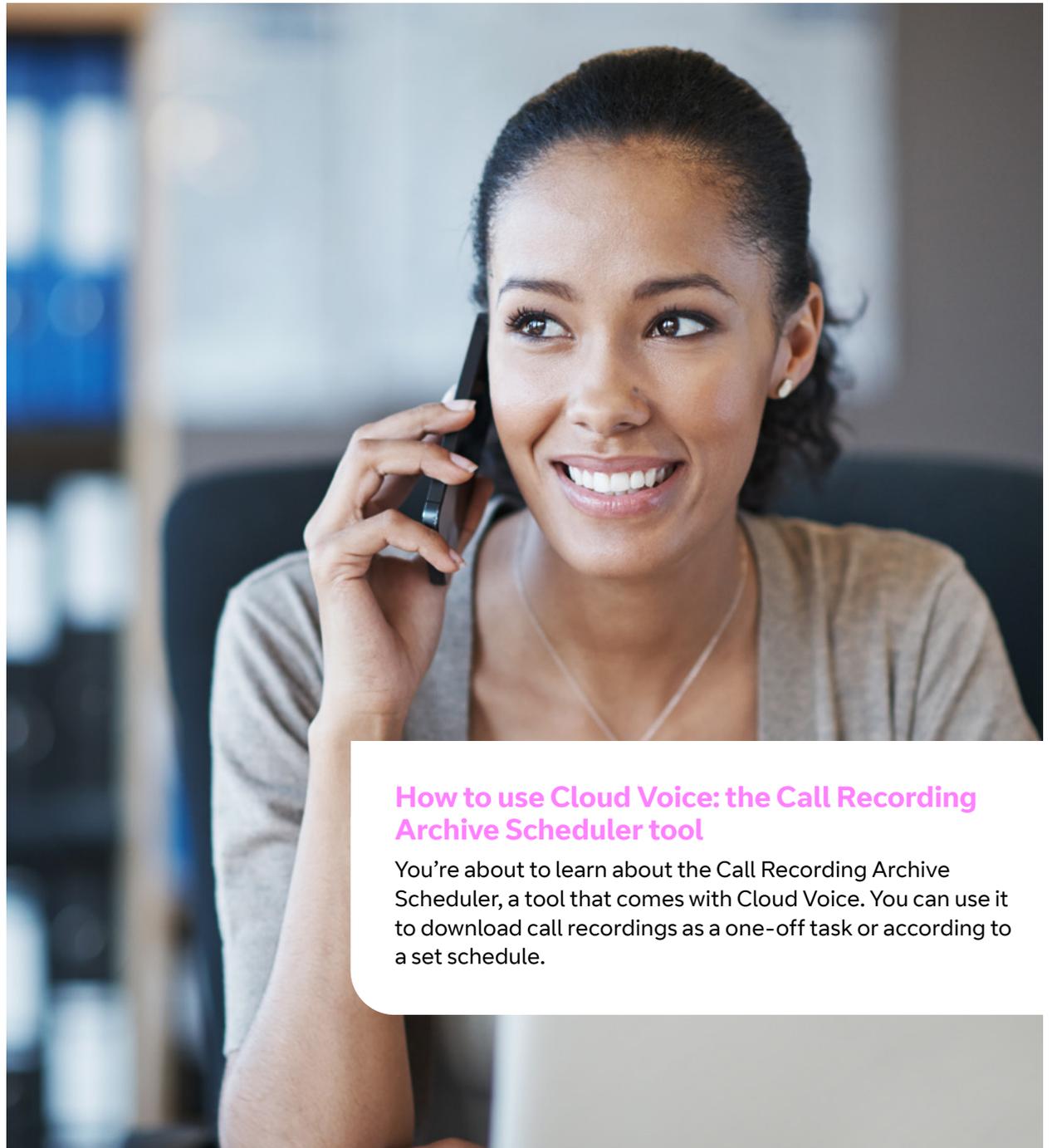




How to use BT Cloud Voice Call Recording Archiver Scheduler

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How to use Cloud Voice: the Call Recording Archive Scheduler tool

You're about to learn about the Call Recording Archive Scheduler, a tool that comes with Cloud Voice. You can use it to download call recordings as a one-off task or according to a set schedule.

Overview

1. What not to do

- **Run out of storage space.** If your PC runs out of storage space, Archive Scheduler can't download call recordings.
- **Set it up on more than one PC.** If you configure Archive Scheduler to run on a second PC, it will stop working on the first.
- **Store recordings in an unsecure location.** Archive Scheduler doesn't secure files automatically, so you should take steps to safeguard your recordings.

2. Technical information

Archive Scheduler runs as a background application on Windows operating systems.

It has this localhost address:
http://localhost:[PORT]/

And it might use any of these five port numbers: **9218, 9225, 9232, 9239, 9246**. It's best to go into your PC's firewall settings and give Archive Scheduler permission to use all of these port numbers.

Archive Scheduler works with the Call Recording Portal through APIs, so make sure your PC has access to the portal.

If you lose power or reboot your PC, Archive Scheduler will restart and continue with its scheduled tasks. However, it will be inactive while the system is interrupted; it won't download recordings or accept new schedules.

You can start, stop, restart and uninstall Archive Scheduler using Windows Services snap-ins, as well as using the Cloud Voice Business Portal.

3. How to download and install

To download Archive Scheduler:

1. log on to the Cloud Voice Business Portal
2. open the **Call Recording Portal**
3. look in the **Client Tools** menu **(Fig 1)**
4. click on **'Archive Scheduler'** **(Fig 2)**

To install:

1. find the downloaded installer on your PC
2. open **ClientServiceSetup.exe** and choose **Run as Administrator** **(Fig 3)**
3. allow the installer to make changes, if prompted
4. once the installer starts, **click Install**; a progress bar will appear **(Fig 4)**
5. when the process is complete, either close the installer or restart your PC **(Fig 5)**

Fig 1



Fig 2

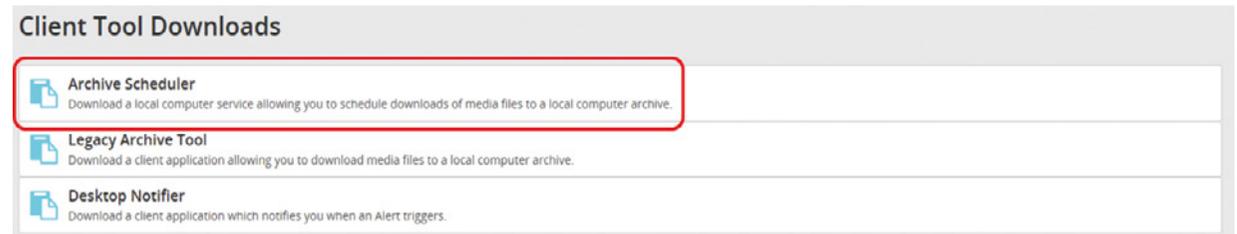


Fig 3

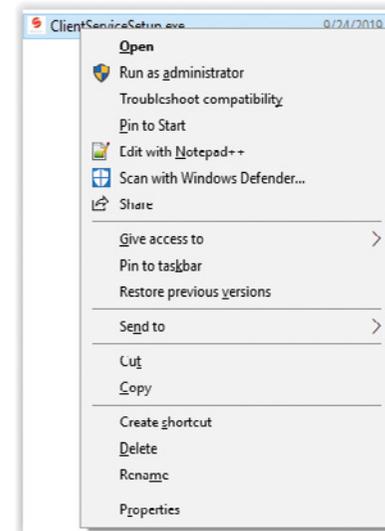


Fig 4

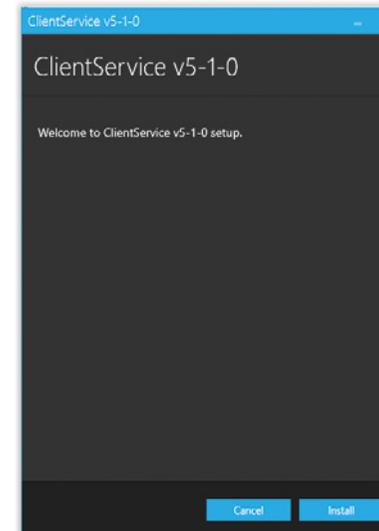


Fig 5



4. How to set up

Right, you've downloaded and installed Archive Scheduler. It's time to tell it where to store downloaded recordings.

To do this:

1. go to the **Call Recording** portal
2. click on Modules in the menu bar (**Fig 6**)
3. click on the **Archive Scheduler button**; the webpage will then locate the Archive Scheduler app (if it can't find the app, you might have to download and install in by following the instructions in the previous section)
4. once Archive Scheduler opens, click the **Edit** button by the Storage Folder Path heading

You can now set a storage folder path for Archive Scheduler. This can be any folder path on your PC.

Consider naming a new folder for Archive Scheduler to use. You could call it Call Media Storage for example.

The field for "Instance Name" (**Fig 7**) defaults to your computer's name, but you can change this if you want.

When it downloads recordings, Archive Scheduler will create timestamped and dated folders for you to open (**Fig 8**).

Each call recording will have a corresponding .json meta file containing information about the media file.

Fig 6

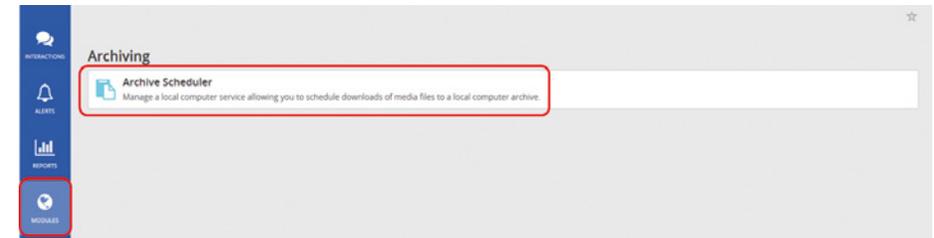


Fig 7

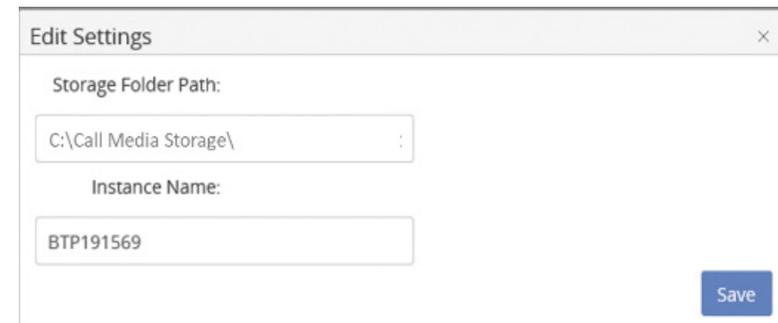


Fig 8



5. How to schedule a reoccurring task

After opening Archive Scheduler:

1. click **New** under the Scheduled Tasks heading (**Fig 9**)
2. tick **Repeat** on a Schedule (**Fig 10**)
3. choose when you want the tool to complete the task; you can specify the month, the week, the day, even the hour
4. enter a number in the **Number of Days field**; this tells Archive Scheduler how far back it should look for unarchived call recordings which may have been missed by previous downloads
5. save

This task should now appear in the Schedule Tasks list. You will be able to see when call recordings will next be downloaded. (**Fig 11**)

Once the task is completed, it will appear in your Task Run History. The call recordings will be saved to your PC in the folder you selected during setup.

Fig 9

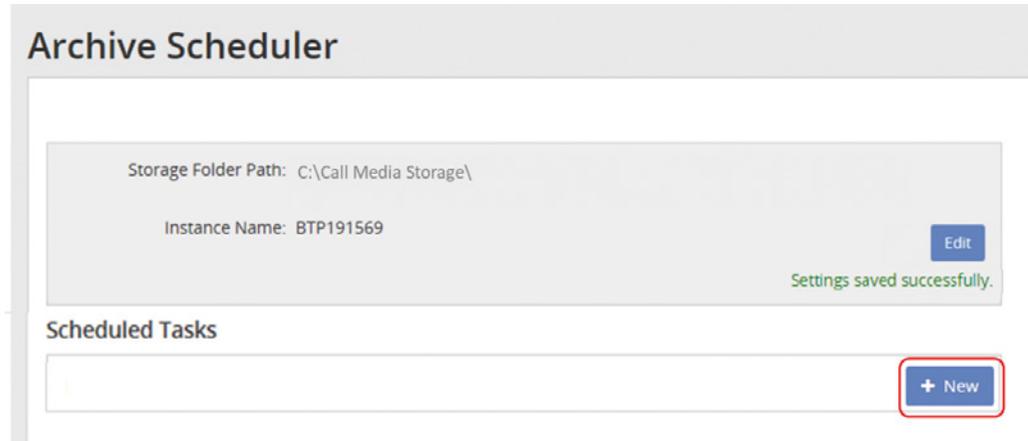


Fig 10

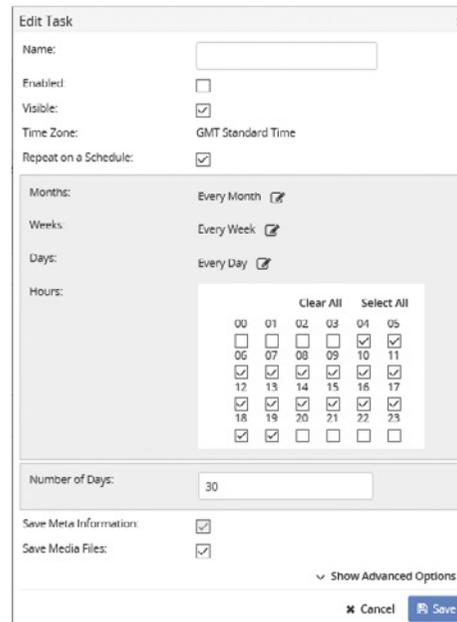


Fig 11



6. How to schedule a one-off task

After opening Archive Scheduler:

1. click **New** under the Scheduled Tasks heading
2. make sure **Repeat on a Schedule** is not ticked (**Fig 12**)
3. check Run Immediately or choose a day and hour for the task; you can choose a time up to a week in advance (**Fig 13**)
4. enter a number in the **Number of Days** field; this tells Archive Scheduler how far back it should look for unarchived calls
5. save

Once the task is completed, it will appear in your Task Run History. The call recordings will be saved to your PC in the folder you selected during setup (**Fig 14**).

Fig 12

Fig 12 shows the 'Edit Task' dialog box. The 'Repeat on a Schedule' checkbox is unchecked and highlighted with a red box. Other options include 'Run Immediately', 'Run On Day', and 'Run On Hour'.

Fig 13

Fig 13 shows the 'Edit Task' dialog box. The 'Run Immediately' checkbox is checked and highlighted with a red box. Other options include 'Run On Day' and 'Run On Hour'.

Fig 14

Fig 14 shows the Archive Scheduler interface. It displays the 'Storage Folder Path' as C:\Call Media Storage\, the 'Instance Name' as BTP191569, and a list of 'Scheduled Tasks' including 'Call Recording Archive'. Below this is the 'Task Run History' showing the task's status over time.



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