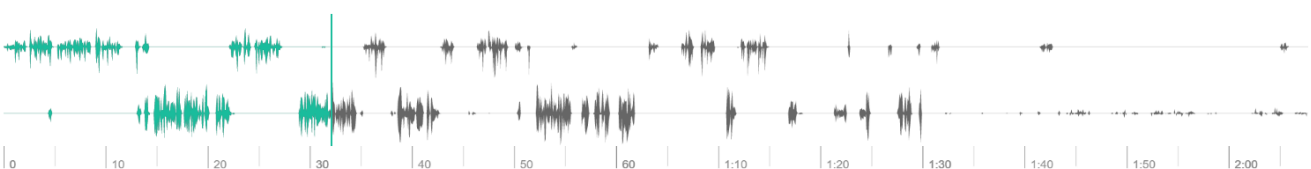
- 15/90 -

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MEDIA PLAYER

Wide view



0

10

20

30

40

50

60

1:10

1:20

1:30

1:40

1:50

2:00

▶ Play

x1

x1.2

x1.5

x1.7

x2

Save audio file

CALL DETAILS

VOICE ANALYTICS

AGENT EVALUATION

SHARED ACCESS

NOTES

SENTIMENT SCORE

-36

☹️

Total Score

-53

☹️

Agent Score

2

😊

Customer Score

0 / 2

Positive / Negative Sentences

TOPICS

Agent Insecurities (1)

KEYWORDS

put on hold

TRANSCRIPT

Agent [0:00]: I'm sorry to put you on hold on. I see three items on your order and the

Customer [0:04]: Right?

Agent [0:05]: the only thing you could do is go to the store where you placed the order and have them fix that for you.  
Because

Customer [0:13]: Ah, I live.

Agent [0:13]: on my end.

Customer [0:14]: I live in Canada and my mom is at work, so I'm not gonna send her again to the store. That's why I'm calling you.

To search call recordings by transcript text:


1. On the **Recordings** page, click the **Advanced Search** tab.
2. In the **Select a parameter** field, choose **Call - Transcript**.
3. Type the text you are interested to search for, and click **Search**.

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# Recordings

Wide view   
License expires in 322 days

ALL CALLS   ACTIVE CALLS   MY CALLS   BY USER   BY CLIENT   UNASSIGNED CALLS   BY TAG   **ADVANCED SEARCH**

Manage Saved Searches

Call - Transcript

Search query

refund

×

+ Add filters

Search

Save Search

No auto-refresh

Tags

Download

Export

Share

Delete

More

0-12 of 12

	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TOPICS	SENTIMENT SCORE
<div><div></div><div></div></div>	Oct 19, 2022	2:50 AM	0:58	810893981518	792545867 (Travis Martinez)	<div>Subsequent (repe... 1</div>	<div>-57</div>
have you call me back so I can be able to go in it and refund it, because right now I'm not. I can't see anything because it's not in our system							
<div><div></div><div></div></div>	Oct 18, 2022	6:57 PM	1:47	623441916396	542243175 (Tracy Butler)		<div>-16</div>
five forty three for it looks like it might be a shipping charge whenever you got your refund. U M A shipping charge for what? Uhm, did you return something? U M i mean							
<div><div></div><div></div></div>	Oct 15, 2022	10:49 PM	0:14	593454062269	928459268 (Kevin Johnson)	<div>Resolution Indic... 1</div>	<div>55</div>
just got confirmation from two supervisors and they said that they will give you a full refund if you have the receipt. Hallelujah, thank you very much Jennifer. No problem, thank you. Have a good							

This concludes an introduction section to the MiaRec platform. In the next chapters, we will discuss each of these topics in detail.

- 17/90 -

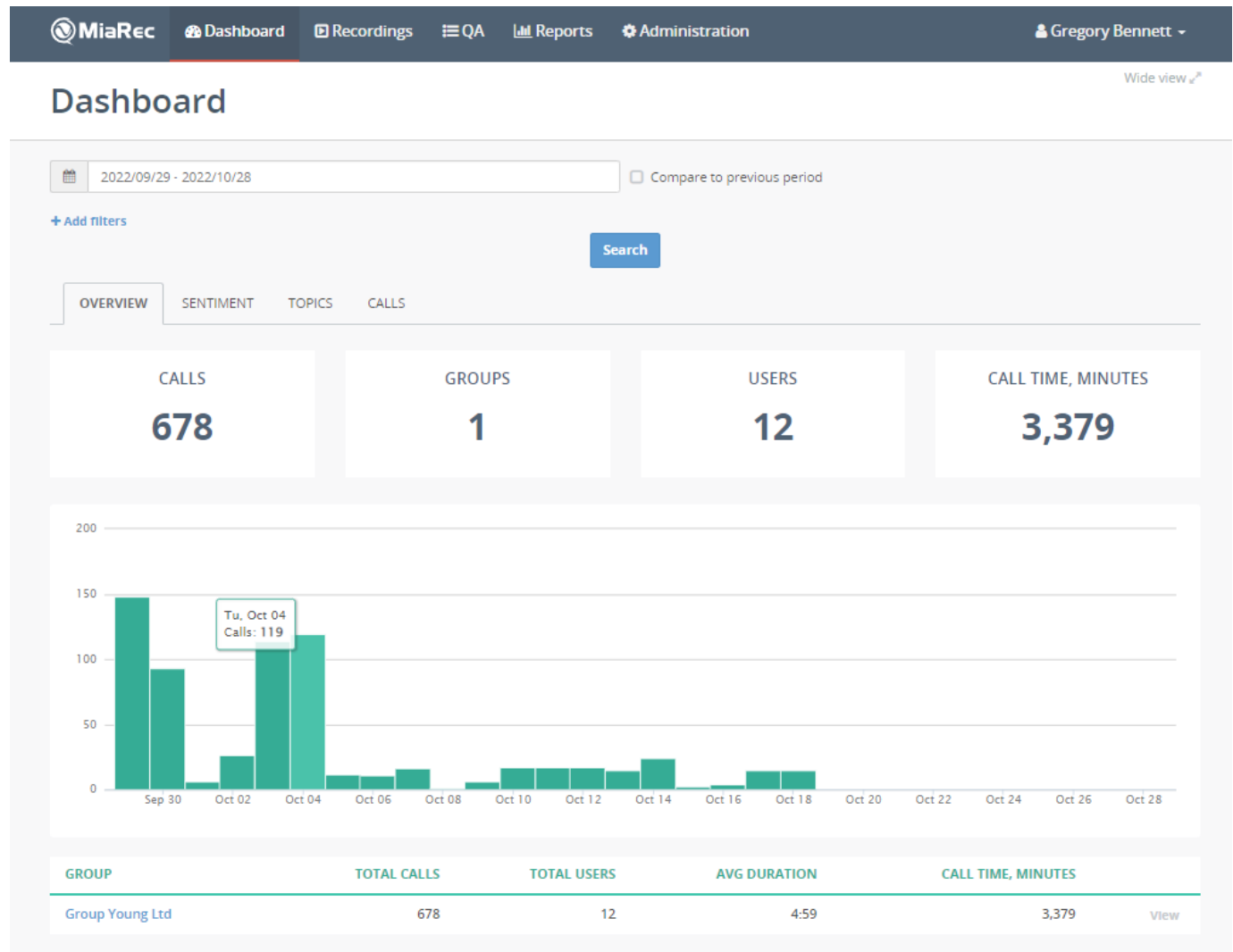
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### 3. Dashboard

#### 3.1 Dashboard Overview

The Dashboard page allows supervisors and users to gain an accurate and evolving picture of their entire call center's performance. With all key metrics available on a single screen, you can derive actionable insights, streamline efficiency, and enhance the experience between the company, agents, and customers.



- Key features of the Dashboard:
- A bird's eye view of various call metrics, like the total number of recorded calls, calls' duration, calls per day and others.
  - A drill-down view that allows you to dive deep into your data and lets you explore your data at a more granular level.
  - Trend analysis view with the ability to compare key metrics over time to instantly see trends
  - Powerful filtering capabilities, which allow you to focus only on the data that is important to you.



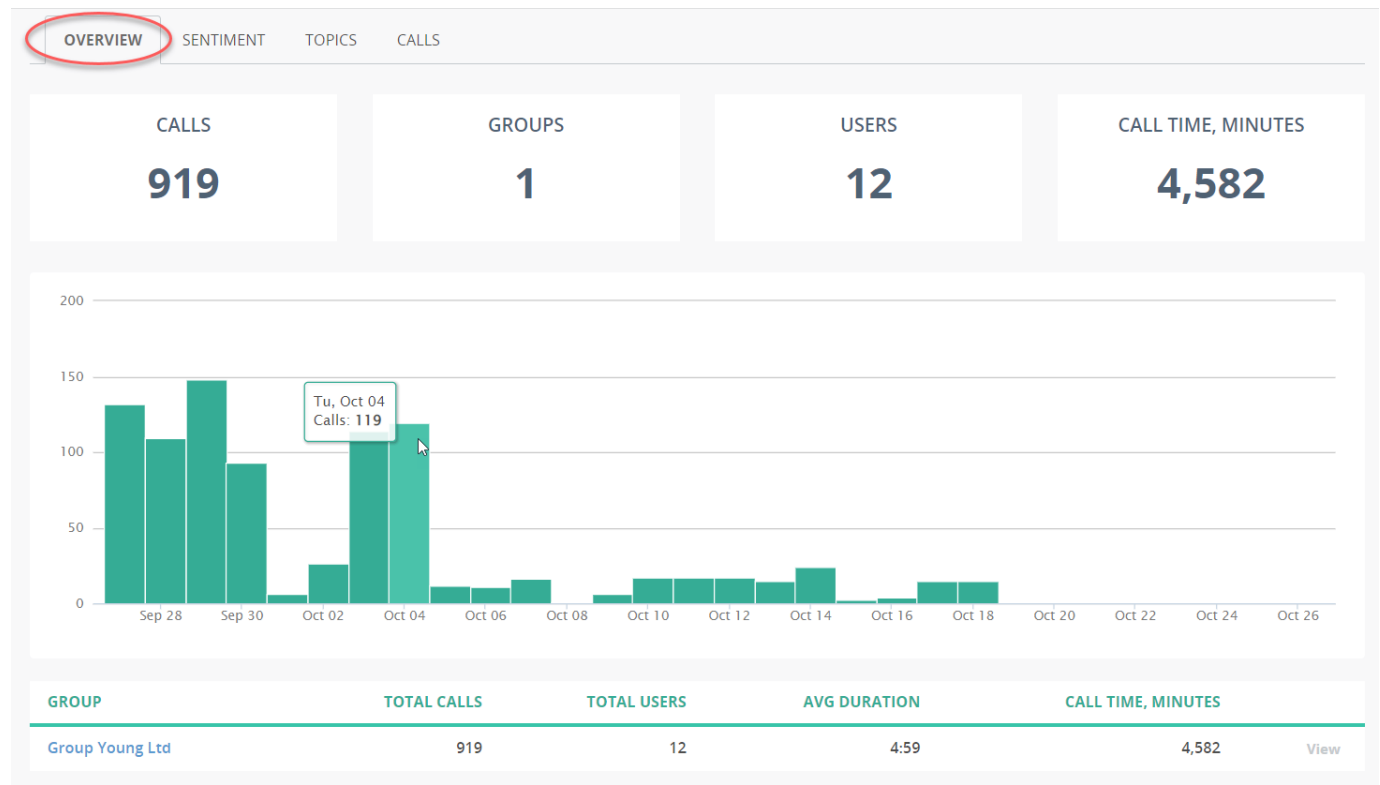
### 3.2 Dashboard metrics

#### 3.2.1 Call Metrics

**Overview tab**

The **Overview** tab provides information about the key call metrics, like the total number of recorded calls per day, call time, and average duration time.

You can view the number of calls per day within the chart by hovering the cursor over a point on the graph.



**Calls tab**















The **Calls** tab shows the call recordings, which relate to the selected period in the Dashboard and the applied filters. Use this tab to review the individual call recordings, from which the aggregated call metrics were calculated.



OVERVIEWSENTIMENTTOPICSCALLS

No auto-refreshTagsDownloadExportShareDeleteMore

0-20 of 200<>

		DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TOPICS	SENTIMENT SCORE	
<input type="checkbox"/>		Oct 19, 2022	6:23 AM	5:18	410953772 (Lori Brennan)	8150259180	Shipping 14Resolution Indic... 6	7	
<input type="checkbox"/>		Oct 19, 2022	3:57 AM	0:53	663889251060	217754290 (Amy Harris)	Resolution Indic... 3Resolution Indic... 1	43	
<input type="checkbox"/>		Oct 19, 2022	2:50 AM	0:58	810893981518	792545867 (Travis Martinez)	Subsequent (repe... 1	-57	
<input type="checkbox"/>		Oct 19, 2022	1:02 AM	4:33	619495167947	142701964 (Pamela Smith)	Problem 2Agent insecuriti... 1Credit card 1	-37	
<input type="checkbox"/>		Oct 19, 2022	12:23 AM	0:16	474235319971	782822261 (Mr. John Morales)	Resolution Indic... 1	60	
<input type="checkbox"/>		Oct 18, 2022	11:44 PM	9:23	207435901101	230696870 (Thomas Bell)	Resolution Indic... 2Credit card 1Payment language 1	-12	
<input type="checkbox"/>		Oct 18, 2022	8:13 PM	0:34	252212587918	685297319 (Johnathan Carr)	Resolution Indic... 2Payment language 1Resolution Indic... 1	30	

**Info**

A list of the displayed columns in the **Calls** tab is configured by the administrator under **Administration > Customization > Field Visibility**.



### 3.2.2 Sentiment Metrics

The **Sentiment** tab provides easy yet granular visibility into the sentiment analysis and scoring of all customer interactions.

Sentiment analysis uses Artificial Intelligence (AI) and machine learning to analyze call transcripts for polarity. Polarity refers to the overall sentiment conveyed by a particular text, phrase or word. This polarity can be expressed as a numerical rating known as a "sentiment score".

The call distribution by sentiment is grouped into 5 categories and marked with distinctive labels:

- **Very negative**
- **Negative**
- **Neutral**
- **Positive**
- **Very positive**

#### Sentiment score vs sentiment label

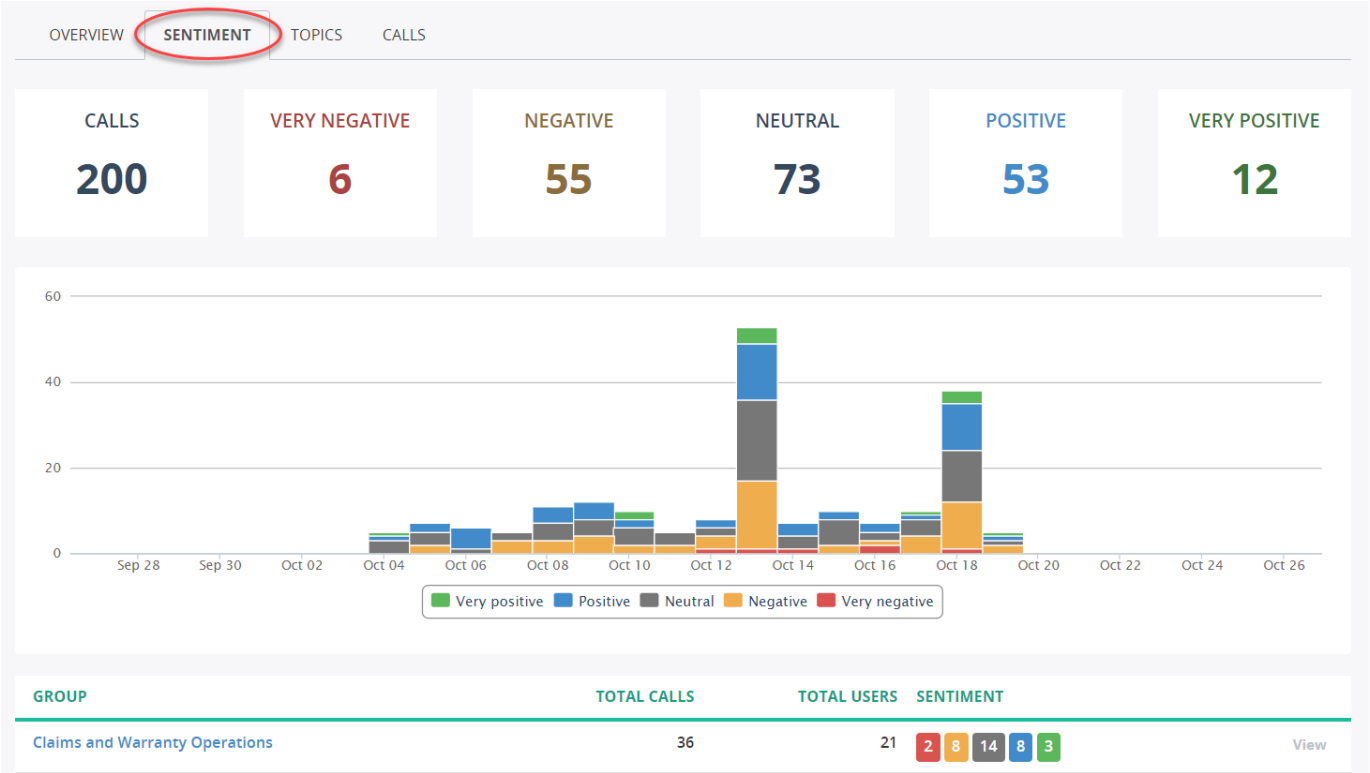
The sentiment labels are set based on a numeric sentiment score that is calculated for each call, where each label covers 20% of the values on a scale. The MiaRec platform uses a numeric scale from -100 to +100 for a sentiment score.

A relationship between labels and scores is presented in the following list:

- **Very negative** (scores below -60)
- **Negative** (scores between -60 and -20)
- **Neutral** (scores between -20 and +20)
- **Positive** (scores between +20 to +60)
- **Very positive** (scores above +60)

The **Sentiment** page shows the overall distribution of calls by sentiment as well as the chart, which represents daily sentiment trends through the selected period.





Depending on a drill-down level, the **Sentiment** page also shows a distribution of calls by sentiment for each group or user.

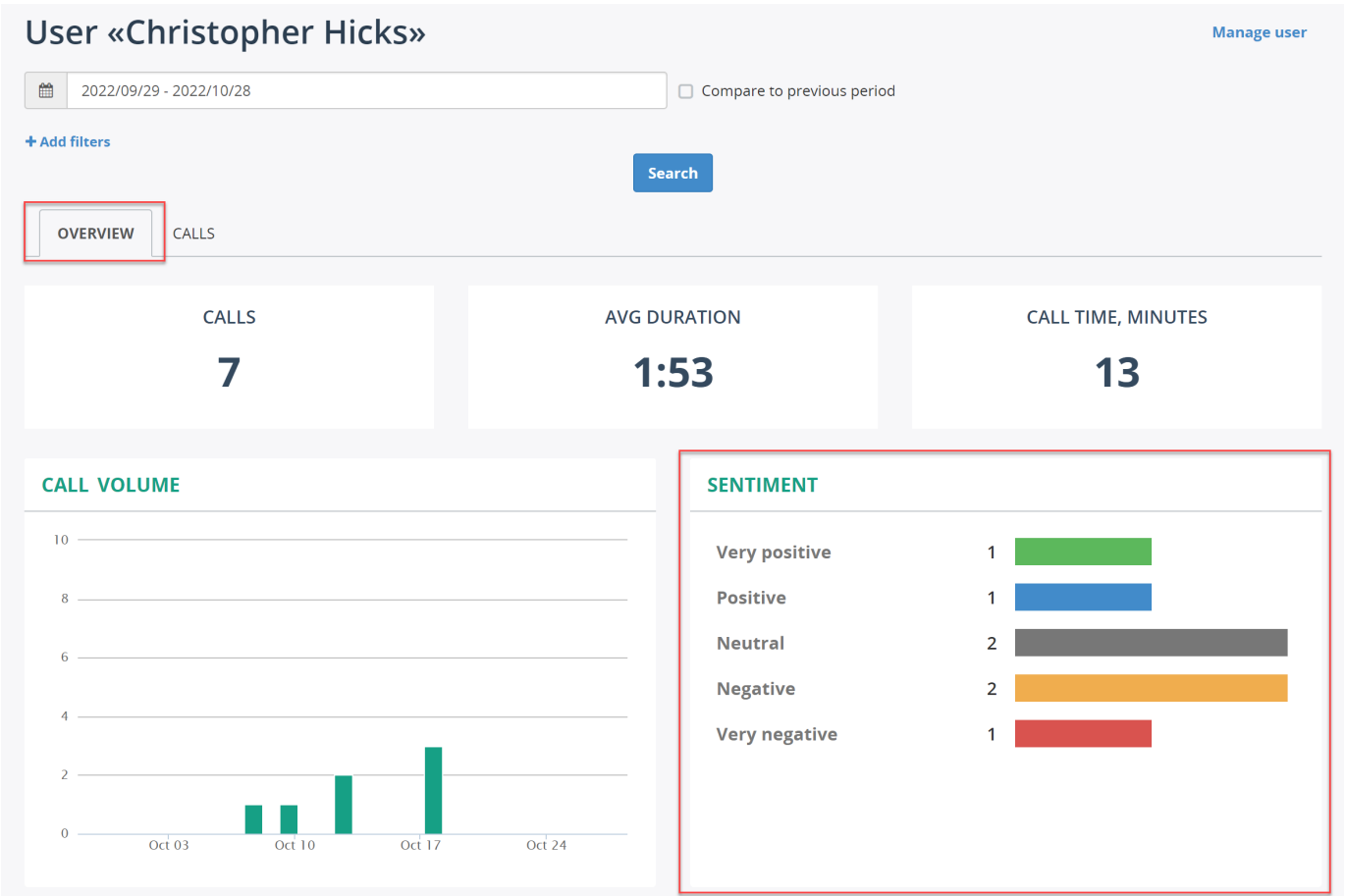
The inline labels show the total number of calls in each sentiment category. By hovering a mouse cursor over a label, you can see the sentiment category name.

GROUP	TOTAL CALLS	TOTAL USERS	SENTIMENT	
Claims and Warranty Operations	37 <span>↑+37</span>	21	<div><div>2</div><div>8</div><div>14</div><div>8</div><div>3</div></div>	<a href="#">View</a>
Dealer Support and Customer Care	20 <span>↑+20</span>	13	<div><div>7</div><div>9</div><div>2</div><div>2</div></div>	<a href="#">View</a>
Distribution Centre	63 <span>↑+63</span>	45	<div><div>2</div><div>11</div><div>28</div><div>19</div><div>3</div></div>	<a href="#">View</a>
Performance Centre	81 <span>↑+81</span>	53	<div><div>2</div><div>29</div><div>22</div><div>24</div><div>4</div></div>	<a href="#">View</a>

Sentiment metrics on a user level

When drilling down to a user level, the sentiment metrics are presented on the **Overview** page:





Sentiment score in Calls tab

By navigating to the **Calls** tab, you can view the sentiment score in the corresponding column of the calls list.

OVERVIEWSENTIMENTTOPICSCALLS

No auto-refreshTagsDownloadExportShareDeleteMore

60-80 of 201<>

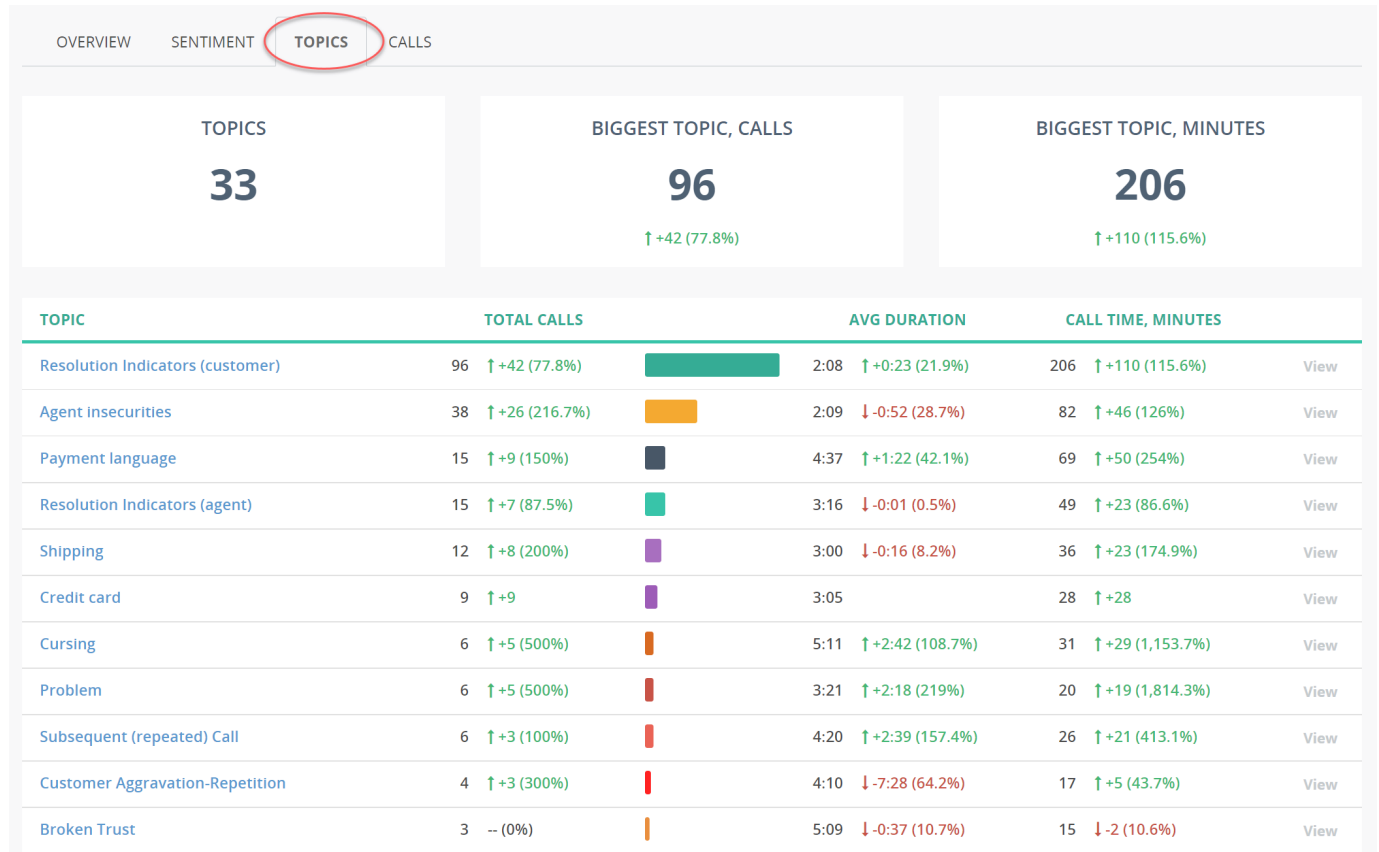
	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TOPICS	SENTIMENT SCORE	
<input type="checkbox"/>	Oct 16, 2022	12:25 AM	0:15	280729871226	277316596 (Jesse Thornton)		38	
<input type="checkbox"/>	Oct 15, 2022	10:49 PM	0:14	593454062269	928459268 (Kevin Johnson)	Resolution Indic... 1	55	
<input type="checkbox"/>	Oct 15, 2022	9:04 PM	5:23	151012704193	649268264 (Steven Mann)	Broken Trust 2Resolution Indic... 2	-18	
<input type="checkbox"/>	Oct 15, 2022	8:51 PM	2:38	864852586041	141135652 (Linda Miller)	Resolution Indic... 3	27	
<input type="checkbox"/>	Oct 15, 2022	6:45 PM	4:13	3360900690	638899152 (Matthew Scott)	Resolution Indic... 4Agent insecuriti... 1Subsequent (repe... 1	11	
<input type="checkbox"/>	Oct 15, 2022	6:28 PM	0:27	502501311263	382247525 (Jim Diaz)	Resolution Indic... 1	-39	
<input type="checkbox"/>	Oct 15, 2022	5:17 PM	10:16	454410584199	784368854 (Timothy Morton)	Resolution Indic... 3Resolution Indic... 1	-15	



### 3.2.3 Topic Metrics

The **Topics** page shows the call distribution by topic. For example, as a supervisor, you can easily and quickly analyze call volume trends per topic over time, e.g., changes in the number of calls related to shipping issues from last month to this month.

The topics are shown in sorted order, starting with the topic with the highest number of calls shown at the top.



By drilling down to the individual topic, you can view trends of such a topic in a chart. This page also shows a list of keywords that are used to categorize calls with this topic.



Topic«Shipping»

Manage topic

2022/09/01 - 2022/09/30

☐ Compare to previous period

+ Add filters

Search

OVERVIEW

CALLS

Name: Shipping

Speaker: Both

CALLS

16

KEYWORDS

6

CALL TIME, MINUTES

49

10

8

6

4

2

0

Sep 01

Sep 03

Sep 05

Sep 07

Sep 09

Sep 11

Sep 13

Sep 15

Sep 17

Sep 19

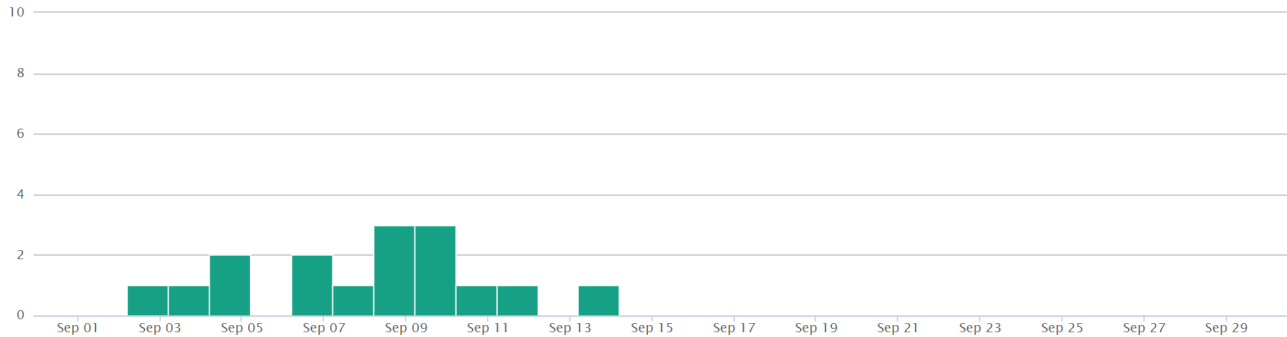
Sep 21

Sep 23

Sep 25

Sep 27

Sep 29



Date	Count
Sep 03	1
Sep 04	1
Sep 05	2
Sep 07	2
Sep 08	1
Sep 09	3
Sep 10	3
Sep 11	1
Sep 12	1
Sep 13	1

KEYWORDS

DHL

FedEx

package

tracking number

UPS

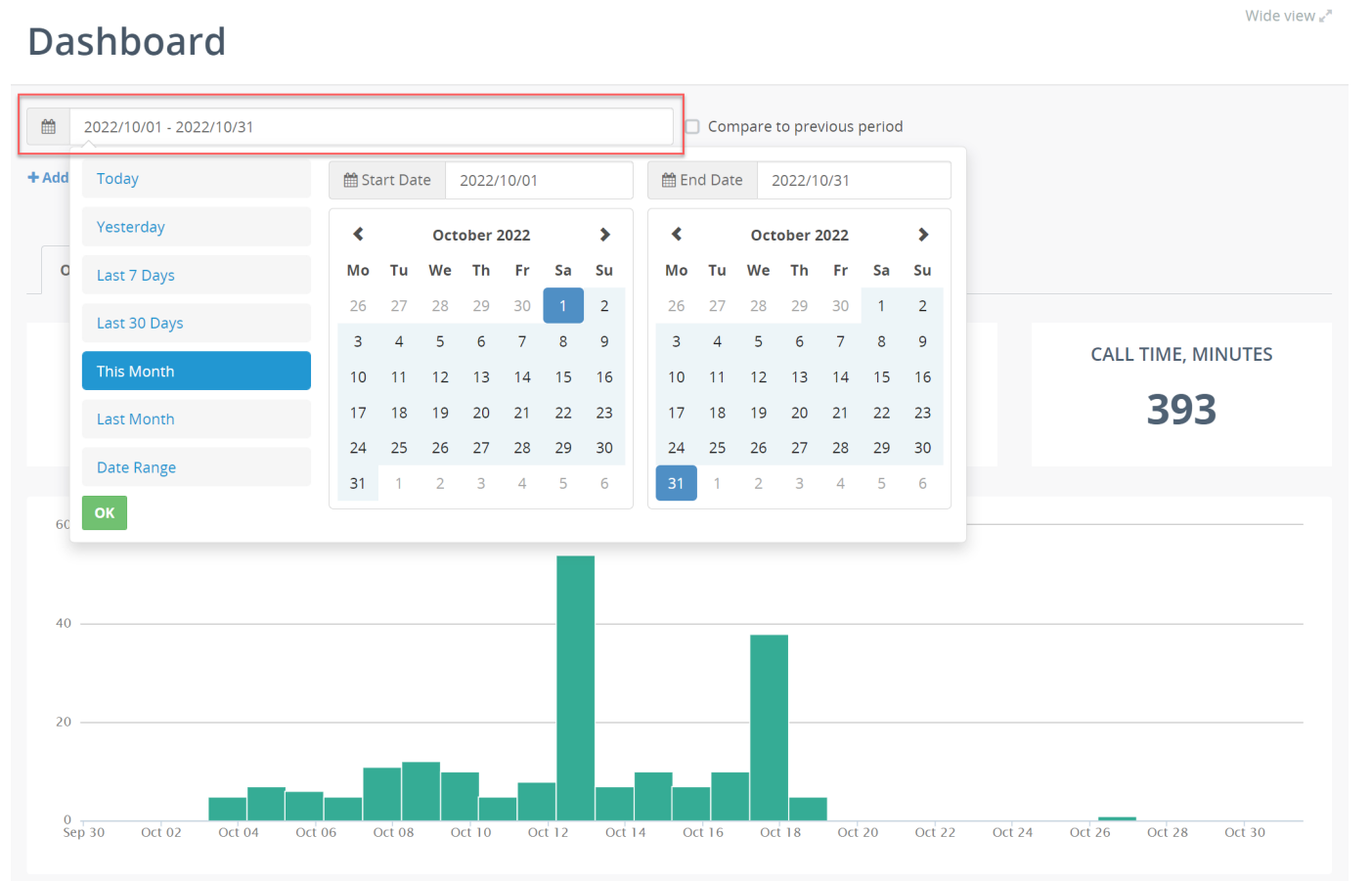
USPS



### 3.3 Filter Data in Dashboard

#### 3.3.1 Select a date range

To review metrics for a specific period of time, select the date range in the Date Range input control. You can choose from one of the options like "Last 30 days", "This month", "Last month" as well as a custom date range:




#### 3.3.2 Add Filters

Optionally, you can filter data that is presented in a dashboard. For example, you may filter calls by direction (inbound only) and duration (longer than 0:15).



Wide view 

# Dashboard

 2022/10/11 - 2022/10/22

☒ Compare to previous period

Call - Direction

Is

Inbound

×

×

Call - Duration

Greater than

0:15

×

[+ Add filters](#)

Search

OVERVIEW

SENTIMENT

TOPICS

CALLS

CALLS

122

↑ +69 (130.2%)

GROUPS

4

USERS

132

CALL TIME, MINUTES

264

↑ +176 (201.9%)

Click **Add filters** to add filtering criteria to the input data.

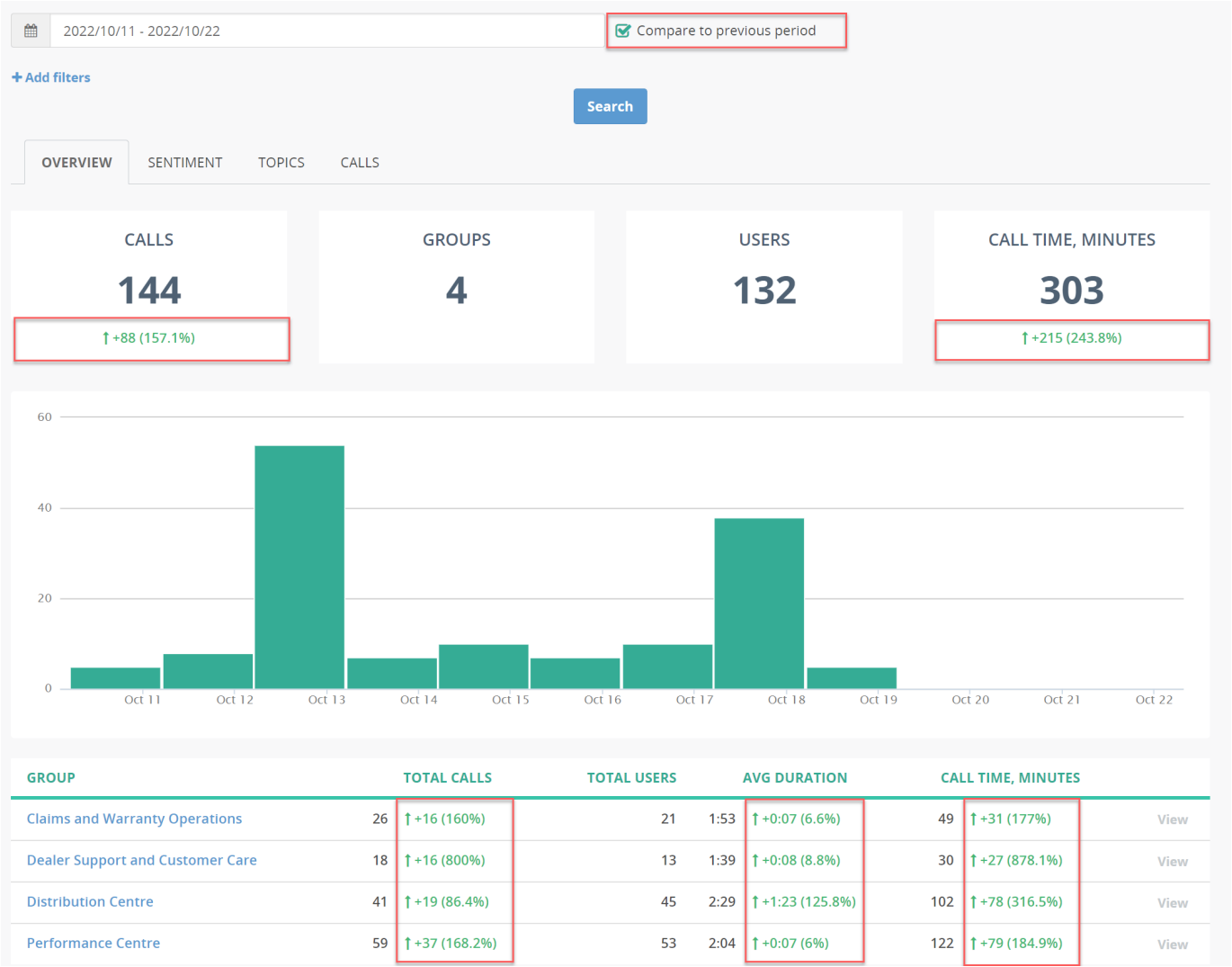


### 3.4 Compare to Previous Period

Comparing metrics over time is a great way to benchmark progress and identify issues as they come up.

If the **Compare to previous period** checkbox is selected, then all applicable metrics are calculated for both the current period and the previous one (for example the current month and the previous month).

A magnitude of increase or decrease is shown in both absolute and relative (percentage) measures.

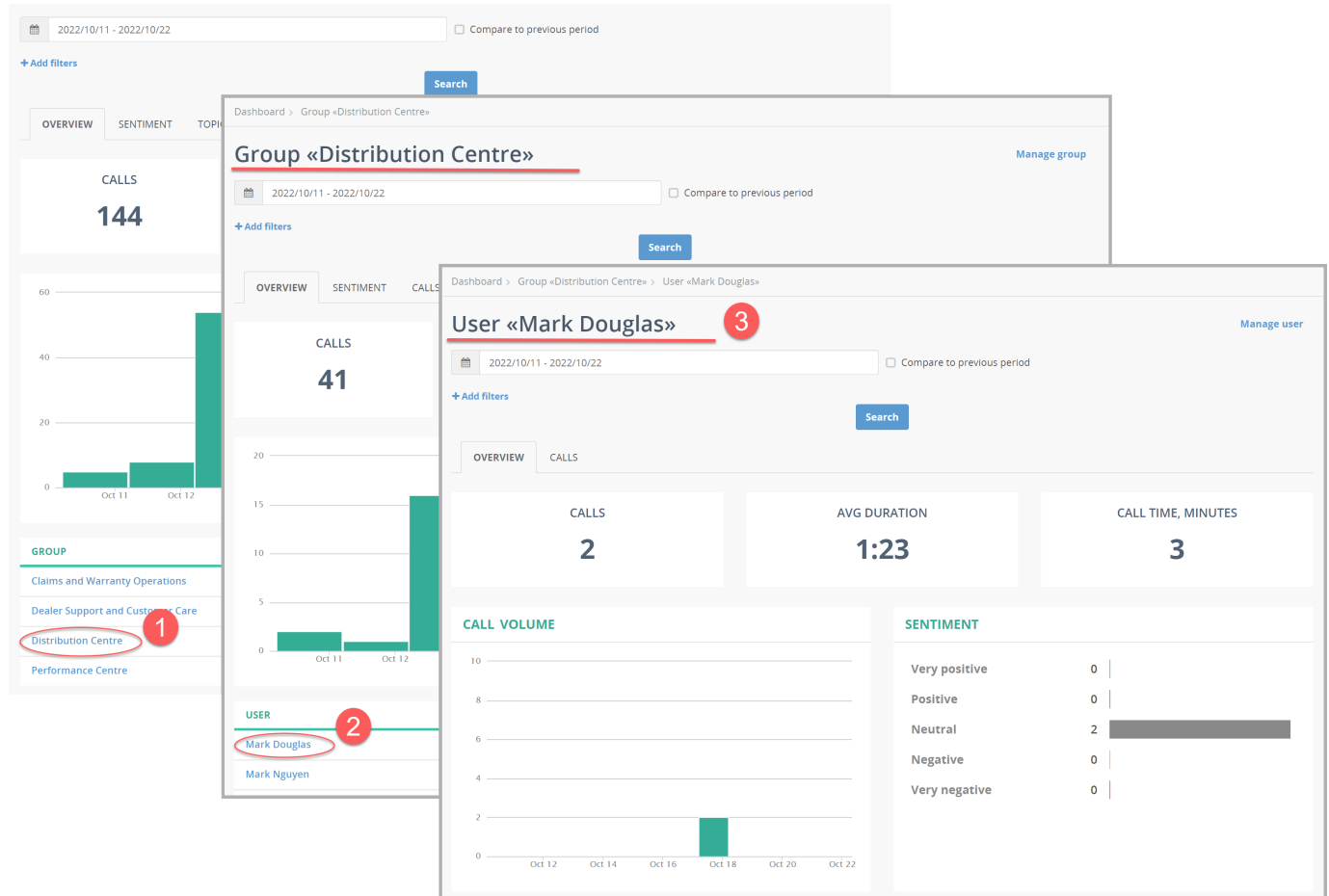




### 3.5 Drill-Down Capabilities

With a drill-down capability, you can dive deep from a bird's eye view of the data to a more granular view, like group or user-level metrics.

To dive deep into the data, click the name of the corresponding group, user or topic, or click the **View** button next to such a name.



#### 3.5.1 Breadcrumbs

The breadcrumbs at the top of the screen allow users to be aware of the current location within the hierarchical structure of a dashboard.

##### **What are breadcrumbs?**

Breadcrumbs are a list of links representing the current page and its "ancestors" (parent page, grandparent page, and so on), going all the way back to the Dashboard homepage.

To navigate to the upper level in the Dashboard hierarchy, click the corresponding link in the Breadcrumbs.




# Dashboard

Dashboard > Group «Claims and Warranty Operations» > User «Amy Peters»

## User «Amy Peters»

[Manage user](#)

 2022/10/11 - 2022/10/22

☒ Compare to previous period

[+ Add filters](#)

Search

OVERVIEWCALLS

<div>CALLS</div> <div>1</div> <div>-- (0%)</div>	<div>AVG DURATION</div> <div>1:19</div> <div>↓ -3:19 (71.6%)</div>	<div>CALL TIME, MINUTES</div> <div>1</div> <div>↓ -3 (71.6%)</div>
--	--	--



## 4. Recordings

### 4.1 Recordings overview

The **Recordings** page has tabs **All Calls**, **Active Calls**, **My Calls** and others, that provide quick access to the recordings that meet the respective criteria like "active calls only", "my calls only", and so on.

Recordings

Wide view

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

Select a Date Range

Select a User or Group

Search for text

Search

No auto-refreshTagsDownloadExportEmailDeleteMore

0-20 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/>	Brian Olson	Today	11:53 AM	0:49	593114340	212277933	
<input type="checkbox"/>	Brian Olson	Today	11:51 AM	1:50	560754402	385630388	
<input type="checkbox"/>	Brian Olson	Today	11:49 AM	1:51	205564237	985014613	
<input type="checkbox"/>	Brian Olson	Today	11:48 AM	0:55	215569134	196374262	
<input type="checkbox"/>	Brian Olson	Today	11:48 AM	0:28	197840975	285636461	

MiaRec supports the following views:

- **All calls** - Displays all the call recordings (including active ones). Note, depending on your role permissions and the access scope, not all call recordings might be accessible to you.
- **Active calls** - Displays the in-progress call recordings.
- **My calls** - Displays call recordings associated with the currently logged-in user.
- **By user** - Displays call recordings by a group or user.
- **By client** - Displays call recordings by a client. For details, see [Filter calls by a client](#).
- **Unassigned calls** - Displays call recordings that are not assigned to any user; this view is visible to administrators only.
- **By tag** - Displays call recordings by a tag. For details, see [Categorize call recordings](#).
- **Advanced search** - Provides access to an advanced search form. For details, see [Advanced search](#).

Info

Each view may have a different set of visible columns, which are configured by an administrator.



## 4.2 Playback recordings

### 4.2.1 Overview

You can playback call recordings either on the **Recordings** page or on the **Call Details** page.

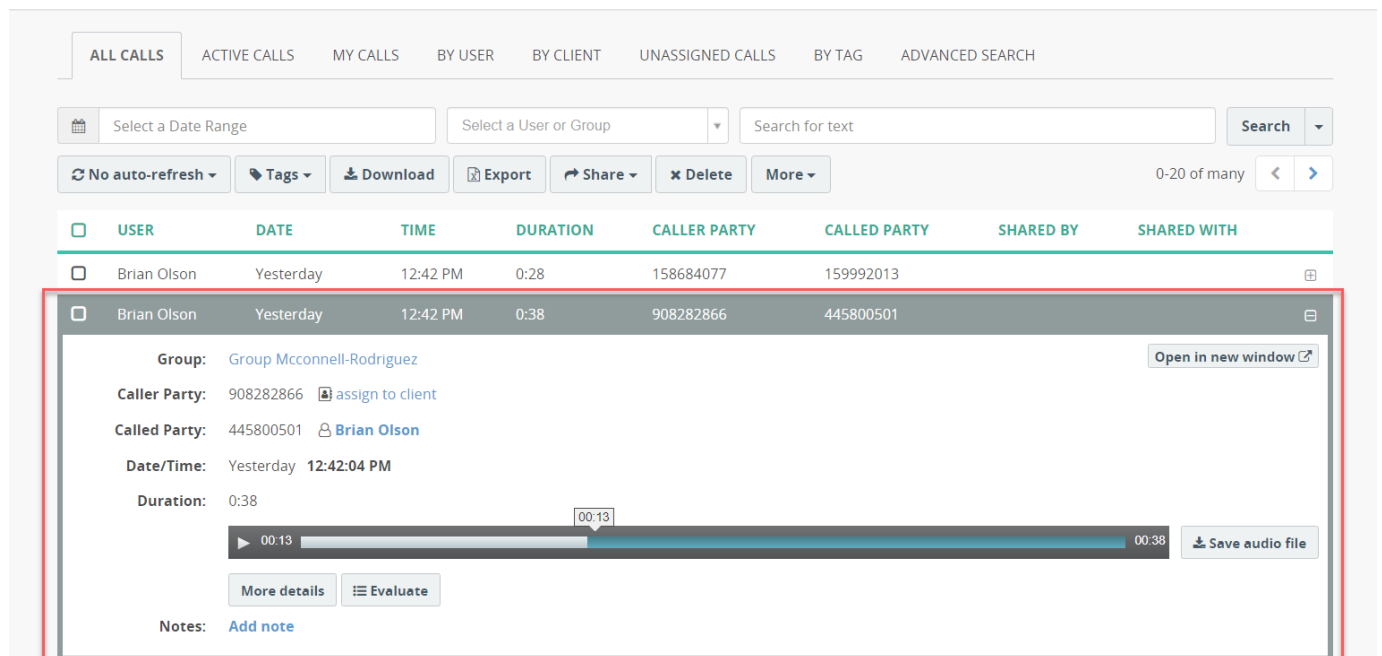
### 4.2.2 Inline basic media player on the Recordings page

On the **Recordings** page, click in the list of recordings to display an inline basic audio player. From this screen, you can also download an audio file by clicking **Save audio file** button.

#### Info

To download files, your user account must have the Download permission.

## Recordings

[Wide view](#)

The screenshot displays the 'Recordings' page interface. At the top, there are tabs for 'ALL CALLS', 'ACTIVE CALLS', 'MY CALLS', 'BY USER', 'BY CLIENT', 'UNASSIGNED CALLS', 'BY TAG', and 'ADVANCED SEARCH'. Below these tabs are search filters: 'Select a Date Range', 'Select a User or Group', and 'Search for text'. A 'Search' button is located to the right of the search filters. Below the search filters are several action buttons: 'No auto-refresh', 'Tags', 'Download', 'Export', 'Share', 'Delete', and 'More'. A pagination indicator shows '0-20 of many' with navigation arrows.

<input type="checkbox"/>	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	SHARED BY	SHARED WITH
<input type="checkbox"/>	Brian Olson	Yesterday	12:42 PM	0:28	158684077	159992013		
<input type="checkbox"/>	Brian Olson	Yesterday	12:42 PM	0:38	908282866	445800501		

The second row of the table is expanded, showing an inline basic media player. The player includes the following information:

- Group:** Group McConnell-Rodriguez
- Caller Party:** 908282866 [assign to client](#)
- Called Party:** 445800501 [Brian Olson](#)
- Date/Time:** Yesterday 12:42:04 PM
- Duration:** 0:38
- A progress bar with a play button, a slider showing 00:13, and a 'Save audio file' button.
- More details** and **Evaluate** buttons.
- Notes:** [Add note](#)

### 4.2.3 Advanced media player on the Call Details page

The Advanced Media Player is shown on the Call Details page. To open such a page, click **More details** or **Open in new window** buttons for the respective call on the **Recordings** page



Brian Olson

Yesterday

12:42 PM

0:38

908282866

445800501

Group: Group McConnell-Rodriguez

Caller Party: 908282866 [assign to client](#)

Called Party: 445800501 [Brian Olson](#)

Date/Time: Yesterday 12:42:04 PM

Duration: 0:38

00:13

00:38

[Save audio file](#)

[More details](#)

[Evaluate](#)

Notes: [Add note](#)

[Open in new window](#)

An audio waveform in the Advanced Media Player, which allows you to visually see the moments of silence or overtalk in a conversation.

Call 667499271343 -> 402068775

[Mark as confidential](#)[Delete Call](#)

INTERACTION

CALL [1]

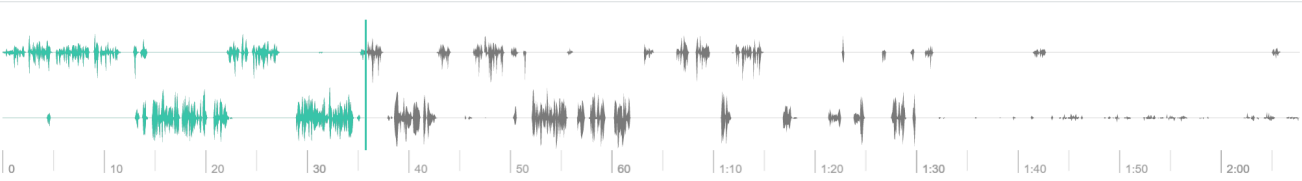
CALL [2]

CALL [3]

Edit Tags

MEDIA PLAYER

Wide view



[Pause](#)

[x1](#)

[x1.2](#)

[x1.5](#)

[x1.7](#)

[x2](#)

[Save audio file](#)

CALL DETAILS

VOICE ANALYTICS

AGENT EVALUATION

SHARED ACCESS

NOTES

INFO

Tenant: Acme

Date: Oct 18, 2022

Connect Time: 6:58:38 PM

CALLER PARTY

Client: Unknown client (assign)

Phone Number: 667499271343

Phone Name:

CALLED PARTY

User: Jessica Warren

Group: Performance Centre

Phone Number: 402068775

With the Advanced Media Player, you can control a playback speed from x1 to x2. Speeding up will allow you to listen to the recording faster, which saves time.

To download the audio file click **Save audio file** button.

Info

To download files, your user account must have the Download permission.



## 4.3 Add notes to call recordings

---

### 4.3.1 Overview

---

You can use notes to save important information related to call recordings. Such notes are searchable, so you can easily pull the recordings that have certain text in their notes.

The notes can be added to either the **Recordings** page or the **Call Details** page.



### 4.3.2 Add notes from the Recordings page

1. Navigate to the inline call details view and click **Add note**.

The screenshot shows the inline call details view for a call by Brian Olson on Nov 9, 2021, at 12:42 PM, lasting 0:28. The call details include the caller party (158684077) and called party (159992013). The call is tagged as 'Important'. Below the call details, there is a section for notes. A note from Alexander, dated Yesterday, 11:04 AM, is displayed: 'This is a sales lead. Follow up in 2 weeks.' At the bottom of the notes section, the 'Add note' button is highlighted with a red box.

2. Enter your note and click **Save**.

The screenshot shows the inline call details view with the 'Add note' form open. The form contains the text: 'The email has been sent to the user.' Below the text input field, there are 'Save' and 'Cancel' buttons. The 'Add note' button from the previous screenshot is no longer visible, as the form is now open.

The notes are displayed in a sorting order from the oldest to the newest. However, it is possible to pin any note to the top (out of order) by clicking **Pin to top**.



**Group:** Group McConnell-Rodriguez Open in new window

**Caller Party:** 158684077 [assign to client](#)

**Called Party:** 159992013 [Brian Olson](#)

**Date/Time:** Nov 9, 2021 12:42:42 PM

**Duration:** 0:28

**Notes:**

- Alexander** Yesterday, 11:04 AM Pin to top Delete  
This is a sales lead. Follow up in 2 weeks.
- Alexander** Today, 3:19 PM Pin to top Delete  
The email has been sent to the user.

[Add note](#)

### 4.3.3 Add notes from the Call Details page

You can also view/add notes from the **Call Details** page, using the **Notes** section at the bottom of the page.

**Call 619495167947 -> 142701964** Mark as confidential Delete Call

[evaluate](#) [Edit Tags](#)

**MEDIA PLAYER** Wide view

[Play](#) [x1](#) [x1.2](#) [x1.5](#) [x1.7](#) [x2](#) [Save audio file](#)

**CALL DETAILS** **VOICE ANALYTICS** **AGENT EVALUATION** **SHARED ACCESS** **NOTES 1**

**NOTES**

- admin** Today, 2:59 PM Pin to top Delete  
customer requested a refund because the package was damaged

[Add note](#)

### 4.3.4 Search in notes

You can use a Quick Search as well as Advanced Search to find call recordings with certain text in notes.

To use Quick Search, type the search text input control and hit the **Search** button. The results will be highlighted in the Notes section of the call info.



Recordings

Wide view License expires in 322 days

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

2022/09/29 - 2022/10/28

Select a User or Group

package was damaged

Search

No auto-refresh

Tags

Download

Export

Share

Delete

More

0-1 of 1

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
<div><div><div></div><div></div></div><div>Pamela Smith</div><div>Oct 19, 2022</div><div>1:02 AM</div><div>4:33</div><div>619495167947</div><div>142701964 (Pamela Smith)</div><div>evaluate</div><div></div></div> <div><div>Tenant: Acme</div><div>Group: Distribution Centre</div><div>Caller Party: 619495167947 assign to client</div><div>Called Party: 142701964 Pamela Smith</div><div>Date/Time: Oct 19, 2022 1:02:57 AM</div><div>Duration: 4:33</div><div><div>00:00</div><div></div><div>00:00</div><div></div></div><div>Sentiment score: Total: -37 Customer: -51 Agent: -30</div><div>Topics: Problem (2) Agent insecurities Credit card</div><div>Keywords: problem NOTIN ("no problem"   "n... 2 put on hold "card number"</div><div><div>More details</div><div>Evaluate</div><div>Save audio file</div></div><div>Notes: admin Today, 2:59 PM Pin to top Delete</div><div>customer requested a refund because the package was damaged</div><div>Add note</div></div>							

To use Advanced Search, select the **Call - Notes** in the Parameter list, choose the appropriate operator, enter the text to search and hit the **Search** button.

In the Advanced Search form, you can mix and match multiple criteria for searching, like Date/time range, user/group, call direction, duration etc.



# Recordings

Wide view 

License expires in 322 days

ALL CALLS
ACTIVE CALLS
MY CALLS
BY USER
BY CLIENT
UNASSIGNED CALLS
BY TAG
ADVANCED SEARCH

Call - Notes

Includes

package was damaged

+ Add filters

Search

Save Search

No auto-refresh

Tags

Download


Export

Share

Delete

More

0-1 of 1

	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TOPICS	SENTIMENT SCORE
	Oct 19, 2022	1:02 AM	4:33	619495167947	142701964 (Pamela Smith)	<div>Problem 2</div> <div>Agent insecuriti... 1</div> <div>Credit card 1</div>	-37

Tenant: Acme

Group: Distribution Centre

Caller Party: 619495167947 [assign to client](#)

Called Party: 142701964 [Pamela Smith](#)

Date/Time: Oct 19, 2022 1:02:57 AM

Duration: 4:33

00:00

00:00

Sentiment score: Total: -37 Customer: -51 Agent: -30

Topics: Problem (2) Agent insecurities Credit card

Keywords: problem NOTIN ("no problem" | "n... 2 put on hold "card number"

More details

Evaluate

Save audio file

Notes:

admin Today, 2:59 PM

customer requested a refund because the package was damaged

Pin to top

Delete

Add note

## Info

The found text is not highlighted in the Advanced Search results by design.

### 4.3.5 Alternatives for Call Notes

Adding notes is a powerful tool for users who needs to add notes to call recordings in a free-text format.

If a free-text format capability is not required, then there are better alternatives to call notes:

- [Tags](#)
- [Custom fields](#)

- 38/90 -

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#### 4.4 Export call details to CSV file

On the **Recordings** page, you can export call details for one or multiple recordings to Excel ( \*.csv ) file for further data analysis.

 **Note**

The CSV file contains metadata only. If you need to export audio files as well, then use the [Download recordings](#) option.

To export call details to a CSV file, select the call recordings on the **Recordings** page, and click the **Export** button.

## Recordings

ALL CALLS
ACTIVE CALLS
MY CALLS
BY USER
BY CLIENT
UNASSIGNED CALLS
BY TAG
ADVANCED SEARCH

Search

No auto-refresh
Tags
Download
Export
Email
Delete
More
Selected rows: 2
0-20 of many

<input type="checkbox"/>	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY
<input checked="" type="checkbox"/>	Brian Olson	Oct 1, 2021	12:17 PM	1:13	867222403	916930507
<input checked="" type="checkbox"/>	Brian Olson	Oct 1, 2021	12:17 PM	0:23	108632557	163218400
<input type="checkbox"/>	Brian Olson	Oct 1, 2021	12:16 PM	1:20	849183393	993111344

In the pop-up dialog, click the link to download the CSV file.

A screenshot of the MiaRec web application interface. A modal dialog box is open in the center, titled "MiaRec" with a close button (X) in the top right corner. The dialog contains the text "Export 2 calls to Excel (CSV) file" in blue. Below the dialog, the main interface is visible but dimmed. It shows a navigation bar with "Dashboard", "Recordings", "QA", "Reports", and "Administration". Below the navigation bar, there are tabs for "ACTIVE CALLS", "MY CALLS", "BY USER", and "BY DATE". A date range selector shows "2022/10/31". A dropdown menu for "Select a User or Group" and a search bar for "Search for text" are also visible. At the bottom, there are buttons for "Tags", "Download", "Export", "Share", "Delete", and "More". The text "Selected rows: 2" is displayed at the bottom right.



## 4.5 Download audio files

You can download an individual audio file or multiple audio files in bulk.

### Info

A download option may be unavailable to you if the Download permission is not granted by your administrator to your user account.

### 4.5.1 Download the audio file from the Recordings page

On the **Recordings** page, select the call recording in the list and click the **Save audio file** button to download the audio file to your computer.

The screenshot shows a call recording interface. At the top, there's a header with tenant and group information. Below that, call details like caller and called party numbers, date, and duration are listed. A sentiment score bar shows 'Total: 7', 'Customer: 15', and 'Agent: -1'. Topics and keywords are listed with counts. At the bottom, there's a 'Notes' section with a note from John Ortiz. A red box highlights the 'Save audio file' button in the bottom right corner of the interface.

### 4.5.2 Download the audio file from the Call Details page

On the extended **Call Details** page, click the **Save audio file** button to download the audio file to your computer.

The screenshot shows a 'Call Details' page for a specific call. At the top, the call number is displayed. Below it, there's a 'MEDIA PLAYER' section with a waveform visualization of the audio. A red box highlights the 'Save audio file' button in the bottom right corner of the media player interface.

### 4.5.3 Download multiple audio files in bulk

On the **Recordings** page, you can download up to 20 recordings at once in a ZIP archive file.

To do that, select the respective recordings from the list and click the **Download** button.



# Recordings

Wide view

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

Select a Date Range

Select a User or Group

Search for text

Search

No auto-refreshTagsDownloadExportEmailDeleteMore

Selected rows: 20-20 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY
<input checked="" type="checkbox"/>	Brian Olson	Oct 1, 2021	12:17 PM	1:13	867222403	916930507
<input checked="" type="checkbox"/>	Brian Olson	Oct 1, 2021	12:17 PM	0:23	108632557	163218400
<input type="checkbox"/>	Brian Olson	Oct 1, 2021	12:16 PM	1:20	849183393	993111344

The dialog box will pop up with the link to download a ZIP file.

RecordingsQAReportsAdministration

MY CALLSBY USERBY

Select a User or Group

Search for text

MiaRec

Download 2 calls (9.7 MB zip file)

Close



## 4.6 Delete call recordings

The page describes how you can remove call recordings from the MiaRec platform.

### 4.6.1 Delete recordings in bulk

To delete a recorded call:

1. Click the **Recordings** tab.
2. Select the call(s) that you want to delete.
3. Click the **Delete** button.

## Recordings

[Wide view](#)

ALL CALLS   ACTIVE CALLS   MY CALLS   BY USER   BY CLIENT   UNASSIGNED CALLS   BY TAG   ADVANCED SEARCH							
	Select a Date Range		Select a User or Group		Search for text		Search
No auto-refresh	Tags	Download	Export	Share	<b>Delete</b>	More	Selected rows: 1   0-20 of many
<input type="checkbox"/>	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/>	Brian Olson	Nov 9, 2021	12:42 PM	0:28	158684077	159992013	Important
<input type="checkbox"/>	Brian Olson	Nov 9, 2021	12:42 PM	0:38	908282866	445800501	Important
<input checked="" type="checkbox"/>	Brian Olson	Nov 9, 2021	12:41 PM	0:26	582795822	237035792	
<input type="checkbox"/>	Brian Olson	Nov 9, 2021	12:40 PM	1:27	637178504	926618829	

The popup message will appear informing you that the recording has been deleted. Clicking the **Undo** link will restore the call recording.

### Info

The popup message disappears automatically in 45 seconds, so you have a limited time to undo the delete action.

## Recordings

[Wide view](#)

Call recording has been deleted <a href="#">UNDO</a>							
ALL CALLS   ACTIVE CALLS   MY CALLS   BY USER   BY CLIENT   UNASSIGNED CALLS   BY TAG   ADVANCED SEARCH							
	Select a Date Range		Select a User or Group		Search for text		Search
No auto-refresh	Tags	Download	Export	Share	<b>Delete</b>	More	0-20 of many
<input type="checkbox"/>	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/>	Brian Olson	Nov 9, 2021	12:42 PM	0:28	158684077	159992013	Important
<input type="checkbox"/>	Brian Olson	Nov 9, 2021	12:42 PM	0:38	908282866	445800501	Important
<input type="checkbox"/>	Brian Olson	Nov 9, 2021	12:40 PM	1:27	637178504	926618829	



4.6.2 Delete individual recording

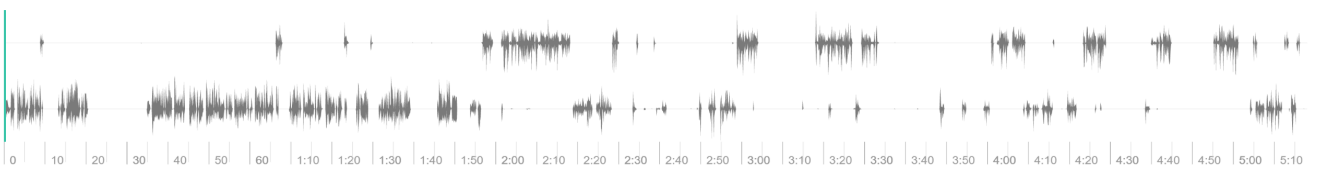
You can delete an individual call recording on the extended **Call Details** page by clicking the **Delete Call** button:

MiaRecDashboardRecordingsQAReportsAdministrationadmin

Call 410953772 -> 8150259180Mark as confidentialDelete Call

order cancellationevaluateEdit Tags

MEDIA PLAYERWide view



Playx1x1.2x1.5x1.7x2Save audio file



## 4.7 Categorize call recordings

### 4.7.1 Overview

The tags allow you to easily identify and group associated call recordings in MiaRec. You can create your tags, and then assign these tags to call recordings.

#### Note

Tagging recordings and creating/managing tags requires setting up appropriate permissions by an administrator.

To assign a tag to call recordings, select one or more recordings, click the **Tags** button, select the target tag from the list and click **Apply**. You can assign multiple tags to the same call recording.

The screenshot shows the MiaRec interface with a table of call recordings. The toolbar includes buttons for 'No auto-refresh', 'Tags', 'Download', 'Export', 'Share', 'Delete', and 'More'. The 'Tags' button is highlighted with a red box. The table has columns for 'USER', 'CALLER PARTY', 'CALLED PARTY', and 'TAGS'. The 'TAGS' column is highlighted with a red box and shows 'Refund' and 'Important' tags. A dropdown menu is open from the 'Tags' button, showing a list of tags: 'aaron', 'export', 'Important', 'michelle', 're-export', 'Refund', 'Sales', and 'Sales/Lead'. The 'Apply' button at the bottom of the dropdown is also highlighted with a red box.

To quickly filter the recordings by tag, navigate to the **By Tag** tab and select the target tag from a list on the left.

## Recordings

Wide view

The screenshot shows the 'Recordings' page in MiaRec. The top navigation bar has tabs for 'ALL CALLS', 'ACTIVE CALLS', 'MY CALLS', 'BY USER', 'BY CLIENT', 'UNASSIGNED CALLS', 'BY TAG', and 'ADVANCED SEARCH'. The 'BY TAG' tab is highlighted with a red box. On the left sidebar, under the 'Refund' section, the 'Lead' tag is highlighted with a red box. The main table shows call recordings with columns for 'USER', 'DATE', 'TIME', 'DURATION', 'CALLER PARTY', 'CALLED PARTY', and 'TAGS'. The 'TAGS' column shows 'Lead' tags. The table is filtered by 'Lead' tag, showing 3 of 3 results. The '20 per page' and 'Newest first' options are visible at the bottom.

### 4.7.2 Create a new tag

1. On the toolbar, click the **Tags** button.



2. Select **New Tag**.

The screenshot shows the MiaRec interface with the 'ALL CALLS' tab selected. A dropdown menu is open over the 'Tags' button, showing options: 'evaluate', 'order cancellation', 'sample', 'sample/tag1', 'New Tag' (highlighted with a red circle), 'Manage Tags', and 'Cancel'. The background table lists calls with columns: USER, DURATION, and CALLER PARTY.

USER	DURATION	CALLER PARTY
Alexis E	1:23	605824224
Lori Brennan	5:18	410953772 (Lori Brennan)
Amy H	0:53	663889251060
Travis M	0:58	810893981518
Pamela	4:33	619495167947
Mr. John	0:16	474235319971

3. In the **Add Tag** screen, provide the following:

- **Name** - give the unique name to a newly created tag. Required field.
- **Parent tag** - optionally, you can specify if this tag will be a child element to an existing tag.
- **Visibility** - choose a visibility setting. Private tags are visible to you only. Public tags are visible to all users.

Then click **Save**.

The screenshot shows the 'Add Tag' form in the MiaRec interface. The form has the following fields:

- Name \***: A text input field containing 'Sales'.
- Parent tag**: A dropdown menu showing 'order cancellation'.
- Visibility \***: Radio buttons for 'Private' and 'Public' (selected).
- Save**: A blue button at the bottom right.

#### 4.7.3 Manage existing tags

1. On the toolbar, click the **Tags** button.

2. Select **Manage Tags**.



ALL CALLS ACTIVE CALLS MY CALLS BY USER BY CLIENT UNASSIGNED CALLS BY TAG ADVANCED SEARCH

2022/10/02 - 2022/10/31 Select a User or Group Search for 1

No auto-refresh Tags Download Export Share Delete More

	USER		DURATION	CALLER PARTY
<input type="checkbox"/>	Alexis E	<input type="checkbox"/>	1:23	605824224
<input type="checkbox"/>	Lori Br	<input type="checkbox"/>	5:18	410953772 (Lori Brennan)
<input type="checkbox"/>	Amy Ha	<input type="checkbox"/>	0:53	663889251060
<input type="checkbox"/>	Travis M	<input type="checkbox"/>	0:58	810893981518
<input type="checkbox"/>	Pamela	<input type="checkbox"/>	4:33	619495167947
<input type="checkbox"/>	Mr. Joh	<input type="checkbox"/>	0:16	474235319971

evaluate  
order cancellation  
sample  
sample/tag1  
New Tag  
Manage Tags  
Cancel

In the **Tags** screen, you can create a new tag or modify/delete an existing tag.

MiaRec Dashboard Recordings Speech Analytics Reports Administration Alexander

## Tags

Add Tag

aaron	+ Add sub-tag	Edit	Delete
export	+ Add sub-tag	Edit	Delete
Important	+ Add sub-tag	Edit	Delete
Refund	+ Add sub-tag	Edit	Delete
Sales	+ Add sub-tag	Edit	Delete
Lead	+ Add sub-tag	Edit	Delete



## 4.8 Mark recordings as confidential

### 4.8.1 Overview

Call recordings may be marked as confidential to restrict access to them under certain conditions.

To understand how confidentiality works, consider the following scenario:

- The supervisor is a manager of a group of agents. He/she has access to all call recordings of these agents.
- Now, suppose the company's executive makes a call to one of these agents. Typically, such a conversation between an agent and the executive would be visible to the supervisor because the supervisor can access all calls of this agent.
- However, when a call is marked as confidential, then such a call recording would be hidden from the supervisor unless he/she is granted permission to access the confidential calls.

A call recording may be marked as "confidential" either manually or automatically.

### 4.8.2 Manually mark calls as confidential

#### Note















The administrator must grant you the **Set confidential flag** permission to use this feature.

To manually mark call recordings as confidential:

1. On the **Recordings** page, select the recordings you want to mark as confidential.
2. Click **More > Mark as confidential**.

Wide view 

## Recordings

ALL CALLS							
ACTIVE CALLS   MY CALLS   BY USER   BY CLIENT   UNASSIGNED CALLS   BY TAG   ADVANCED SEARCH							
	Select a Date Range		Select a User or Group		Search for text		Search 
 No auto-refresh	 Tags	 Download	 Export	 Share	 Delete	More 	Selected rows: 2   0-20 of many  
<input type="checkbox"/>	USER	DATE	TIME	DURATION	CALL ID	CALLER PARTY	TAGS
<input checked="" type="checkbox"/>	Brian Olson	Nov 9, 2021	12:42 PM	0:28	158684077	159992013	Important 
<input checked="" type="checkbox"/>	Brian Olson	Nov 9, 2021	12:42 PM	0:38	908282866	445800501	Important 
<input type="checkbox"/>	Brian Olson	Nov 9, 2021	12:40 PM	1:27	637178504	926618829	

Alternatively, you can click the **Mark as confidential** button from an extended call details view.



Call 252212587918 -> 685297319

[Mark as confidential](#) [Delete Call](#)

Edit Tags ▾

**MEDIA PLAYER** Wide view ↗



0 5 10 15 20 25 30

▶ Play x1 x1.2 x1.5 x1.7 x2 Save audio file

The **Confidential** label is shown in the call details for the calls that are marked as confidential.

Call 252212587918 -> 685297319

[Clear confidential flag](#) [Delete Call](#)

**Confidential** Edit Tags ▾

**MEDIA PLAYER** Wide view ↗



0 5 10 15 20 25 30

▶ Play x1 x1.2 x1.5 x1.7 x2 Save audio file

To reset a call to non-confidential, click **Clear confidential flag**.

Call 252212587918 -> 685297319

[Clear confidential flag](#) [Delete Call](#)

**Confidential** Edit Tags ▾

**MEDIA PLAYER** Wide view ↗



0 5 10 15 20 25 30

▶ Play x1 x1.2 x1.5 x1.7 x2 Save audio file

### 4.8.3 Automatically mark calls as confidential

To automatically mark all call recordings of a specific user as confidential:





1. Edit the user profile in the Admin portal (menu **Administration > User Management > Users**),
2. In the **Recording settings** section, select the checkbox **Automatically mark all calls of this user as confidential**. Then, **Save** the changes.



## RECORDING SETTINGS

**Record** ☒ Always ☐ On-demand ☐ Never ☐ Default

**Recording direction** ☒ Inbound ☒ Outbound

**Extension**     
  

[+ Add Extension](#)

**Confidential calls** ☒ Automatically mark all calls of this user as confidential

**Screen Recording  
Username**

Supported formats: NETBIOS\login, DOMAIN\login, login



## 4.9 View multi-segment calls

### 4.9.1 Overview

MiaRec groups all related calls into a single interaction to create a complete picture of customer communication with your agents. If the call segment is a part of a longer interaction, then a corresponding badge is shown to the right of the call details (for example, **1/3** means this call segment is the first in the interaction that consists of 3 segments). When you open call details, you can see the other segments in a timeline.

**1/3** Joseph Williams Oct 18, 2022 6:51 PM 0:13 510021763590 922388231 (Joseph Williams)

Tenant: Acme [Open in new window](#)

Group: Performance Centre

Caller Party: 510021763590 [assign to client](#)

Called Party: 922388231 [Joseph Williams](#)

Date/Time: Oct 18, 2022 6:51:41 PM

Duration: 0:13

Sentiment score: Total: 😊 25 Customer: 😊 3 Agent: 😊 26

[More details](#) [Evaluate](#) [Save audio file](#)

Notes: [Add note](#)

#### ALL CALLS IN THIS INTERACTION

TIME	DURATION	CALLER -> CALLED	TIMELINE
6:51 PM	0:13	510021763590 -> 922388231 (Joseph Williams)	<a href="#">View</a>
6:52 PM	0:35	922388231 (Joseph Williams) -> 4240	<a href="#">View</a>
6:53 PM	3:20	510021763590 -> 922388231 (Joseph Williams)	<a href="#">View</a>

#### **i** What are related calls?

MiaRec treats the following calls as related:

1. Call is transferred from one agent to another. With many phone systems, in such a scenario, two call recordings are created. These two call segments are treated as related and the MiaRec application automatically groups them into a single interaction.
2. Call is put on hold and then resumed. With many phone systems, a new call recording is created when the call is resumed. MiaRec automatically groups such call recordings into a single interaction.
3. Agent places a call on hold and makes a consultative call to a supervisor, then the agent resumes the original call. In this case, three call recordings are created, and the consultative call is "sandwiched" between the other two. MiaRec automatically groups all three call segments into a single interaction.

Note, in a scenario when an agent places a call on hold and answers another inbound call, the answered inbound call is not treated as related to the call on hold.

In the extended call details view, you can see more details about each call segment by clicking the corresponding tab at the top of the screen. Also, you can play all call segments at once by navigating to the **Interaction** tab.



# Interaction

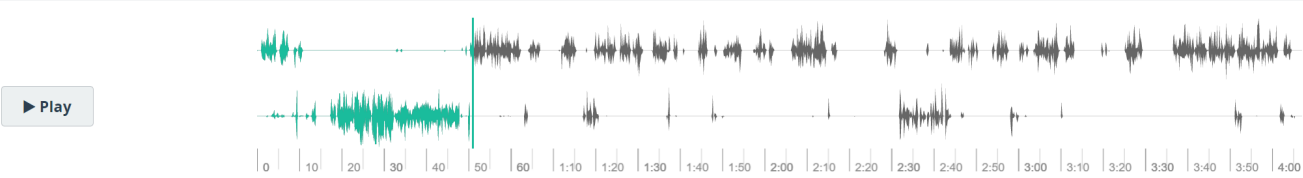
INTERACTION

CALL [1]

CALL [2]

CALL [3]

## AUDIO



510021763590 -> 922388231

922388231 -> 4240

Silence between call segments has been removed

⬇️ Save audio file



## 4.10 Live monitor calls

---

### 4.10.1 Overview

The live monitoring feature allows authorized users (supervisors) to listen to active calls in real time. This feature helps improve customer service, train new employees, and escalate problems as soon as possible.

Live monitoring is built into the MiaRec recording core. It doesn't require the support of live monitoring from the phone system, thus, it works with all the phone platforms that MiaRec supports.

The live monitoring supports two use cases:

- Monitoring of a single call
- Monitoring of consecutive calls of a particular user

In the first case, a monitoring session automatically ends when the monitored call ends.

In the second case, a monitoring session automatically resumes when the monitored user makes or receives a new call. A supervisor simply initiates a live monitoring session once and keeps listening to the consecutive calls of a certain user without having to return to the active call screen.

### 4.10.2 Prerequisites

---

- The monitored calls should be assigned to a user.
- The "Live monitoring" license should be allocated to the monitored user (menu **Administration > User Management > Users**).
- A supervisor's role should have permission to live monitor other users' calls (menu **Administration > User Management > Roles**).
- The latest web browser (Chrome, Firefox, Edge, Safari) with support of WebRTC.

#### Note

The live monitoring license must be allocated to the user who is being monitored, not the user who is monitoring!



### 4.10.3 Monitor a single call

To monitor an active call:

1. On the **Recordings** page, locate the call that is currently in progress.
2. Click the **More details** button to open the extended call details page.

## Recordings

Wide view   
License expires in 360 days

ALL CALLS

ACTIVE CALLS

MY CALLS


BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

 Select a Date Range

Select a User or Group

Search for text

Search

No auto-refresh

Tags

Download

Export

Share

Delete

More

0-20 of many

USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
<div><div></div>Jason Smith</div>	Today	9:13 AM	In progress...	527868648	631627969	

Tenant: System

Group: Agents

Caller Party: 527868648 Jason Smith

Called Party: 631627969 assign to client

Call State: In progress...

Date/Time: Today 9:13:01 AM

Notes: Add note

More details

Evaluate

Open in new window

3. Click the **Start Live Monitoring** button. You should hear the audio of the monitored call and see the animation representing the audio signal.

Call 810454788 -> 357590969

Mark as confidential

Edit Tags

CALL STATUS

Call State: In progress...


Duration: 18s

Recording State: Pause Recording

LIVE MONITORING

Animation: ON

In progress...



18s

Stop live monitoring

INFO

Tenant: System

Date: Today

CALLER PARTY

Client: Unknown client (assign)

Phone Number: 810454788

CALLED PARTY

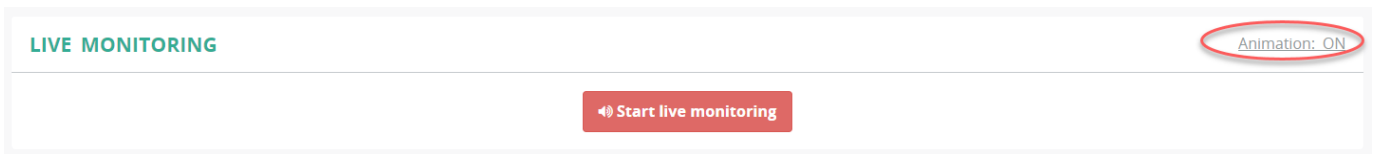
User: Test User

Group: Agents

4. To stop monitoring the call, click **Stop Live Monitoring**.



Optionally, you can disable animation by clicking **Animation ON/OFF** link.





#### 4.10.4 Monitor consecutive calls

---

To monitor consecutive calls of a user:



1. Locate one of the previous recordings of the user by using the Quick Search on the **Recordings** page.

## Recordings

Wide view

License expires in 360 days

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

Select a Date Range

Select a User or Group

jason

System - Agents (group)

Jason Smith (User)

Search for text

Search

No auto-refresh

Tags

Download

More

0-20 of many

	USER	DATE	TIME		CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/>	Jason Smith	Today	9:43 AM	<div><div></div><div>In progress...</div></div>	289324099	273109828	<div><div></div></div>
<input type="checkbox"/>	Jason Smith	Today	9:37 AM	6:00	300119006	334044722	<div><div></div></div>
<input type="checkbox"/>	Jason Smith	Today	9:31 AM	6:00	736725534	322988703	<div><div></div></div>

2. Click the name of the user in the call details.

☐ Jason Smith   Today   9:37 AM   6:00   300119006   334044722

Tenant: System Open in new window

Group: Agents

Caller Party: 300119006 **Jason Smith**

Called Party: 334044722 assign to client

Date/Time: Today 9:37:03 AM

Duration: 6:00

00:00 00:00 Save audio file

More details Evaluate

Notes: Add note

3. On the **User** page, click **Start continuous monitoring** to monitor all calls of this user consequently. Note, clicking **Monitor this call** will monitor only the currently active call.

## User «Jason Smith»

Wide view

License expires in 360 days

### INFO

User Name: Jason Smith ([View profile](#))

Tenant: System

Group: Agents

Role: Agent

Recording Settings: always

Extension(s): User

Web login:

### ACTIVE CALL

Call: [View](#)

Started At: May 09, 2022 12:55 pm

Duration: 4:08

From: 764997885

To: 583239438

Monitor this call

### LIVE MONITORING

Animation: ON

Start continuous monitoring



**Note**

If a user has multiple active calls at the same time, live monitoring will always use the most recent one.



## 4.11 Evaluate call recordings

---

### 4.11.1 Overview

---

The Agent Evaluation module provides the contact center managers with a tool to evaluate and monitor agent performance. The tool can help you identify and address potential customer interaction issues, improve the contact center's productivity and performance, and increase customer satisfaction. The existing evaluation forms can be quickly customized via MiaRec's evaluation form designer.



#### 4.11.2 Evaluate an agent

---

To evaluate an agent:



1. Select a call recording and click the **Evaluate** button in the call details view.

Jerome Bennett Oct 18, 2022 2:15 PM 1:27 410489614776 639495950 (Jerome Bennett)

Tenant: Acme [Open in new window](#)

Group: Performance Centre

Caller Party: 410489614776 [assign to client](#)

Called Party: 639495950 [Jerome Bennett](#)

Date/Time: Oct 18, 2022 2:15:59 PM

Duration: 1:27

Sentiment score: Total: 😊 -24 Customer: 😊 4 Agent: 😊 -32

More details: **Evaluate** Save audio file

Notes: [Add note](#)

2. On the **Select Evaluation Form** page, fill in the following fields and click **Continue**.
  - In the **Evaluation form** field, select the appropriate evaluation form.
  - In the **Agent** field, select the user this evaluation will be performed for (this option is required when a call is assigned to multiple agents).

## Select Evaluation Form

Evaluation form \*

Agent \*

[Continue](#)

3. On the **Add Evaluation Report** page, listen to the call recording and answer the questions in the evaluation form.

## Add Evaluation Report

**MEDIA PLAYER** [Wide view](#)

0

[Play](#) [x1](#) [x1.2](#) [x1.5](#) [x1.7](#) [x2](#) [Save audio file](#)

**EVALUATION REPORT**

Agent: [Brian Olson](#)

Evaluator: [Alexander](#)

Evaluation Form: [Sample form](#)

**CALL DETAILS**

**GREETING**

Did the agent say "Thank you for calling"? ☐ yes ☒ no

Did the agent mention his/her name? ☐ yes ☒ no

Did the agent mention the company name? ☐ yes ☒ no

If the call was transferred did the agent adapt the greeting accordingly? ☐ yes ☒ no ☐ n/a

4. When finished, click the **Save** button.



#### 4.12 Check the integrity of an audio file

The application watermarks every file to ensure data integrity.

To verify the data integrity of an audio file, open the call recording in the extended call details page and click **View** under the **Info** section.

MEDIA PLAYER

Wide view

01:0001:1001:2001:3001:4001:5001:6001:1001:2001:3001:4001:5002:0002:1002:2002:3002:4002:5003:0003:1003:2003:3003:4003:5004:0004:1004:2004:30

▶ Play

x1

x1.2

x1.5

x1.7

x2

⬇️ Save audio file

CALL DETAILS

VOICE ANALYTICS

AGENT EVALUATION

SHARED ACCESS

NOTES 1

INFO

Tenant: Acme

Date: Oct 19, 2022

Connect Time: 1:02:57 AM

Disconnect Time: 1:07:30 AM

Duration: 4:33

Watermark: View

CALLER PARTY

Client: Unknown client (assign)

Phone Number: 619495167947

Phone Name:

Phone Id:

IP address:

CALLED PARTY

User: Pamela Smith

Group: Distribution Centre


Phone Number: 142701964

Phone Name: Pamela Smith

Phone Id:

IP address:

The pop-up window will provide the watermark verification status.



A screenshot of a 'Watermark Verification' dialog box. The dialog has a title bar with a close button (X) in the top right corner. The main content area displays the following information:

- Original File Checksum (SHA1): **ce35eec7957e49be244d256f029d85dde6b76278**
- Current File Checksum (SHA1): **ce35eec7957e49be244d256f029d85dde6b76278**
- File Integrity Status: **Valid** (indicated by a green background)

At the bottom right of the dialog is a 'Close' button.



4.13 Filter by client

4.13.1 Overview

By navigating to the **By Client** tab, you can quickly filter call recordings associated with specific clients. You can register new clients in MiaRec, and then assign call recordings to these clients.

Recordings

Wide view

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

New client

Manage Clients

Select a Date Range

Select a User or Group

Search for text

Search

No auto-refresh

Tags

Download

Export

Share

Delete

More

0-1 of 1

	CLIENT	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	
<input type="checkbox"/>	New client	Oct 1, 2021	12:17 PM	0:23	108632557	163218400	

20 per page

Newest first

0-1 of 1

Calls can be assigned to clients either manually or automatically based on the known phone number of each client.

4.13.2 Manually assign a call to the client

To associate a recorded call with a client, navigate to the inline or extended call details view and click the **assign to client** link.

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

2022/10/02 - 2022/10/31

Select a User or Group

Search for text

Search

No auto-refresh

Tags

Download

Export

Share

Delete

More

20-40 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS	
<input type="checkbox"/>	2/3	Mallory Molina	Oct 18, 2022	6:56 PM	0:23	557165206658	432548072 (Mallory Molina)	

Tenant: Acme

Group: Dealer Support and Customer Care

Caller Party: 557165206658 [assign to client](#)

Called Party: 432548072 [Mallory Molina](#)

Date/Time: Oct 18, 2022 6:56:27 PM

Duration: 0:23

00:00

00:00

Sentiment score: 

Total: -23

Customer: 53

Agent: -39

Topics: Resolution Indicators (customer)

Keywords: "thank you" OR thanks OR thankful

More details

Evaluate

Save audio file

Notes: [Add note](#)

Open in new window

In the extended call details page, click the **assign** link next to the **Unknown client** info.



**MEDIA PLAYER** Wide view

0 5 10 15 20

▶ Play x1 x1.2 x1.5 x1.7 x2 Save audio file

**CALL DETAILS** VOICE ANALYTICS AGENT EVALUATION SHARED ACCESS NOTES

**INFO**

Tenant: **Acme**

Date: **Oct 18, 2022**

Connect Time: **6:56:27 PM**

Disconnect Time: **6:56:50 PM**

Duration: **0:23**

Watermark: **View**

**CALLER PARTY**

Client: **Unknown client** **(assign)**

Phone Number: **557165206658**

Phone Name:

Phone Id:

IP address:

**CALLED PARTY**

User: **Mallory Molina**

Group: **Dealer Support and Customer Care**

Phone Number: **432548072**

Phone Name: **Mallory Molina**

Phone Id:

IP address:

#### 4.13.3 Automatically assign calls to the client

To automatically, assign calls to the client, you need to register the client's contact phone number in the application. When a call is received or made to the registered phone number, such a call will be automatically assigned to the client.

Multiple phone numbers can be registered to a client.

#### 4.13.4 Create a new client

1. Navigate to the **By Client** call recording view, and click **Manage Clients**.

**Recordings** Wide view

ALL CALLS ACTIVE CALLS MY CALLS BY USER **BY CLIENT** UNASSIGNED CALLS BY TAG ADVANCED SEARCH

New client

**Manage Clients**

Select a Date Range Select a User or Group Search for text Search

No auto-refresh Tags Download Export Email Delete More 0-1 of 1

	CLIENT	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY
<input type="checkbox"/>	New client	Oct 1, 2021	12:17 PM	0:23	108632557	163218400

20 per page 0-1 of 1

2. Click **Add**.



## Clients

0-1 of 1

<input type="checkbox"/>	NAME	CONTACTS	
<input type="checkbox"/>	New client	163218400	View <input type="button" value="Edit"/>

20 per page
0-1 of 1

3. On the **Add Client** screen, fill out the following fields:

- **Name** - provide a unique client name. Required field.
- **Contacts/phone number** - provide the contact's phone number associated with this client. This phone number will be used to automatically associate calls to the client.
- **Name** - provide the contact's name. Optional field.

## Add Client

Name \*

Contacts / phone numbers \*

Phone number

Name (optional)

+ Add contact / phone number

4. Click **Save**.



## 4.14 Save custom fields

### 4.14.1 Overview

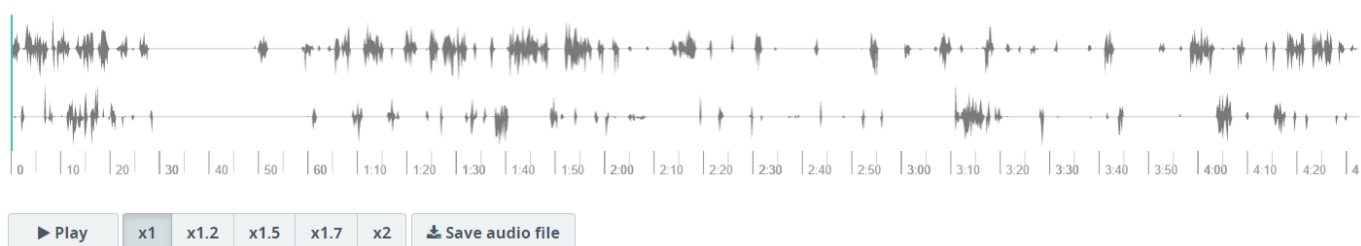
With custom fields, users can store additional attributes with each call recording, like an order number, support ticket number, product name, shipping due date, etc.

#### Note

The custom fields must be pre-configured by an administrator in the Admin portal.

The custom fields are shown on the **Call Details** page under the **Info** section.

#### MEDIA PLAYER

[Wide view](#)

#### INFO

Date: **Oct 1, 2021**

Connect Time: **12:17:52 PM**

Disconnect Time: **12:19:05 PM**

Duration: **1:13**

Watermark: [View](#)

Campaign: [Campaign A](#)

Order #: **10001**

#### CALLER PARTY

Client: **Unknown client** ([assign](#))

Phone Number: **867222403**

Phone Name:

[Live monitor the phone 867222403](#)

#### CALLED PARTY

User: **Brian Olson**

Group: **Group McConnell-Rodriguez**

Phone Number: **916930507**

Phone Name:

[Live monitor the phone 916930507](#)

Users, who are granted the appropriate permissions, can edit the custom fields for in-progress or completed calls on the **Call Details** page.



INFO

Date: Oct 1, 2021

Connect Time: 12:17:52 PM

Disconnect Time: 12:19:05 PM

Duration: 1:13

Watermark: View

Campaign: Campaign A

OKCancel

Order #: 10001

4.14.2 Searching in custom fields

You may use the Quick Search or the Advanced Search to find the recordings by value in the custom fields.

Recordings

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

🔒 Long calls (>5 min)

🔒 Short calls (<15 sec)

Call - Order #

Equal to

10001

×

+ Add criteria

SearchSave Search

Manage Saved Searches



## 4.15 Share recordings with other users

---

### 4.15.1 Overview

---

MiaRec allows you to share call recording(s) with other users on the platform.

**Restrictions:**

- The number of actions for the recordings shared with you is limited. For instance, you can only view, playback, download and add notes to these recordings. Moreover, each action is regulated by specific permission set up by the administrator for the user's role.
- You can share call recordings only with users who can access the MiaRec web portal.
- If the call recording is marked as confidential, it cannot be shared with other users. Also, a call cannot be marked as confidential if other users have shared access to it.
- You cannot re-share the call recording, that was shared with you. Only the user, who originally shared the recording, can re-share it with other users.

Depending on the role permissions set up by the administrator, the call recordings can be shared:

- with users, who are part of your group.
- with users, who are part of your group, and with users who are your subordinates.
- with all users, who are part of your 'Tenant' account.



4.15.2 Share recordings

To share a call recording:

- 1. On the **Recordings** tab, select the call recording(s) that you want to share with other users.
- 2. Click the **Share** button, then select the users who you want to share the recordings with, and then click **Apply**.

No auto-refresh

Tags

Download

Export

Share

Delete

More

Selected rows: 2

	USER	DATE	TIME	DURATION	CALLER PA	TENANT
<input type="checkbox"/>	Robert Patton	Yesterday	9:59 PM	5:14	551373162	Day-Evans
<input checked="" type="checkbox"/>	Cassie Jones	Yesterday	9:59 PM	4:26	+69568498 Jones)	Gonzalez Ltd
<input type="checkbox"/>	Stephen Morrison	Yesterday	9:59 PM	4:48	814378500	Jackson Group
<input type="checkbox"/>	Jeffrey Perez	Yesterday	9:59 PM	4:21	427336392	Hall, Phillips and Hernandez
<input type="checkbox"/>	Alicia Newman	Yesterday	9:57 PM	6:09	287924408	Day-Evans
<input type="checkbox"/>	Miguel Jones	Yesterday	9:57 PM	4:10	659865946	Hall, Phillips and Hernandez
<input type="checkbox"/>	Megan Perkins	Yesterday	9:57 PM	4:50	185824497	Powell PLC
<input checked="" type="checkbox"/>	Lisa Forbes	Yesterday	9:56 PM	4:49	864043194 Forbes)	Gonzalez Ltd

Aaron Santos (Group Brown, Pope a...

Cynthia Guerrero (Group Brown, Po...

☒ Erika Gardner MD (Group Brown, P...

Jennifer Smith (Group Brown, Pope ...

Laura Thomas (Group Brown, Pope ...

Lisa Forbes (Group Brown, Pope and...

Michael Hartman (Group Brown, Po...

Michael Torres (Group Brown, Pope ...

Richard Houston (Group Brown, Pop...

Brian Holland (Group Hogan, Martin...

Cassie Jones (Group Hogan, Martin a...

Christine Mclean (Group Hogan, Mar...

Apply

Cancel

The user, with whom the call recording was shared, will receive an email notification if he/she has the email configured in the platform.

To review the details of who shared and with who, check the info in the columns **Shared By** and **Shared With**, respectively. Note, these columns are not visible by default and should be configured as visible by an administrator.



ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

Select a Date Range

Select a User or Group

Select for text

Search

No auto-refresh

Tags

Download

Export

Share

Delete

More

0-20 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS	TENANT	SHARED BY	SHARED WITH	
<input type="checkbox"/>	Robert Patton	Yesterday	9:59 PM	5:14	5513731621	6718963661 (Robert Patton)		Day-Evans			<div></div>
<input type="checkbox"/>	Cassie Jones	Yesterday	9:59 PM	4:26	+69568498092 (Cassie Jones)	5141533021		Gonzalez Ltd	Nicole Dickerson	Erika Gardner MD	<div></div>
<input type="checkbox"/>	Stephen Morrison	Yesterday	9:59 PM	4:48	8143785009	1627007955 (Stephen Morrison)		Jackson Group			<div></div>
<input type="checkbox"/>	Jeffrey Perez	Yesterday	9:59 PM	4:21	4273363928	18288723611 (Jeffrey Perez)		Hall, Phillips and Hernandez			<div></div>
<input type="checkbox"/>	Alicia Newman	Yesterday	9:57 PM	6:09	2879244088	6718968966 (Alicia Newman)		Day-Evans			<div></div>
<input type="checkbox"/>	Miguel Jones	Yesterday	9:57 PM	4:10	6598659463	18288728872 (Miguel Jones)		Hall, Phillips and Hernandez			<div></div>

On the extended call details page, you can check and manage the sharing details under the **Shared access** tab section. For instance, you can view the names of the initiator and target user and a "sharing date/time" information.

Call 663889251060 -> 217754290

Mark as confidential

Delete Call

order cancellation

Edit Tags

MEDIA PLAYER

Wide view

0

5

10

15

20

25

30

35

40

45

50

Play

x1

x1.2

x1.5

x1.7

x2

Save audio file

CALL DETAILS

VOICE ANALYTICS

AGENT EVALUATION

SHARED ACCESS 2

NOTES

Share

Unshare

	SHARED BY	SHARED WITH	SHARING DATE/TIME	
<input type="checkbox"/>	admin	Alexis Barber	Oct 29, 2022, 8:45 PM	<div>Unshare</div>
<input type="checkbox"/>	admin	Ann Spencer	Oct 29, 2022, 8:46 PM	<div>Unshare</div>

Also, on this page, you can share the call recording with other users by clicking **Share**, and stop sharing the recording by clicking **Unshare**.

4.15.3 Unshare recordings

Note

To unshare a call recording, the user must have the **Unshare** permission.



To unshare the call recording:

- 1. Select the call recording(s) that you want to unshare
- 2. Click the **Share** button, then unselect the users who you want to stop sharing the recordings with, and then click **Apply**.

4.15.4 Search shared recordings

Using **Advanced Search**, you can find the call recordings that were shared with/by specific users. To do that:

- 1. On the **Recordings** page, click the **Advanced Search** tab.
- 2. In the **Select a parameter** field, choose **Shared By** or **Shared With** search criterion, select the user from the list and click **Search**.

Recordings Wide view

ALL CALLS   ACTIVE CALLS   MY CALLS   BY USER   BY CLIENT   UNASSIGNED CALLS   BY TAG   **ADVANCED SEARCH**

Q Transcript

Call - Shared By (User)

Is

Bonnie Edwards (+2089556020)

Manage Saved Searches

+ Add criteria

Search

Save Search

If you want to search for all call recordings that were shared with anyone, use the following search criteria:

- In the **Select a parameter** dropdown box, select **Call - Shared With (User)**
- In the **Select a condition** dropdown box, select **Is not**.
- In the last dropdown box, select **--NOT SET --**.

Call - Shared With (User)

Is not

--- NOT SET ---

- 70/90 -

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## 5. Search

### 5.1 Quick search

#### 5.1.1 Overview

Quick search options are the easiest way to locate call recordings by applying the search criteria in the Quick Search panel on the **Recordings** page.

MiaRecDashboardRecordingsQAReportsAdministrationAlex Ulasenko

RecordingsWide view

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

2021/10/03 - 2022/11/01

Campbell, Kirk and Hale - Gr...

Search for text

Search

No auto-refreshTagsDownloadExportShareDeleteMore

0-20 of many

USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
Mr. Jonathan Harrington	Oct 18, 2022	2:21 PM	5:21	7427633373	3909368123 (Mr. Jonathan Harrington)	
Nicole Walls	Oct 18, 2022	2:05 PM	5:04	4964843684	3909366271 (Nicole Walls)	
Anthony Miller	Oct 18, 2022	1:57 PM	6:10	3228559501	3909363665 (Anthony Miller)	
Wendy Fuller	Oct 18, 2022	1:27 PM	4:22	3909368869 (Wendy Fuller)	1823933944	
Mrs. Lynn Bartlett	Oct 18, 2022	12:06 PM	4:31	7673482237	3909368274 (Mrs. Lynn Bartlett)	
Shelby Clark	Oct 18, 2022	11:43 AM	4:04	8760480137	3909367338 (Shelby Clark)	
Shelby Clark	Oct 18, 2022	11:33 AM	5:09	2005797696	3909367338 (Shelby Clark)	

The panel includes the most frequently used search criteria:

- Date Range
- User or Group
- Search for text in phone number, caller-id, call notes and custom fields

#### 5.1.2 Quick search by date range

This search option lets you find call recordings created within a specific range of dates.

To search the recordings by date range, click the **Select a Date Range** field and choose from one of the available options, like **Today**, **Yesterday**, **Last 7 days**, **Last 30 days**, etc.

- 71/90 -

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Wide view

# Recordings

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

Select a Date Range

Today

Yesterday

Last 7 Days

Last 30 Days

This Month

Last Month

Date Range

OK

Clear

Select a User or Group

Search for text

Search

Download

Export

Share

Delete

More

0-20 of many

TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
1:55 PM	0:36	639879597	287553915	
1:53 PM	1:49	609724511	618095509	
1:52 PM	1:43	658280518	382754060	
1:51 PM	1:04	694243910	155116902	
1:49 PM	1:07	277292639	904854794	
1:49 PM	0:29	764375601	401417059	
1:48 PM	0:59	424980999	785161390	
1:47 PM	1:18	459951593	858874900	

If you choose the **Date Range** option, you can specify the start and end dates in the calendar:

Select a Date Range

Select a User or Group

Search for text

Today

Yesterday

Last 7 Days

Last 30 Days

This Month

Last Month

Date Range

OK

Clear

Start Date

2021/09/08

End Date

2021/09/15

September 2021

Mo

Tu

We

Th

Fr

Sa

Su

30

31

1

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3

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11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

1

2

3

4

5

6

7

8

9

10

September 2021

Mo

Tu

We

Th

Fr

Sa

Su

30

31

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

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28

29

30

1

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9

10

### 5.1.3 Quick search by user or group

To search recordings by user or group, click the **Select a User or Group** field, then select the user or group (highlighted in bold) from the list.

The drop-down list includes an inline search box, which you can use to quickly locate the user or group in the long list.



ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

2021/09/08 - 2021/09/15

Select a User or Group

Search for text

Search

No auto-refresh

Tags

Download

More

0-20 of 134

<

>

	USER	DATE			CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/>	<div><div></div><div></div></div>	Sep 15, 2021					
<input type="checkbox"/>	<div><div></div><div></div></div>	Sep 15, 2021					
<input type="checkbox"/>	<div><div></div><div></div></div>	Sep 15, 2021					

5.1.4 Quick search by text

The **Search for text** field lets you use the free-text search in the following call attributes:

- caller and called-party phone number,
- caller and called-party name (aka CALLER ID) as provided by the phone system,
- original caller number, if available,
- originally dialed digits, if available,
- call note,
- custom fields, when the **Free Text Search** option is enabled for the relevant custom field

The search results will be highlighted as shown in the screenshot below.

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

Select a Date Range

Select a User or Group

2449

Search

No auto-refresh

Tags

Download

Export

Email

Delete

More

0-10 of 10

<

>

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/>	Barbara Smith	Sep 15, 2021	11:13 AM	1:01	244299712	244940771	
<input type="checkbox"/>	Michael Robinson	Aug 17, 2021	10:41 AM	5:46	+2089553596 (Michael Robinson)	1724499891	
<input type="checkbox"/>	Cody Lawson	Aug 17, 2021	5:28 AM	6:05	6855244987	+2089557583 (Cody Lawson)	
<input type="checkbox"/>	Cody Lawson	Aug 6, 2021	9:54 AM	4:58	+2089557583 (Cody Lawson)	5538244950	
<input type="checkbox"/>	Joseph Sanchez	Jul 30, 2021	12:51 PM	4:38	2449552277	+2089557883 (Joseph Sanchez)	

5.1.5 Reset search criteria

To reset search criteria, click the **Search** button and then select **Reset search**.



# Recordings

Wide view ↗

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

📅

2021/10/18 - 2021/11/16

Group Mcconnell-Rodriguez (...)

✕

▼

Search for text

Search ▼

Reset search

No auto-refresh ▼

Tags ▼

Download

Export

Share ▼

Delete

More ▼

0-20 of

<input type="checkbox"/>	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
<input type="checkbox"/>	Brian Olson	Yesterday	1:55 PM	0:36	639879597	287553915	⊞
<input type="checkbox"/>	Brian Olson	Yesterday	1:53 PM	1:49	609724511	618095509	⊞
<input type="checkbox"/>	Brian Olson	Yesterday	1:52 PM	1:43	658280518	382754060	⊞




## 5.2 Advanced search

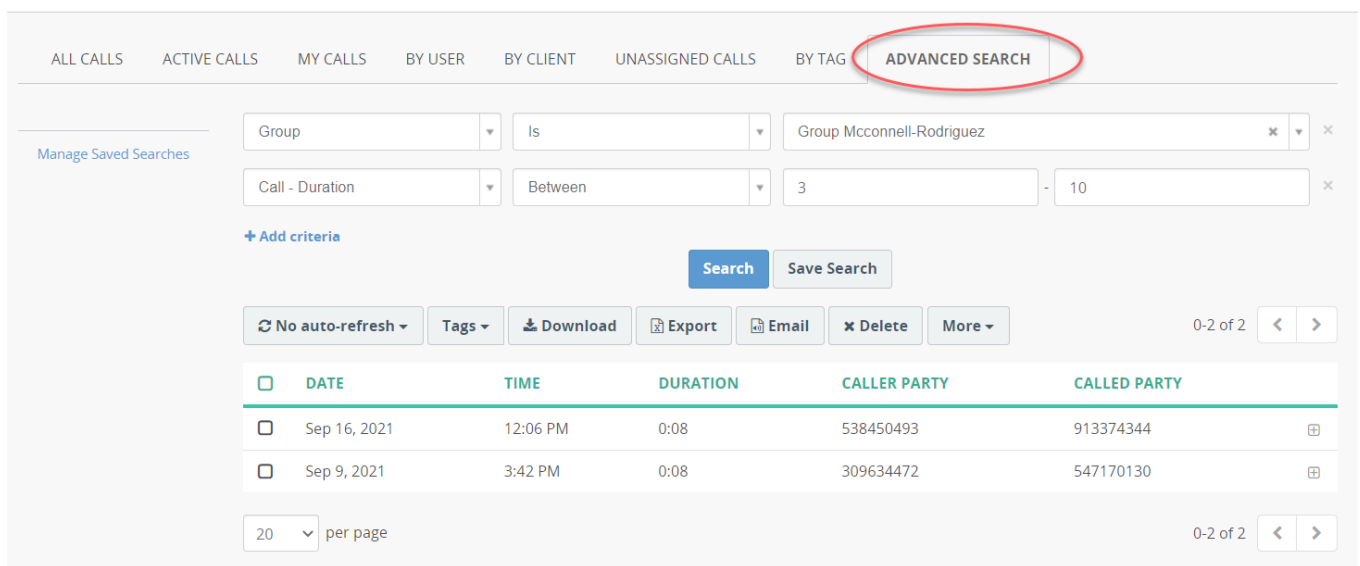
### 5.2.1 Overview

The Advanced Search allows you to mix and match multiple criteria in the search input.

1. On the **Recordings** page, click the **Advanced Search** tab.
2. Select the appropriate call attribute in the **Select a Parameter** list
3. Select the appropriate condition in the **Select a condition** list
4. Enter the searched value in the **Value** input, if applicable
5. Click **Add criteria** to add more attributes for searching.

Wide view 

## Recordings



ALL CALLS ACTIVE CALLS MY CALLS BY USER BY CLIENT UNASSIGNED CALLS BY TAG **ADVANCED SEARCH**

Manage Saved Searches

Group  Is

Call - Duration  Between  -

[+ Add criteria](#)

0-2 of 2

<input type="checkbox"/>	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY
<input type="checkbox"/>	Sep 16, 2021	12:06 PM	0:08	538450493	913374344
<input type="checkbox"/>	Sep 9, 2021	3:42 PM	0:08	309634472	547170130

20 per page

0-2 of 2

6. Click **Search** to run the search query.



## 5.3 Save search criteria

### 5.3.1 Overview

You can save the advanced search criteria so that you can reuse them in the future.

The saved searches are shown in the left pane, from where you can load them in one click.

Wide view 

## Recordings

ALL CALLS

ACTIVE CALLS

MY CALLS


BY USER

BY CLIENT


UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH



Long calls (>5 min)



Short calls (<15 sec)

Manage Saved Searches

Call - Duration

Greater than

5:00

×

+ Add criteria

Search

Save Search

No auto-refresh

Tags

Download

Export

Email




Delete

More

0-20 of many

<

>

<input type="checkbox"/>	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	
<input type="checkbox"/>	Sep 15, 2021	9:57 AM	5:27	639495950 (Jerome Bennett)	4240	
<input type="checkbox"/>	Sep 14, 2021	3:09 PM	6:15	302879235368	920617622 (Ashley Baker)	
<input type="checkbox"/>	Sep 14, 2021	9:54 AM	7:40	853172865418	575429417 (Desiree Jenkins)	



5.3.2 Create a saved search

To save the advanced search criteria:

- 1. Navigate to the **Advanced Search** page.
- 2. Enter the search criteria and click **Save Search**.

Call - Duration

Greater than

5:00

×

+ Add criteria

Search

Save Search

- 3. On the **Add Saved Search** page, specify the following parameters:
  - **Name** - provide the unique name
  - **Visibility** - decide whether you want to share this search with all users or use it privately only.
  - Refine your search criteria, if needed.

Add Saved Search

Name

Long calls (>5 min)

Visibility

☒ Private

☐ Public

SEARCH CRITERIA

Call - Duration

Greater than

5:00

×

+ Add criteria

Save

- 4. Click **Save**.

5.3.3 Manage a saved search

To manage a saved search, click the **Manage Saved Searches** link in the left-side pane.

Wide view

Recordings

ALL CALLS

ACTIVE CALLS

MY CALLS

BY USER

BY CLIENT

UNASSIGNED CALLS

BY TAG

ADVANCED SEARCH

🔒 Long calls (>5 min)

🔒 Short calls (<15 sec)

Manage Saved Searches

Call - Duration

Greater than

5:00

×

+ Add criteria

Search

Save Search

No auto-refresh

Tags

Download

Export

Email

Delete

More

0-20 of many

<

>

	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY
<input type="checkbox"/>	Sep 15, 2021	9:57 AM	5:27	639495950 (Jerome Bennett)	4240
<input type="checkbox"/>	Sep 14, 2021	3:09 PM	6:15	302879235368	920617622 (Ashley Baker)
<input type="checkbox"/>	Sep 14, 2021	9:54 AM	7:40	853172865418	575429417 (Desiree Jenkins)



On the **Saved Searches** page, you can add, edit or delete the existing saved searches.

Saved Searches

+ Add

x Delete

0-2 of 2<>

<input type="checkbox"/>	NAME	VISIBILITY	
<input type="checkbox"/>	Long calls (>5 min)	Private	<a href="#">Edit</a>
<input type="checkbox"/>	Short calls (<15 sec)	Private	<a href="#">Edit</a>

20 per page

0-2 of 2<>



## 6. Reports

---

### 6.1 Overview

---

For details on reporting, check the [Reporting User Guide](#).



## 7. My Profile

### 7.1 My Profile Overview

To access your user profile settings, click your name in the top right corner and select **My Profile**.

MiaRecDashboardRecordingsQAReportsAdministrationAlex Ulasenko

Recordings

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

2022/10/03 - 2022/11/01Select a User or GroupSearch for textSearch

No auto-refreshTagsDownloadExportShareDeleteMore0-20 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
	Alexis Barber	Oct 27, 2022	7:55 AM	1:23	605824224	466008291	
	Lori Brennan	Oct 19, 2022	6:23 AM	5:18	410953772 (Lori Brennan)	8150259180	order cancellationevaluate
	Amy Harris	Oct 19, 2022	3:57 AM	0:53	663889251060	217754290 (Amy Harris)	order cancellation
	Travis Martinez	Oct 19, 2022	2:50 AM	0:58	810893981518	792545867 (Travis Martinez)	
	Pamela Smith	Oct 19, 2022	1:02 AM	4:33	619495167947	142701964 (Pamela Smith)	evaluate

On the **Personal Info** page, you can edit your email, and change the default timezone and language.

Note

To modify the name, role and group attribute, contact your administrator.

Wide view

My Profile

Personal info

» Info

Security

My Profile > Personal info

Personal Info

Name: Alexander

Role: Administrator

Group: Group Gentry Ltd

Email: 

Change email

Timezone: Default 

Change Timezone

Language: Default 

Change Language



## 7.2 Change language

To change the web portal language, click your name in the top right corner and select **Language**.

MiaRecDashboardRecordingsQAReportsAdministrationAlex Ulasenko

Recordings

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

2022/10/03 - 2022/11/01

Select a User or Group

Search for text

Search

No auto-refreshTagsDownloadExportShareDeleteMore

0-20 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
	Alexis Barber	Oct 27, 2022	7:55 AM	1:23	605824224	466008291	
	Lori Brennan	Oct 19, 2022	6:23 AM	5:18	410953772 (Lori Brennan)	8150259180	order cancellationevaluate
	Amy Harris	Oct 19, 2022	3:57 AM	0:53	663889251060	217754290 (Amy Harris)	order cancellation
	Travis Martinez	Oct 19, 2022	2:50 AM	0:58	810893981518	792545867 (Travis Martinez)	
	Pamela Smith	Oct 19, 2022	1:02 AM	4:33	619495167947	142701964 (Pamela Smith)	evaluate

In the **Language** dropdown box, select your preferred language and click **Save**.

Language

English

English

French

German

Italian

Portuguese (Brazil)

Russian

Spanish



### 7.3 Change password

To change your password, click your name in the top right corner and select the **Change Password** option.

MiaRecDashboardRecordingsQAReportsAdministrationAlex Ulasenko

Recordings

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

2022/10/03 - 2022/11/01

Select a User or Group

Search for text

Search

No auto-refreshTagsDownloadExportShareDeleteMore

0-20 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
	Alexis Barber	Oct 27, 2022	7:55 AM	1:23	605824224	466008291	
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	Travis Martinez	Oct 19, 2022	2:50 AM	0:58	810893981518	792545867 (Travis Martinez)	
	Pamela Smith	Oct 19, 2022	1:02 AM	4:33	619495167947	142701964 (Pamela Smith)	evaluate

Enter your current and new passwords, and click the **Change Password** button.

Wide view

My Profile

Personal infoInfoSecurity

My Profile > Personal info > Info

Change my password

Current password \*

.....

New password \*

.....

good

.....

Change Password

#### 7.3.1 Reset password by email

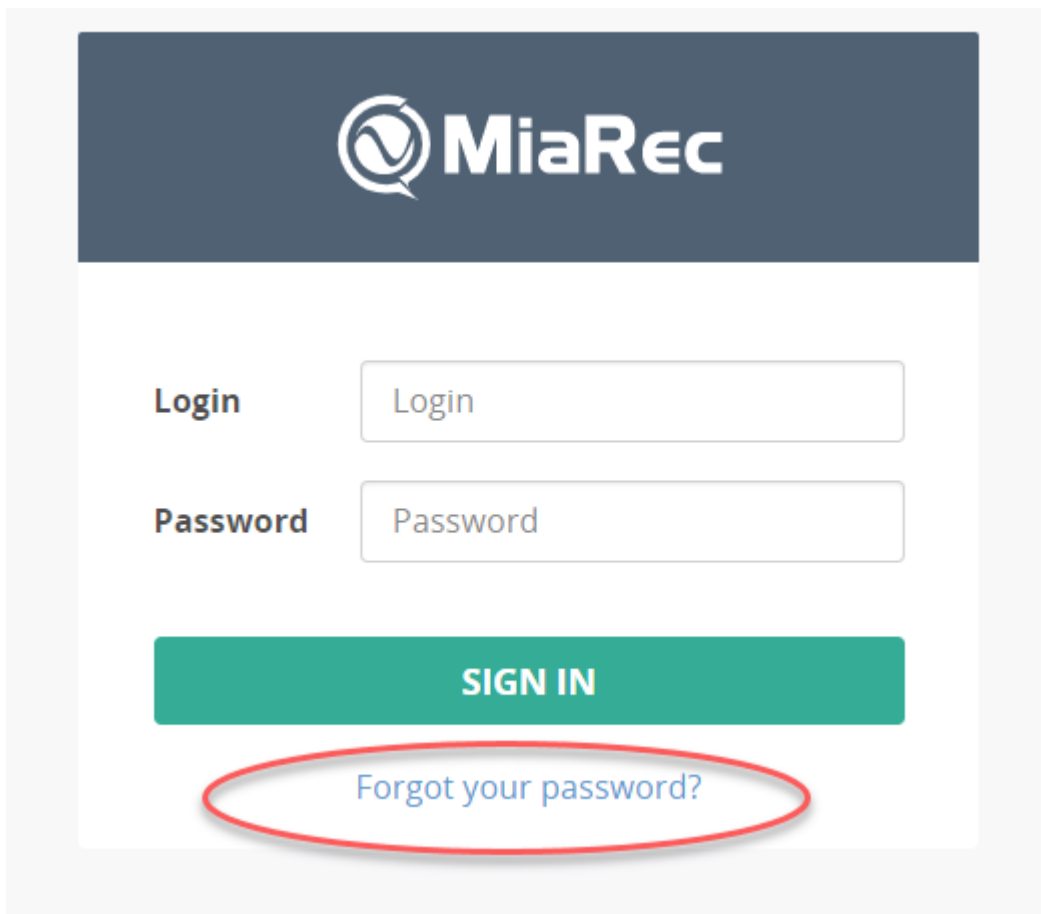
Note

A password reset by email may not be available for your account if:

- An email address is not configured for your user profile. Contact your system administrator for assistance.
- A Single Sign-On is activated for your user profile. In this case, you need to reset the password in the corresponding web portal (Identity Provider) rather than in MiaRec.



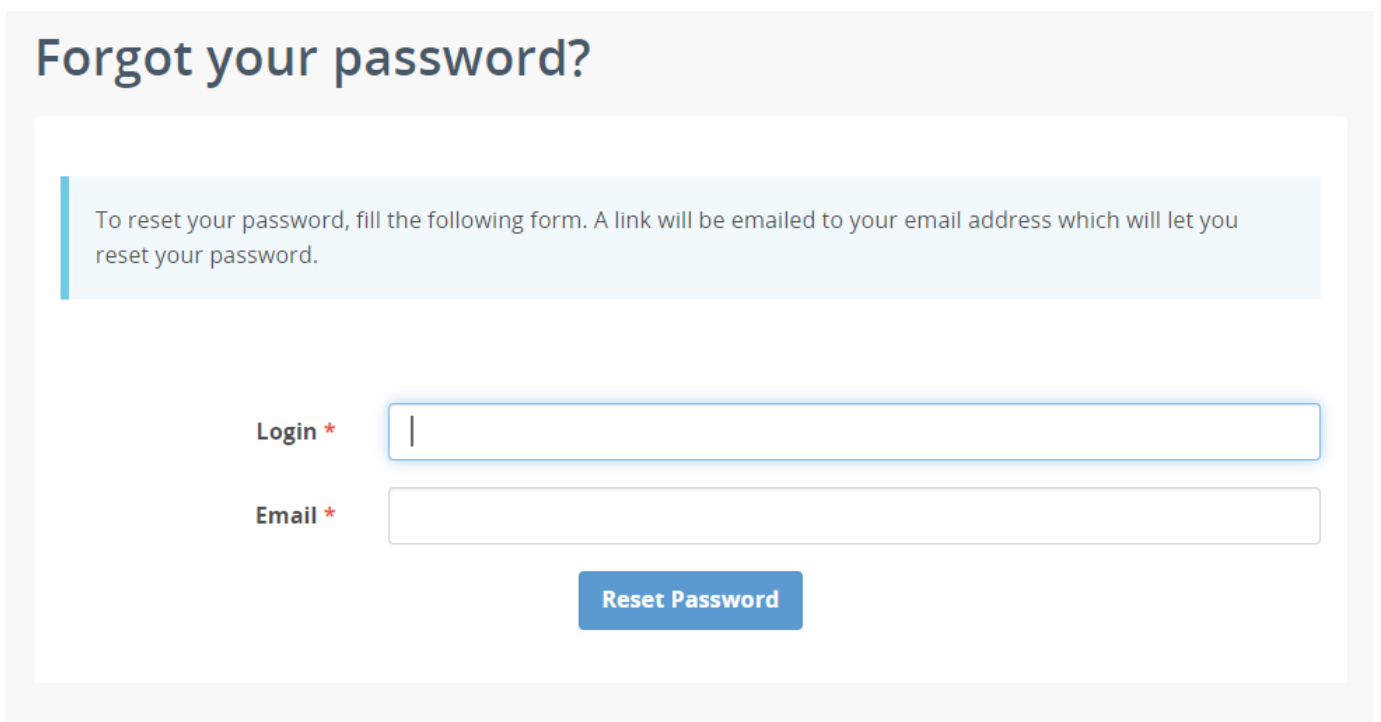
If you forgot your password, you can request to reset your password by clicking the **Forgot your password?** link on the login page.



The image shows the MiaRec login page. At the top is the MiaRec logo. Below it are two input fields: 'Login' and 'Password'. A green 'SIGN IN' button is positioned below the password field. At the bottom of the login form, the text 'Forgot your password?' is displayed in blue and is circled with a red oval.

On the **Forgot your password?** page, provide your login and email and click the **Reset Password** button.

A password reset link will be emailed to you.



The image shows the 'Forgot your password?' page. The title 'Forgot your password?' is at the top. Below it is a light blue box containing the text: 'To reset your password, fill the following form. A link will be emailed to your email address which will let you reset your password.' Below this box are two input fields: 'Login \*' and 'Email \*'. A blue 'Reset Password' button is located at the bottom of the form.



## 7.4 Security settings

---

### 7.4.1 2-Step Verification

---

A multi-factor authentication, also referred to as two-factor authentication (2FA), is a combination of your login credentials and a verification code to access the web portal. Each time you sign into your account, you'll require to enter a one-time verification code that is sent to you via email or SMS.



To activate 2-step verification in your account:



1. Click your name in the top right corner and select **My Profile**.

MiaRecDashboardRecordingsQAReportsAdministrationAlex Ulasenko

Recordings

ALL CALLSACTIVE CALLSMY CALLSBY USERBY CLIENTUNASSIGNED CALLSBY TAGADVANCED SEARCH

2022/10/03 - 2022/11/01

Select a User or Group

Search for text

Search

No auto-refreshTagsDownloadExportShareDeleteMore

0-20 of many

	USER	DATE	TIME	DURATION	CALLER PARTY	CALLED PARTY	TAGS
	Alexis Barber	Oct 27, 2022	7:55 AM	1:23	605824224	466008291	
	Lori Brennan	Oct 19, 2022	6:23 AM	5:18	410953772 (Lori Brennan)	8150259180	order cancellationevaluate
	Amy Harris	Oct 19, 2022	3:57 AM	0:53	663889251060	217754290 (Amy Harris)	order cancellation
	Travis Martinez	Oct 19, 2022	2:50 AM	0:58	810893981518	792545867 (Travis Martinez)	
	Pamela Smith	Oct 19, 2022	1:02 AM	4:33	619495167947	142701964 (Pamela Smith)	evaluate

2. Expand the **Security** pane and click **2-Step Verification**.

My Profile

Personal Info

Personal info

Info

Security

2-Step Verification

Trusted Devices

Your Devices

Your Web Sessions

Name: Alexander

Role: Administrator

Email: ulasenko@gmail.comChange email

Timezone: DefaultChange Timezone

Language: DefaultChange Language

3. Click the **Add 2-step verification method** button. You will be prompted to enter the password for your account.



# My Profile

Wide view

Personal info

Security

2-Step Verification

Trusted Devices

Your Devices

Your Web Sessions

My Profile > Security

2-Step Verification

Enabled Edit Settings

Each time you sign in to your account, you'll require to enter a unique code generated by an app on your mobile device or sent via text message, in addition to your username and password

+ Add 2-step verification method

METHOD	ADDRESS	STATUS	DEFAULT
Profile Email		Verified	Default

4. In **Step 1**, in the **Authentication method** field, specify the email address type to which the verification code will be sent. This could be either the profile email or an alternative email address. After that, click **Next**.

# My Profile

Wide view

Personal info

Security

2-Step Verification

Trusted Devices

Your Devices

Your Web Sessions

My Profile > Security > 2-Step Verification

Add 2-step verification method

Step 1. Enter details

Step 2. Verify

Authentication Method \*

☒ Profile Email ☐ Email

Next

5. Under **Step 2**, in the **Verification code** field, enter the code that was sent to your email address.

Wide view

# My Profile

Personal info

Security

2-Step Verification

Trusted Devices

Your Devices

Your Web Sessions

My Profile > Security > 2-Step Verification

Add 2-step verification method

Step 1. Enter details

Step 2. Verify

An email with a verification code has just been sent to  
To continue, enter the code  
Didn't receive the code? You can resend the code in 0:17

Verification code \*

123412

Back

Verify

Resend code



## 7.4.2 Trusted Devices

On the **Trusted Devices** page, you can view the devices that were marked as trusted when you signed in to your account.

### What is a trusted device?

When you sign into your account, you can enable the **Don't ask again on this computer** option. Such a device will be saved as trusted. You will not be asked for a code the next time you log in from the same device. Only your username and password will be required.

## Verify it's you

An email with a verification code has just been sent to

To continue, enter the code

Didn't receive the code? You can resend the code in 0:31

Verification code \*

561689

☒ Don't ask again on this computer

Verify

[Resend code](#)

[Switch to Profile Email](#)

My Profile > Security

## Trusted Devices

You will not be asked for a code when you sign in to your account on the device you trust. Only your username and password will be required

FIRST ACCESS	LAST ACCESS	LOCATION	CLIENT	SYSTEM	
Jan 11, 2022, 12:40 PM	<a href="#">This device</a>	57 seconds ago	91.195.75.207	Chrome	Windows

[View](#) [✕ Revoke](#)

For a device listed that you do not recognize, you revoke a trust by clicking the **Revoke** button.



My Profile > Security

## Trusted Devices

You will not be asked for a code when you sign in to your account on the device you trust. Only your username and password will be required


FIRST ACCESS	LAST ACCESS	LOCATION	CLIENT	SYSTEM		
Jan 11, 2022, 12:40 PM	<a href="#">This device</a>	57 seconds ago	91.195.75.207	Chrome	Windows	<a href="#">View</a> <a href="#">✕ Revoke</a>

### 7.4.3 Your Devices

The **Your Devices** page shows all the devices and their IP addresses from where you accessed your MiaRec account. When you access the web portal from a new device, you will receive an email notification.

My Profile > Security

## My Profile

Wide view 

Personal info <

**Security** ▾

- » 2-Step Verification
- » Trusted Devices
- » **Your Devices**
- » Your Web Sessions

### Your Devices

You have recently signed in to your account on these devices

FIRST ACCESS	LAST ACCESS	LOCATION	CLIENT	SYSTEM		
Jan 10, 2022, 12:11 PM	<a href="#">This device</a>	22 seconds ago	50.203.213.38	Chrome	Windows	<a href="#">View</a> <a href="#">✕ Revoke</a>
Jan 10, 2022, 12:01 PM	10 minutes ago	50.203.213.38	Chrome	Windows	<a href="#">View</a> <a href="#">✕ Revoke</a>	
Dec 30, 2021, 5:21 PM	3 days ago	91.195.75.207	Chrome	Windows	<a href="#">View</a> <a href="#">✕ Revoke</a>	
Dec 24, 2021, 11:59 AM	10 days ago	91.195.75.207	Chrome	Windows	<a href="#">View</a> <a href="#">✕ Revoke</a>	
Nov 9, 2021, 12:33 PM	61 days ago	85.223.209.22	Chrome	Windows	<a href="#">View</a> <a href="#">✕ Revoke</a>	
Oct 25, 2021, 5:01 PM	76 days ago	91.195.75.206	Chrome	Windows	<a href="#">View</a> <a href="#">✕ Revoke</a>	

To view detailed information about the device, click the **View** button in a list.



My Profile > Security

## Your Devices

You have recently signed in to your account on these devices

FIRST ACCESS		LAST ACCESS	LOCATION	CLIENT	SYSTEM	
Jan 10, 2022, 12:11 PM	<a href="#">This device</a>	22 seconds ago	50.203.213.38	Chrome	Windows	<a href="#">View</a> <a href="#">✕</a> <a href="#">Revoke</a>
Jan 10, 2022, 12:01 PM		10 minutes ago	50.203.213.38	Chrome	Windows	<a href="#">View</a> <a href="#">✕</a> <a href="#">Revoke</a>
Dec 30, 2021, 5:21 PM		3 days ago	91.195.75.207	Chrome	Windows	<a href="#">View</a> <a href="#">✕</a> <a href="#">Revoke</a>

Wide view

## My Profile

Personal info

Security

» 2-Step Verification

» Trusted Devices

» Your Devices

» Your Web Sessions

My Profile > Security > Your Devices

## Device

[Revoke](#)

[This device](#)

Client: Chrome

Operating System: Windows

Location: 50.203.213.38

First access: Jan 10, 2022, 12:11 PM (4 minutes ago)

Last access: Jan 10, 2022, 12:11 PM (4 minutes ago)

Expiration time: Jul 9, 2022, 12:11 PM (expires in 180 days)

### 7.4.4 Your Web Sessions

The **Your Web Sessions** page shows all your currently active web sessions.

If you see any suspicious activity, click **Terminate** to terminate the session and change your password.

Wide view

## My Profile

Personal info

Security

» 2-Step Verification

» Trusted Devices

» Your Devices

» Your Web Sessions

My Profile > Security

## Your Web Sessions

This lists all of your current active sessions. If you found any suspicious activity, terminate the session and change your password quickly

SESSION START TIME		LOCATION	CLIENT	SYSTEM	
Jan 10, 2022, 12:11 PM (13 minutes ago)	<a href="#">This session</a>	50.203.213.38	Chrome	Windows	<a href="#">View</a> <a href="#">✕</a> <a href="#">Terminate</a>