



Vision, Splicecom's modular Business Management suite for the SelectVoice platform allows users connected to cloud, on premise and blended systems to benefit from a rich set of call recording features, including;

Activating Call Recording

Recordings can be made automatically, based upon a pre-defined user(s) inbound and/or outbound calls, internal calls, or calls to a specific department/DDI. Alternatively, a 'blanket' recording of all calls in and out of the SIP and/or ISDN services can be set up.



Users with Splicecom PCS IP phones, phone partners and IP softphones (excluding iPCS) also have the ability to manually instigate call recording on an ad-hoc, call by call basis.

Users with Splicecom PCS IP phones, phone partners and IP softphones (excluding iPCS) can also manually 'mask' recordings when taking confidential information. There is also the ability to integrate with a payment system to perform the call recording MASK ON/OFF automatically.



Where non-Splicecom PCS devices are deployed (i.e. Yealink phones), blanket call recording is available for all inbound and outbound calls.

Searching For Recordings

Vision Record is an integral element of Vision Business Management, which means searching for a specific call is quick and easy using Vision Reports. In fact it's EXACTLY the same process as finding a call log entry, which saves you a great deal of time when compared to non-embedded 3rd party call recording systems.



Whilst viewing a Vision Report the administrator or manager can drill down through the report; view a table, click to drill down to the specific call summary with integrated record playback. Using the embedded search call facility, users can target the specific call information based on time/date stamp, calling number, call target, who the call was answered by, or the caller's actual name as entered in the Contacts database of the SelectVoice platform.

Playing Back Recordings

Once a recording is identified for playback the administrator or manager playing back the recording is identified in the Recording Access Log. This clearly identifies time/date stamp, login name and playback type – the latter is defined as; listen, download or forward by email.



Permission Based Security

Access to call recordings can be permission based with an administrator or manager's login specifying which users or Groups of users they can monitor, alongside which departments/Call Queues.



Automating Reports

Should an administrator or manager choose a specific Vision Report to be automatically scheduled as an email, the report within the email still allows for the drill down and playback of call recordings.



Managing Recording Storage

Storage can be managed by specifying the location, allowing the recordings to be stored locally to the SelectVoice platform, or, subject to IT requirements, via a network attached storage device. Storage of call recordings can be 'purged' to allow for the deletion of recordings older than the specified time period.



Notifying Callers

Notifying callers that call recording will be taking place is a simple-to-use feature within SelectVoice. Should you wish to notify a caller that their call will, or may, be recorded then the SelectVoice Announcement feature plays a pre-recorded message to the caller before the call is presented to the targeted ring Group or user.

General Trawl

Splicecom Vision

Overview By User

Report Period: This Week

Start Date: Select Date

End Date: Select Date

In Time Period: 0000 to 2359 hhmm (24hr)

For: Charles Huggett

Show: Users, Companies, Reporting Groups

Call Type: Internal (unchecked), External (checked)

Generate Report | Cancel

Save these criteria to my quick reports?

Page Built @ 2017-08-03 15:53:38 v1.7(22)

Specific Search

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Call Log Search

Report Period: Custom

Date (from): 2017-08-03

Date (to): 2017-08-03

For Company: SpliceCom

Time (start):

Time (end):

Cost Centre:

Source Name:

Target Number: support

Answered By Name: Charles Huggett

Answered By Number:

Account Number:

Generate Report | Cancel

You can use * as a wildcard in name, number and account code fields

Page Built @ 2017-08-03 15:59:46 v1.7(22)

Splicecom Vision

Drill Down Users

For: Charles Huggett

Dates: From: 2017-07-31, To: 2017-08-03

Time Filter: between '00:00:00' AND '23:59:59'

Filtered on: Charles Huggett - 719

Direct Calls

Date	Time	Name	Number	Target Name	Target Number	Answered By Name	Answered By	Ringing Time	Connected Time
2017-07-31	10:25:54		000000000000	Support	719	Charles Huggett		00:00:07	00:01:29
2017-07-31	10:46:15	Borehamwood	0338881228	Support	200	Charles Huggett	719	00:00:08	00:00:32
2017-07-31	13:51:18	Reading	01184025000	Support	200	Charles Huggett	719	00:00:54	00:11:03
2017-07-31	14:49:08	Reading	01184025000	Support	200	Charles Huggett	719	00:00:09	00:02:25
2017-07-31	15:13:38	Peterborough	01733667755	Support	200	Charles Huggett	719	00:00:00	00:03:39
2017-07-31	15:38:40	Reading	01184025000	Support	200	Charles Huggett	719	00:00:12	01:08:24
2017-08-01	09:45:52		0787262600	Support	200	Charles Huggett	719	00:00:23	00:05:37
2017-08-01	09:49:29		07817739488	Support	200	Charles Huggett	719	00:00:11	00:04:26
2017-08-01	10:02:48	Aicor	0126539321	Support	200	Charles Huggett	719	00:00:03	00:04:43
2017-08-01	11:02:37	Ireland	00351486666	Support	200	Charles Huggett	719	00:00:31	00:01:07
2017-08-01	11:37:45	Matt Harris	07515575714	Support	200	Charles Huggett	719	00:00:07	00:01:58
2017-08-01	15:03:58		009733962007	Support	200	Charles Huggett	719	00:00:16	00:03:53
2017-08-01	15:26:26	Reading	01184025000	Support	200	Charles Huggett	719	00:00:05	00:06:31

Page Built @ 2017-08-03 15:59:06 v1.7(22)

Splicecom Vision

Search results

For: All

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
2017-08-03 09:57:55	Shrewsbury 01743244933	Support 200	Charles Huggett 719		00:00:34	00:00:46	0.00
2017-08-03 10:02:01	Voice 2 Voice Limited 08452418399	Support 200	Charles Huggett 719		00:00:07	00:02:47	0.00
2017-08-03 10:13:20	Peterborough 01723667755	Support 200	Charles Huggett 719		00:00:09	00:04:13	0.00
2017-08-03 10:18:59	Voice 2 Voice Limited 08452418399	Support 200	Charles Huggett 719		00:00:54	00:07:21	0.00
2017-08-03 14:51:36	Basingstoke 01256391078	Support 200	Charles Huggett 719		00:00:08	00:04:53	0.00

Page Built @ 2017-08-03 15:46:24 v1.7(22)