Logging in

URL: http://usbfwiis1002/Engage/

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

- 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
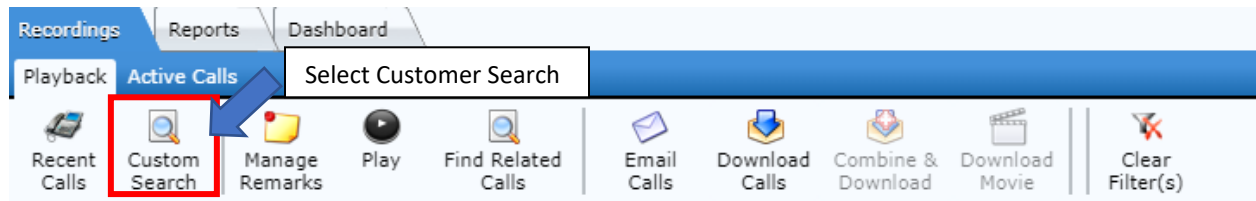

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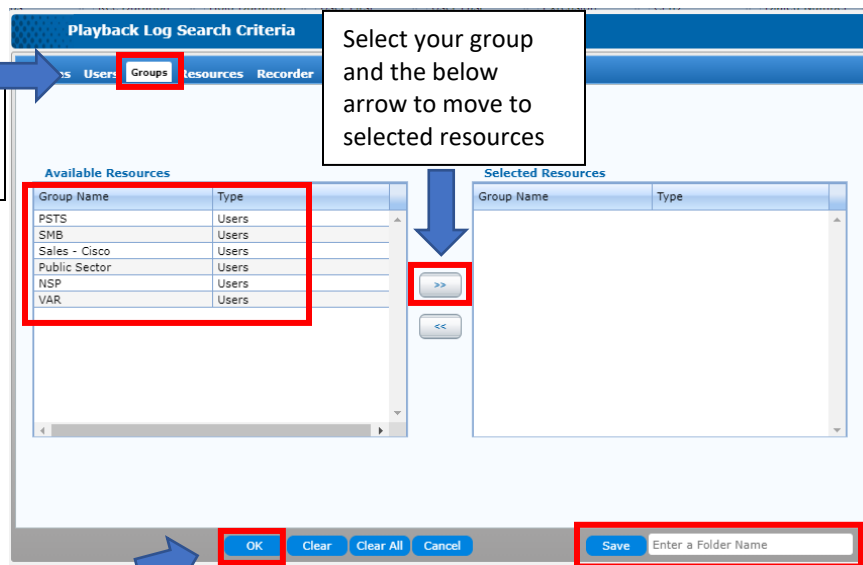
Select the drop down to adjust the amount of records per page

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

Customized View

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

Select Customer Search
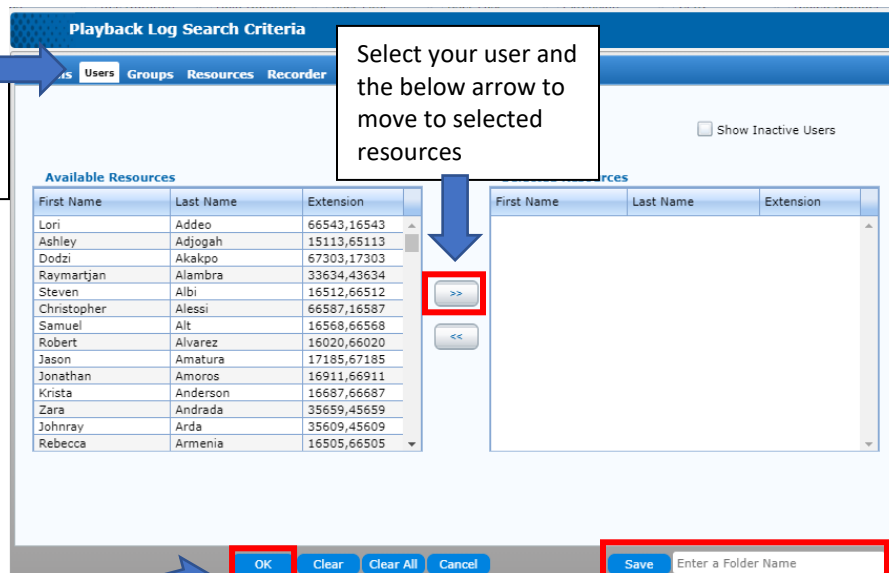
Filter by Group

Playback Log Search Criteria

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

Playback Log Search Criteria

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