NHS

Urgent Care 24

STANDARD OPERATING PROCEDURE DOCUMENT

Title	Logging onto the Urgent Care 24 Call Recorder	Doc. No.	IT106
Scope	Operational Directorate		
Purpose	To ensure all administration and IT staff are able to login to the email system		
GUIDELINES	**Urgent Care 24 Call Recorder** **All Urgent Care 24 inbound and outbound phone calls are recorded. The call recorder is hosted onsite at the Wavertree headquarters and is only accessible to allocated users. The call recorder is a web based solution that allows allocated users to login and listen to the recorded calls.**		

PROCEDURE		RESPONSIBILITY
1	To logon into the Urgent Care 24 call recorder, you first must have access and login to the Urgent Care 24 Network and have been supplied user credentials to the call recording system.	Administration Staff
2	Once you have logged onto the Urgent Care 24 network you then need to load the Internet Explorer web browser.	Administration Staff
3	Once you have loaded Internet Explorer you then need to enter the following address http://callrecorder2 into the address bar.	Administration Staff
4	You will then be requested to enter your username and password. Once entered click the **Logon** button. **(For the IT logon please refer to the Telephony System Level Security Policy)**	Administration Staff
5	If when logging in you are presented with an invalid username or password message then you can reset your password by clicking the **forgotten password** button.	Administration Staff

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6	Once click forgotten password, you will then be prompted to enter your **username** or **email address** and click the **Reset Password** button. Enter your UC24 email address to receive an email that will allow you to reset your password.	Administration Staff
7	Once logged onto the UC24 call recorder you will be presented with the following tabs, **Dashboard**, **Recordings**, **Tasks**, **Folders**, **Reporting** and **Configuration**. The access to these tabs will vary depending on the user credentials the user logs in with.	Administration Staff
8.	The **Dashboard** tab shows the user any **Alerts** (e.g. Failure to the Call Recorder, Failure to link established with the telephony controllers), **Event Log** (Process of Events occurred) and the current Activity (Lines Currently being recorded). This tab is for importance to the IT Department when monitoring the server.	IT Department
9.	The **Recording Tab** allows the user to playback calls. From the main recording tab you can filter and search on calls based upon time and date, ACD Paths, Phone Lines and Agent IDs. You can amend the filters and then click the enter key to begin the search.	Administration Staff
10.	The **Tasks** tab allows the automation of task and searches and the **Folders** tab allows new folders for stored files to be uploaded to the call recording server. For further information on configuring **Tasks** and **Folders** please contact Solar Communications for further support.	Administration Staff
11.	The **Reporting** tab allows the user to run reports based upon the information uploaded into the call recorder. There are three standard report types **Audit Trail**, **Call Reports** and **Call Scoring**.	Administration Staff
12.	The **Configuration** tab allows the user to amend the configuration settings to the call recorder. Please contact Solar Communications prior to making any changes to the system. **(Common changes include setup of SMTP email and changing user passwords)**	IT Department
13.	For further guidance on how to use the call recording system please see a member of the IT department or contact Solar Communications.	Administration Staff

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Title	SOP IT106 - Logging onto the Urgent Care 24 Call Recorder	Doc. No.	IT106
Version	V1		
Approving Managers/Committee			
Date Ratified			
Department of Originator	Information Management and Technology		
Responsible Executive Director	Director of Finance		
Responsible Manager/Support	Head of IT		
Date Issued	10/11/2015		
Review Date	November 2016 or when there is a change in the process.		
Target Audience	Clinical and Operational Staff		

Version	Date	Control Reason	Accountable Person for this Version

Reference documents	Electronic Locations	Locations for Hard Copies
	Urgent Care 24 Intranet / SOPs / IT section	Standard Operating Procedures File in the Call Centre.

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