



This guide gives an overview of the Telesystem Managed Call Recording administrative portal, powered by Atmos Call Cabinet system.

Recording retention policy is set to 30 days by default, however longer retention times and storage options are available. All options and features are based on the current contract and your administrative privileges. Please contact Telesystem with questions.

Logging In

System administrators will receive an automated email from no-reply@callcabinet.com when their login is created. That message will contain the unique URL for your company's access and your login information.

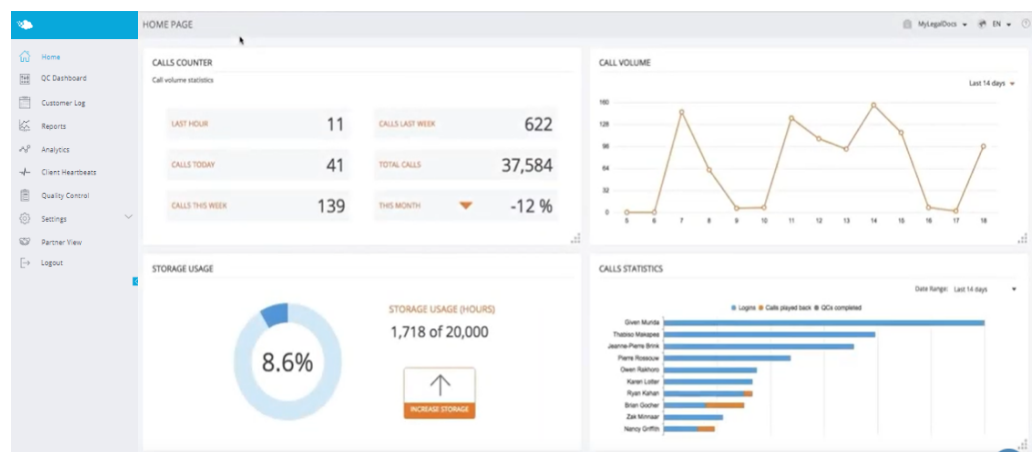
To log in, go to your unique call recording URL and input your credentials.

If you do not have this information or if you are a new administrator, contact Telesystem for assistance.



[Forgot password?](#)

Home Page

The *Home Page* is the default view upon logging in. An example is shown to the right.

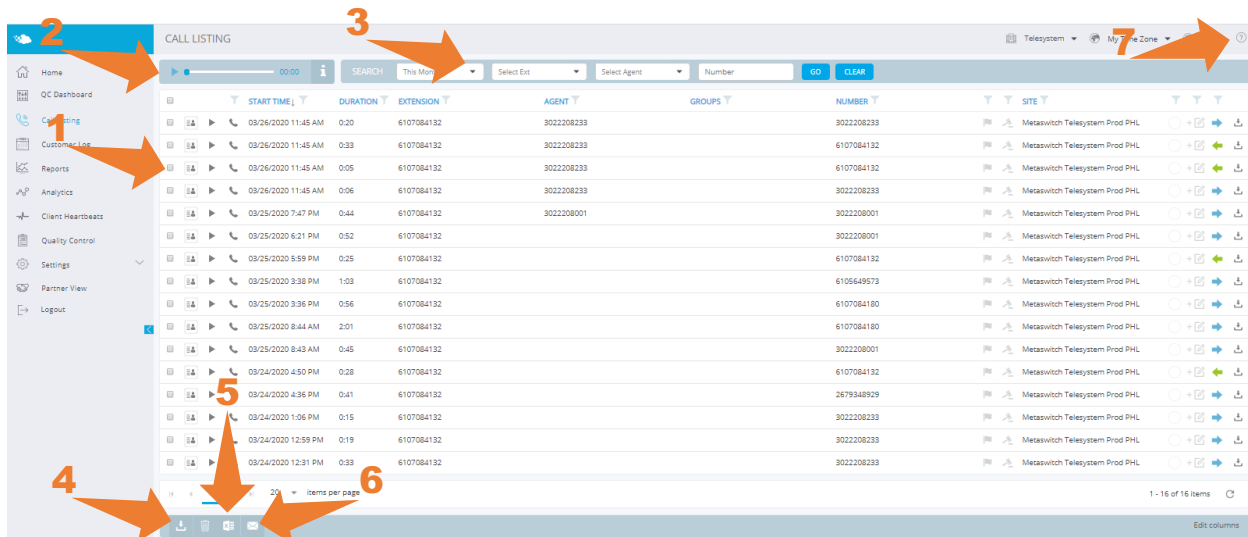


Getting acquainted:


- Access a searchable help section from any view by clicking on the question mark  on the top right
- Expand and contract each of the windows by clicking and dragging the handle on the bottom right 
- The *Home Page* is the default view upon logging in. To instead show *Call Listing Page* by default, uncheck the *show this page at login* box at the bottom of the screen: ☒ Show this page at login

Call Listing Page

Select the Call Listing section from the navigation pane to open a list of all calls retained in the system.



The screenshot shows the 'CALL LISTING' interface. On the left is a navigation pane with icons for Home, QC Dashboard, Call Listing (highlighted with a red arrow and number 1), Customer Log, Reports, Analytics, Client Heartbeats, Quality Control, Settings, Partner View, and Logout. The main area displays a table of calls with columns: START TIME, DURATION, EXTENSION, AGENT, GROUPS, NUMBER, and SITE. Each row represents a call. At the bottom of the table, there are icons for download (4), Excel export (5), and email (6). The top right corner has a search bar (3) and a help icon (7). The bottom right corner shows '1 - 16 of 16 items' and an 'Edit columns' link.

- 1. Call Grid** - displays a single row for each call. You can use the play button to listen to a specific call and view the information about each call (duration, agent, call direction, etc). Insert a checkmark to the left of the call to select it for download, deletion, or email. Each column on the grid can be sorted by clicking the header filter  then entering criteria.
- 2. Player**- play or pause the selected call and manage its volume control.
- 3. Search**- use to produce a search on specific agent, time, or phone number.
- 4. Download**- select one or more calls by placing a checkmark to the left of the entry. Click the download icon to download the audio of the selected call(s) to a zip file.
- 5. Excel export**- click to export all the data of the page you are currently viewing into excel.
- 6. Email**- select one or more calls by placing a checkmark to the left of the entry. Click the email icon to email the audio of the selected call(s) to the desired recipient. Please note, emails will be sent via no-reply@callcabinet.com .
- 7. Help**- access the full user guide for the system.