

2018

# LOGIX Hosted PBX

## CALL RECORDING

# LOGIX Hosted PBX Call Recording

## Table of Contents

Revision History .....	3
Overview .....	4
Call Recording .....	5

# LOGIX Hosted PBX Call Recording

## Revision History

Version	Release Date	Author	Changes
10.2.2018	TBD	Joshua Foshee	First Release

## Release Document Storage Location

Logix.com -> Customer Resources

[Web link](#)

# LOGIX Hosted PBX Call Recording

## Overview

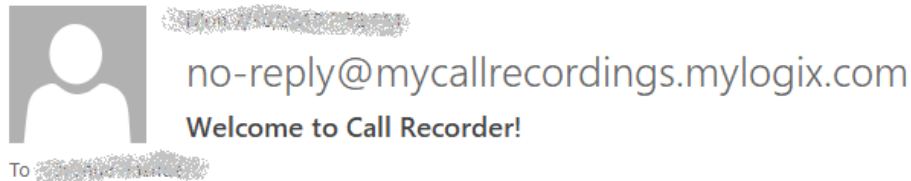
---

In this guide we will cover the Call Recording for Logix Hosted PBX. We will go over the Call Recording portal. There is a video to cover this that you can find on the Logix.com website under Customer Resources. This video will have more information in it and recommend watching that after reviewing this guide.

# LOGIX Hosted PBX Call Recording

## Call Recording

1. Your login credentials will be sent to the email address we have on file. It will look like the following.

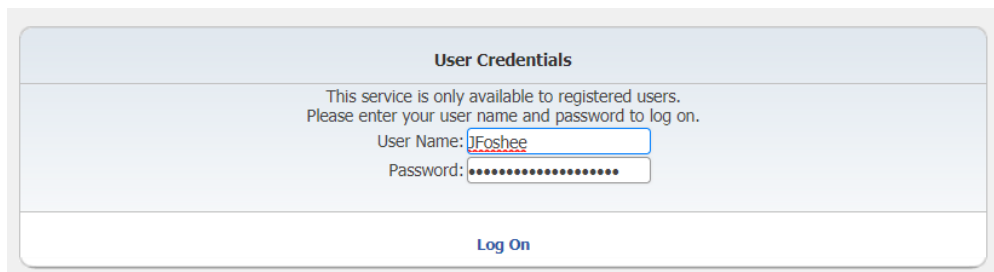


### Welcome to Call Recorder!

Your Call Recorder account was set up with the following credentials:

Username: [redacted]  
Password: [redacted]

2. You then will go to <https://MyCallReocrdings.MyLogix.Com> This will take you to the login.



3. You will log in with your credentials and get to the home screen.

The screenshot shows the LOGIX FIBER NETWORKS home dashboard. At the top, there is a navigation menu with items like "Home", "Recordings", "Reports", "Alerts", "Evaluations", and "Organization". The main dashboard area features several key performance indicators (KPIs) and charts. The KPIs include: 0 Calls in Progress, 0 Active Call Handlers, 4,899 Calls, 7.7 Days Duration Recorded, 391 Calls in Recycle Bin, 44% Free Audio Storage, <1% Free Screen Storage, and <1% Free Audio Mining Storage. Below the KPIs is a "Last Week's Trend" line chart. The dashboard is divided into three main sections: "Call Handler Summary" with a table of call handler performance, "Calls By Category" (currently showing "No Data Available"), and "Calls By Location" with a bar chart showing call volume for Dallas, Houston, and Fort Worth, TX.

Call Handler ID	Maximum	Average	Calls
[redacted]	00:10:05	00:02:28	23
[redacted]	00:13:44	00:01:19	15

Location	Calls
DALLAS, TX	[High]
HOUSTON, TX	[Medium]
FORT WORTH, TX	[Low]

# LOGIX Hosted PBX Call Recording

- On this screen you can see calls in progress, Total calls recorded, Duration and widgets that give information about call.
- The next tab will be Recordings. On this tab you have a filter option to filter the recordings. You can then listen to the recordings, depending on the level of recording you have you can annotate the call, send to CRM, send to email, and more features dealing with the call.

The screenshot shows the 'Recordings' tab in the LOGIX interface. It features a search bar at the top right and a navigation menu. The main area contains a filter panel on the left with options like 'By Number', 'By Employee', 'By Location', etc. Below the filter is a table of recorded calls. A red arrow points to the filter panel, and another red arrow points to the table header.

Number	Day	Date	Time	From Number	From Caller ID	To Number	To Caller ID	Redirected From	Redirected To	Duration	Recording	Annotate	CRM	Email	Comments	Category	MDS	Archive	Evaluate	Audio Mining
7138658536	Thu	2018-09-20	02:01:57 PM	17138658175	LOGIX	7138658536	Chad Day	7138658536	8325990778	00:00:06	[Icon]	[Icon]	[Icon]	[Icon]	[Icon]	(No Category)	[Icon]	[Icon]	[Icon]	[Icon]

- The next tab is reports. On this tab you can see basic reports on the recording data.

The screenshot shows the 'Reports' tab in the LOGIX interface. The navigation menu has 'Reports' selected. Below the menu is a table of reports. A red arrow points to the 'Reports' tab in the navigation menu.

Call Handler	Description	Calls	Average Duration	Minimum Duration	Maximum Duration
7138658536	7138658536	407	00:02:19	00:00:01	01:00:23
7138658536	7138658536	295	00:01:56	00:00:01	00:38:22
7138658536	7138658536	225	00:02:13	00:00:01	00:20:14
7138658536	7138658536	180	00:03:20	00:00:01	00:30:43
7138658536	7138658536	104	00:03:20	00:00:01	00:42:46
7138658536	7138658536	73	00:00:05	00:00:01	00:00:54
7138658536	7138658536	44	00:00:04	00:00:03	00:00:32
7138658536	7138658536	43	00:00:30	00:00:02	00:10:06
7138658536	7138658536	34	00:00:23	00:00:02	00:01:17
7138658536	7138658536	18	00:02:36	00:00:04	00:14:52
7138658536	7138658536	6	00:00:09	00:00:03	00:00:30

# LOGIX Hosted PBX Call Recording

- The organization tab is the tab to manage the users. You can create new users by clicking add new users.

LOGIX FIBER NETWORKS

Screen Recording Client | Desktop Notifier | Archive Tool | Recent Alerts | Quick Start | Change Passw...

Search...

(GMT-06:00) Central Time (US & ...)

Welcome, JFoshee

Home | Recordings | Reports | Alerts | Evaluations | **Organization**

Organization | Subscribers | **Users** | Recording Policies

User Maintenance

Group Admin	User Name	Email Address	Contact Name	Company Name	Locked Out
N/A					N/A
<input checked="" type="checkbox"/>		...@logix.co...			<input type="checkbox"/>
<input checked="" type="checkbox"/>		...@logix.com			<input type="checkbox"/>
<input checked="" type="checkbox"/>		...@logix...			<input type="checkbox"/>
<input checked="" type="checkbox"/>		...@logix.com			<input type="checkbox"/>
<input checked="" type="checkbox"/>		...014			<input type="checkbox"/>
<input checked="" type="checkbox"/>		...@logix.C...	Jeff Liquori		<input type="checkbox"/>
<input checked="" type="checkbox"/>		...@logix...			<input type="checkbox"/>

First Prev 1 of 1 Next Last

Restrict User Access to Certain IP Addresses | CRM Client Settings

Add New User

version: 4.8.38.42