

## TELSTRAT APPLICATION QUICK START

### Logging in

URL: <http://usbfwiis1002/Engage/>

User ID: usfall00

Password:

☒ Windows Integrated Logon

Ok Clear

Check the Windows Integrated Logon box and you will NOT need to enter a password to log into the application

### Telstrat Main Screen

Ensure you are on the Recordings tab

Date	Start Time	End Time	Day	Status	Rec Duration	Hold Duration	User First	User Last	Extension	CID	Dated Number	Direction
1/20/2020	1:54:00 PM	1:55:00 PM	Monday		00:00:44		Courtney	Grace	15927	786320552	15927	In
1/20/2020	1:53:33 PM	1:55:20 PM	Monday		00:00:44		Jose	Ross	48079	47796	48079	In
1/20/2020	1:52:47 PM	1:52:29 PM	Monday		00:00:01		John	Leavitt	17796	17796	74328	Out
1/20/2020	1:51:45 PM	1:52:49 PM	Monday		00:00:03	00:00:02	John	Leavitt	17796	6102724884	17796	Out
1/20/2020	1:50:41 PM	1:50:43 PM	Monday		00:00:01		Karen	Sullivan	67412	67412	76981	Out
1/20/2020	1:50:39 PM	1:52:26 PM	Monday		00:00:24		Michael	Stevens	17028	17028	806019110639	Out
1/20/2020	1:50:30 PM	1:51:13 PM	Monday		00:00:43		Kallan	Murphy	16384	585130810	16384	In
1/20/2020	1:49:38 PM	1:50:13 PM	Monday		00:00:34		Jesse	Celino	16137	16137	8060191059242	Out
1/20/2020	1:48:46 PM	1:50:42 PM	Monday		00:01:55	00:00:03	Karen	Sullivan	67412	6168264228	67412	In
1/20/2020	1:48:45 PM	1:48:51 PM	Monday		00:00:04		Cynthia	Hoover	16952	16952	76883	Out
1/20/2020	1:48:07 PM	1:51:39 PM	Monday		00:03:30		Timothy	Novak	15296	15296	8060196267296	Out
1/20/2020	1:46:54 PM	1:48:19 PM	Monday		00:01:36		Courtney	Grace	15927	616986355	15927	In
1/20/2020	1:46:39 PM	1:48:44 PM	Monday		00:02:05		Karen	Sullivan	17412	17412	8060196274218	Out
1/20/2020	1:46:04 PM	1:50:26 PM	Monday		00:07:31		Andy	Platt	17989	8479798002	17989	In
1/20/2020	1:46:02 PM	1:50:19 PM	Monday		00:04:16	00:01:45	Ashley	Adigbeth	15113	5712910660	15113	In
1/20/2020	1:46:19 PM	1:51:02 PM	Monday		00:04:52		Trina	Trina	66173	66173	66173	In
1/20/2020	1:45:13 PM	1:45:15 PM	Monday		00:00:01		Courtney	Grace	15927	15927	76133	Out
1/20/2020	1:45:09 PM	1:45:16 PM	Monday		00:00:10	00:00:02	Courtney	Grace	15927	3126473173	15927	In
1/20/2020	1:45:28 PM	1:46:25 PM	Monday		00:01:52		George	Bathaly	17132	8474650000	17132	In
1/20/2020	1:42:37 PM	1:53:37 PM	Monday		00:11:00		Andre	Chenier	16337	65272	16337	In
1/20/2020	1:42:23 PM	1:49:32 PM	Monday		00:07:09		Julia	Brown	17633	17633	8060191060230	Out
1/20/2020	1:42:04 PM	1:48:07 PM	Monday		00:06:02		Brian	D'Angelo	67617	7034598897	67617	In
1/20/2020	1:40:55 PM	1:41:02 PM	Monday		00:00:06		Daniel	Burkhardt	15261	15261	67244	Out
1/20/2020	1:40:55 PM	1:41:02 PM	Monday		00:00:06		Cheryl	Caporale	67244	15261	67244	In
1/20/2020	1:39:36 PM	1:41:09 PM	Monday		00:01:32		Jesse	Celino	16137	16137	8060191059242	Out
1/20/2020	1:39:08 PM	1:40:39 PM	Monday		00:01:30		Brian	D'Angelo	17617	4439899000	17617	In
1/20/2020	1:38:31 PM	1:40:46 PM	Monday		00:02:12		Ronald	Rossi	66028	66028	806019115813	Out
1/20/2020	1:38:22 PM	1:38:53 PM	Monday		00:00:31		William	Bell	16589	16589	806019117243	Out
1/20/2020	1:38:20 PM	1:42:20 PM	Monday		00:04:00		Daniel	Heathompson	17679	8473309351	17679	In
1/20/2020	1:37:55 PM	1:37:58 PM	Monday		00:00:03		Courtney	Grace	15927	15927	77264	Out
1/20/2020	1:37:52 PM	1:44:48 PM	Monday		00:06:55		Sal	Trina	66173	66173	66173	In
1/20/2020	1:37:47 PM	1:40:57 PM	Monday		00:02:20		Joseph	Crosby	17060	4854623789	17060	In
1/20/2020	1:36:22 PM	1:41:06 PM	Monday		00:04:43		Michael	Hughes	16633	9166331708	16633	In
1/20/2020	1:26:18 PM	1:37:36 PM	Monday		00:01:18		Andrew	Wassilios	16267	5167654460	16267	In
1/20/2020	1:35:52 PM	1:39:38 PM	Monday		00:03:45		Jordan	Raynolds	66586	66483	66586	In
1/20/2020	1:34:00 PM	1:44:42 PM	Monday		00:08:41		Juan	Arumendi	16024	4508533335	16024	In
1/20/2020	1:34:48 PM	1:43:02 PM	Monday		00:08:13	00:01:39	Timothy	Novak	15296	6192487977	15296	In
1/20/2020	1:34:40 PM	1:38:49 PM	Monday		00:04:01		George	Bathaly	17132	6032645003	17132	In
1/20/2020	1:34:40 PM	1:37:26 PM	Monday		00:02:45		Ronald	Rossi	66028	66028	806019115813	Out
1/20/2020	1:34:33 PM	1:39:46 PM	Monday		00:05:09	00:01:08	Katherine	Barnack	17205	+8473305442	17205	In
1/20/2020	1:34:09 PM	1:41:14 PM	Monday		00:07:03	00:01:00	Daniel	Spahn	16442	8479321874	16442	In
1/20/2020	1:34:09 PM	1:38:00 PM	Monday		00:01:50		Courtney	Hourihan	66529	66529	66529	Out
1/20/2020	1:33:45 PM	1:35:46 PM	Monday		00:02:04		Rodney	Chapman	15923	+1517128936	15923	In
1/20/2020	1:33:22 PM	1:33:34 PM	Monday		00:00:11		Courtney	Hourihan	66529	66529	66529	Out
1/20/2020	1:33:03 PM	1:33:41 PM	Monday		00:00:38		Jesse	Celino	16137	16137	8060191059242	Out

- Here, a user can view a list of the most recent calls that have been authorized to play back. This is referred to as the **Playback Log**.
- Allows the user to view recent call recordings, search for call recordings, and filter by multiple parameters
- Functionality gives the user the **date** of the call, **start** and **end** times, the **duration** of the call, the **hold** time, the **first** and **last** name of the user, their **extension**, and if it was **inbound/outbound**.

Please Note: User can adjust the number of records that appear per page at the bottom of the application

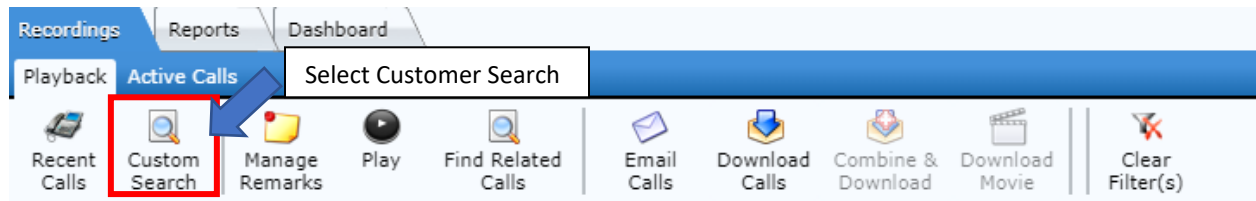
1 - 200 of 200 items

Select the drop down to adjust the amount of records per page

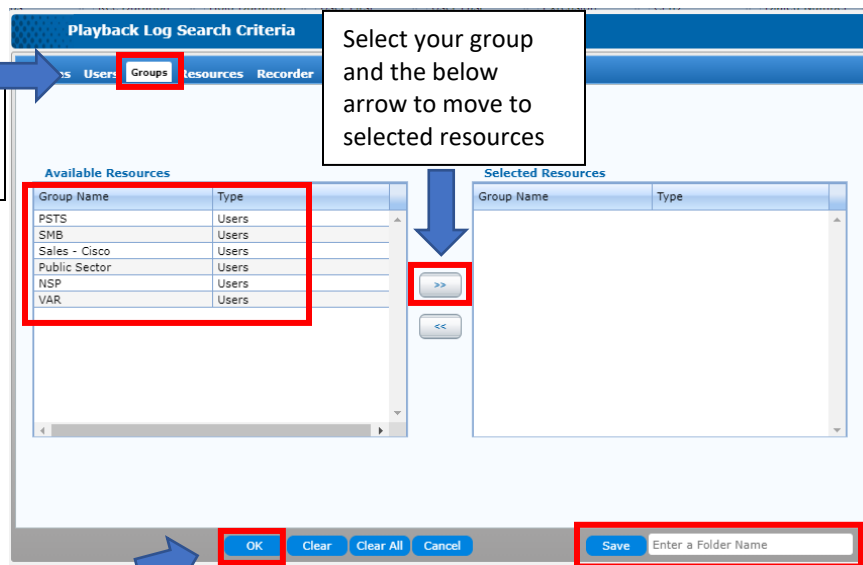
Shows the **total** number of records per page

## Customized View

Users are able to customize the Playback Log to fit their needs.



### Filter by Group



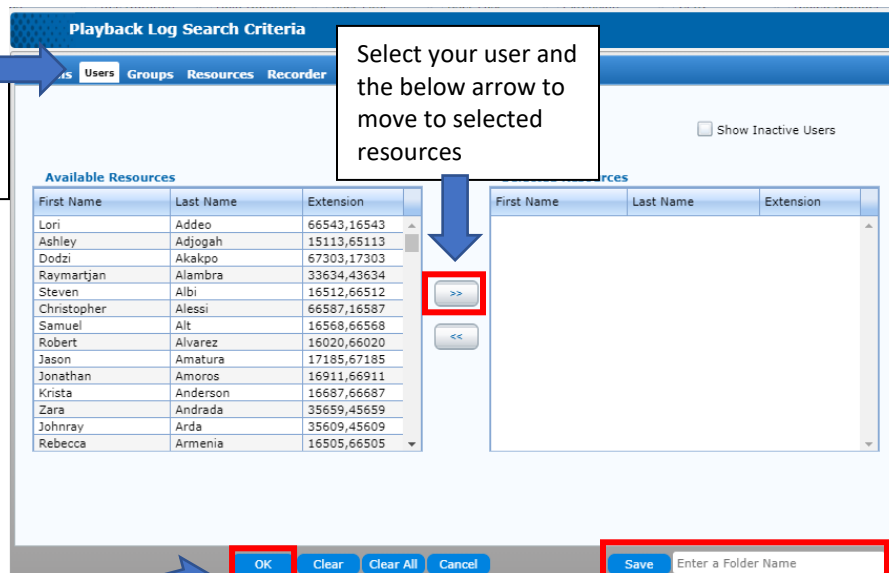
Select **Groups** and group name will appear

Select your group and the below arrow to move to selected resources

Select ok to see your customization reflected on screen

! Please note, you have the ability to save any custom view into a folder

### Filter by User



Select **Users** and user names will appear

Select your user and the below arrow to move to selected resources

Select ok to see your customization reflected on screen

! Please note, you have the ability to save any custom view into a folder