

Recording Manager for 3CX

Find, Stream and Manage Telephone Voice Recordings

The CommSoft Recording Manager for 3CX Pro and 3CX Enterprise systems, enables you to locate, stream (listen), download, and archive voice recordings made on your 3CX telephone system. The Recording Manager is a compact PC application providing media player functions that enable you to securely log in and gain easy access to voice recordings made by your 3CX telephone system.

The screenshot displays the Recording Manager application window. At the top, there is a navigation bar with 'Call Recordings' and an 'Admin' button. Below this, there are search and filter controls: a 'Select Extension' dropdown set to 'All', a search box, a 'Show Archived Only' toggle, and a 'Filters' section with a time range of '12:00 AM - 11:59 PM'. The main area contains a table of call recordings with the following columns: Caller Name, Caller, Called, Direction, Date/Time, and Duration. Each row includes a set of action icons (play, download, delete, etc.). At the bottom, there is a 'Not Playing' audio player with a progress bar and playback controls.

Caller Name	Caller	Called	Direction	Date/Time	Duration
New Sales%3AUK In Rule1%3A+353872412268	353	104	→ External In	20/12/2023 10:40 AM	00:05:32
PC, Jeremy	103	107	→ Internal	19/12/2023 03:26 PM	00:08:14
New Sales%3AUK In Rule1%3A+441315070013	441	104	→ External In	19/12/2023 03:11 PM	00:00:46
Christian	108	103	→ Internal	19/12/2023 01:23 PM	00:50:57
PC, Jeremy	103	012	← External Out	19/12/2023 09:30 AM	00:05:55
New Sales%3AUK In Rule1%3A+442891878799	442	104	→ External In	18/12/2023 12:56 PM	00:02:16
Christian	108	103	→ Internal	18/12/2023 12:20 PM	00:10:08
New Sales%3AUK In Rule1%3A+442891878799	442	104	→ External In	18/12/2023 11:02 AM	00:03:38
New Sales%3AUK In Rule1%3A+441315070013	441	104	→ External In	15/12/2023 03:28 PM	00:00:57
New Sales%3AUK In Rule1%3A+447773024218	447	104	→ External In	15/12/2023 12:49 PM	00:02:21

Convenient Easy to Use Functions

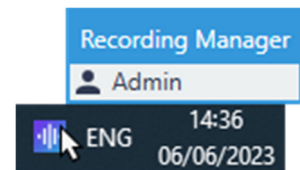
Recording Manager for 3CX makes finding and managing telephone voice recordings fast and efficient. Whether you need user access to your own voice recordings or as a manager or supervisor to access recordings for a team of user's. If you need to administer all voice, recordings on the 3CX telephone system then the Recording Manager significantly streamlines this task.

It simplifies searching and playback so you can find most recordings in a couple of mouse clicks. You can rapidly locate recordings even if you have very little information on the exact recording details using powerful and detailed search features. If you need to download a copy of a recording then this is a single click to select where to download. If you need to archive one or more recordings to a specific location then this can be done manually with a single click or automatically by setting a schedule to archive at a specific time and date.

The recording manager is secure requiring each user to log in so the user can only access recordings they have been given permission to access. Administrators can easily maintain and configure access rights even on large systems.

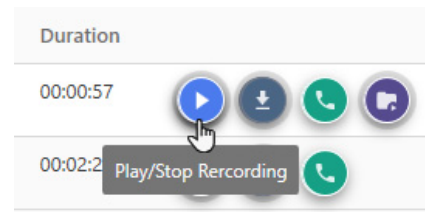
Manage Recordings

The recording manager runs conveniently in the PC system tray, enabling you to open the recording manager window to quickly find, playback, download and archive voice recordings.



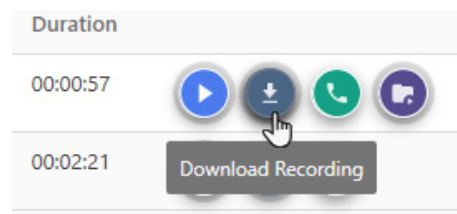
Select a Recording to Play

Use the Play button to select and play required recording.



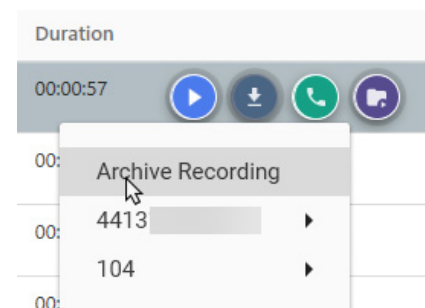
Select a Recording to Download

Use the Download button to download a copy of the required recording.



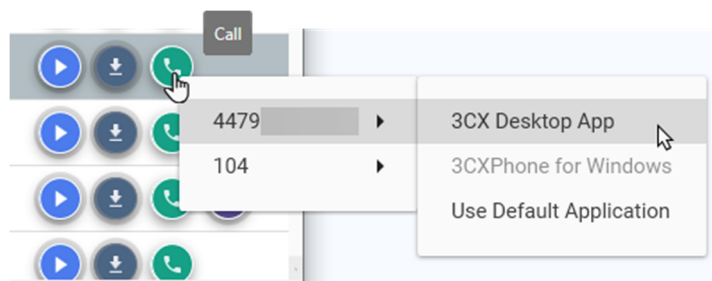
Archive a Recording

Right clicking on a recording and selecting Archive will save a copy of the recording to an archive folder location. Automatic Archiving can also be configured so that recordings are archived at a set time and date.



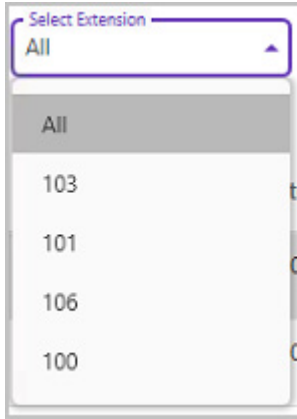
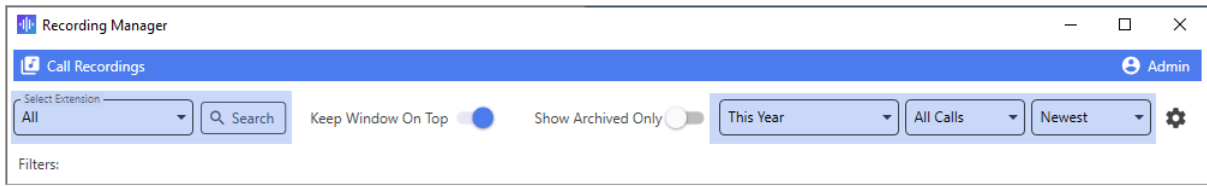
Click-to-Call from PC

If you have a 3CX Desktop App or 3CX Phone or any other PC phone application you can call the recorded party or the receiving extension directly from the recording manager.



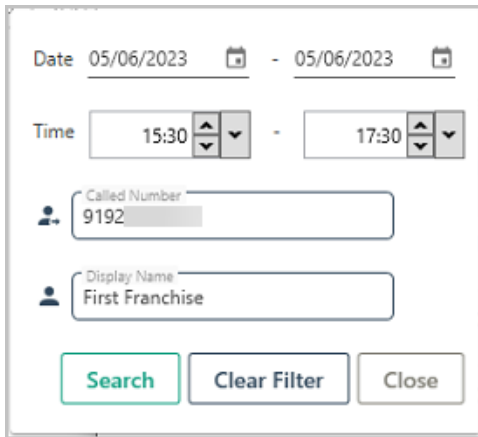
Convenient Controls

Use simple dropdown controls to drill-down and find the recordings you need.



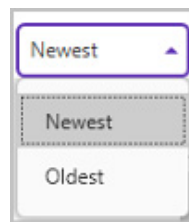
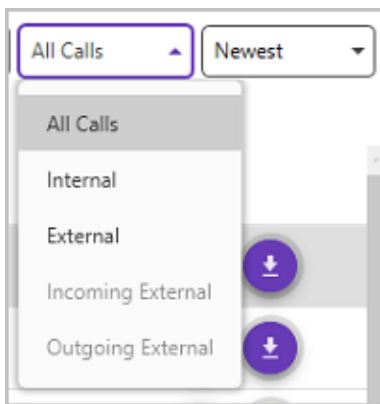
Select Extension

Depending on your log on access, you can choose to view all recordings or recordings for specific extensions.



Search

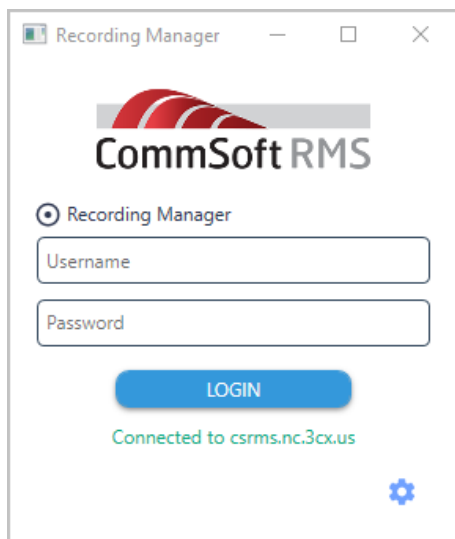
Use the search button to pinpoint recordings using exact dates, times and call data, such as names and numbers to find the recordings that you are looking for.



Quick Filters

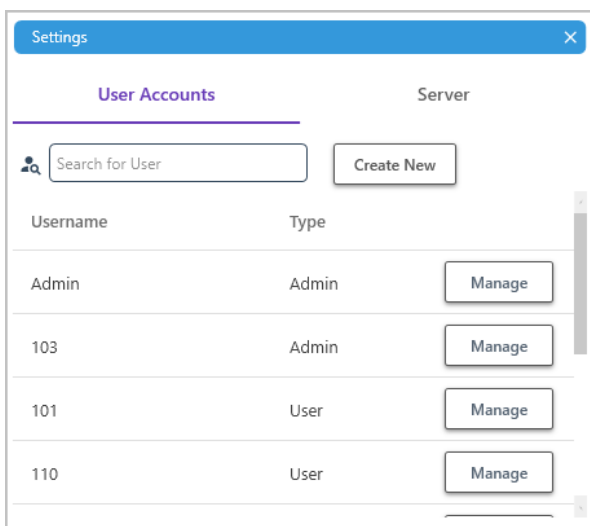
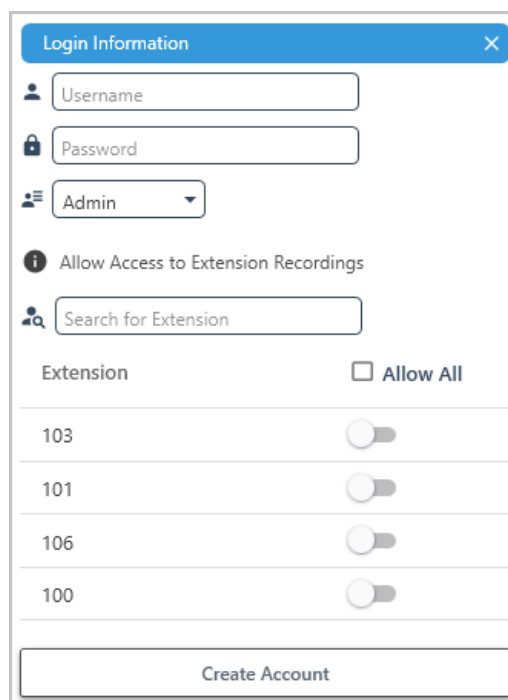
Use quick drop-down filters to drill down and view the type of recordings that you are looking for.

Controlled Access to Recordings



Secure Access

Each user of the recording manager has to login to a user account making sure user access to voice recordings is secure and efficiently controlled.



Efficient Administration

Administrators can quickly and easily, create user accounts giving appropriate levels of access to voice recordings. Recording manager also makes it much easier to edit and manage access to voice recordings on any size 3CX system.

CommSoft Recording Manager works on 3CX Pro and Enterprise systems on Debian and Windows that are running on premise or hosted.

Note: CommSoft Recording Manager currently does not work with systems fully hosted by 3CX.

Contact CommSoft today to find out more about the CommSoft Recording Manager for 3CX

USA and Canada

T: +1 919 586 7300

E: sales@commsoft-rms.com

W: www.commsoft-rms.com

UK and Europe

T: +44 (0) 3330 121 121

E: uksales@commsoft-rms.com

W: www.phoneofficesolutions.co.uk

Australia, NZ and APAC

T: +61 (0) 7 3067 0602

E: sales@commsoft-rms.com

W: www.commsoft-rms.com