

# Neorecording

## What's new in August 2021?

The next-generation telephone system



**NFON**  
Cloud Telephone System

# Neorecording

## What's new in August 2021?



### What's new in August 2021?

	USERS	SUPERVISORS	ADMINISTRATORS	SUPPORT & PARTNERS
POWERplay Web	✓	✓	✓	
REPORTneo		✓	✓	
Neorecording portal	✓	✓	✓	
System Configuration			✓	✓
Integration with ASC Recording Insight (UK only)			✓	✓
Audit and notifications			✓	✓
Tenant provisioning				✓

### Changes in POWERplay Web

- Changed display of user settings and options
- New search bar
- New toggle button to collapse/expand recording details
- Export the search results to a CSV file
- Export of call recording fragments
- Export call recordings in MP3 format

### Changes in REPORTneo

- Enhancements to the user interface
- Support of more languages
- New individual rights

### Changes to the Neorecording portal

- New: Live listening to calls being recorded

### Changes in System Configuration

- New function rights for REPORTneo

### Integration with ASC Recording Insight (UK Only)

- New Integration

## Neorecording

### What's new in August 2021?

#### Audit and notifications

- New: Audit messages for downloads with Download Client
- New: Audit messages for sessions time-outs
- Possibility for system provider to configure tenant audit messages

#### Tenant provisioning

- New default password rules for new customers
- Default number of possible failed log-in attempts is set to 10

# Neorecording

## What's new in August 2021?

### What's new in POWERplay Web?

#### Changed display of user settings and options

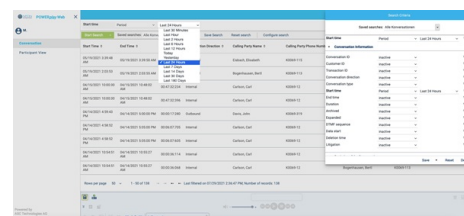
The icon to access your user settings and options (e.g. Logout) have moved to the right side of the screen.

Please note that with the change of the header the user options are now located within the menu bar of the application on the left side of the screen.

#### New search bar

Your favourite search criteria are now displayed above the search results.

A new search bar has been conveniently placed at the top of the screen, above the results table, which allows for your favourite search parameters to be easily accessible.



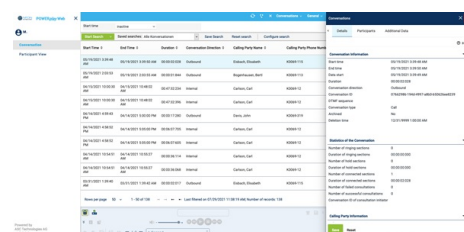
- Select your favourites search criteria in the well-known standard search screen – they will now appear in the new search bar;
- Saved searches will also now be available for easy selection on the new search bar and will appear in a drop-down field;
- Advanced search features are still available, as previously.

**TIP**

The standard and well-known search criteria form will now be displayed on the right side of the screen as a pop-up window, instead of in the center of the screen.

#### New toggle button to collapse/expand recording details

A new toggle button (...) has been added that allows users to expand or collapse the recording details sidebar. By collapsing the sidebar, the detailed view will no longer automatically appear when selecting a different recording.



#### Export the search results to a CSV file

## What's new in August 2021?

A new button has been added that allows users to export the current search results to a CSV file, and is available in both Conversation and Participant views.

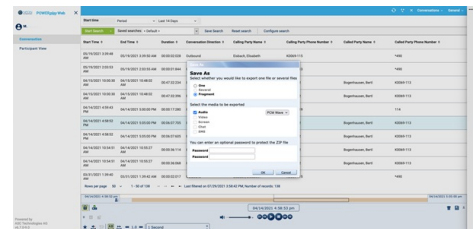


### TIP

The exported information includes all information shown in the search results list, as well as all available metadata.

## Export of call recording fragments

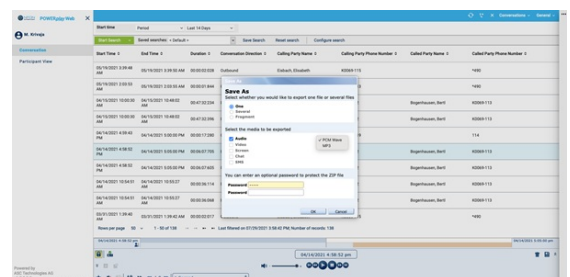
It is now possible to export call fragments (i.e. a fraction of a call) from POWERplay Web. You will first need to select the part of the recording you want to export using the *AB* functionality of the player and then click on the save button.



## Export call recordings in MP3 format

It is now possible to export a call recording in MP3 format, in addition to the existing export function in WAV format.

When exporting/saving a call recording, you can now select the required format from the *Save As* dialog.



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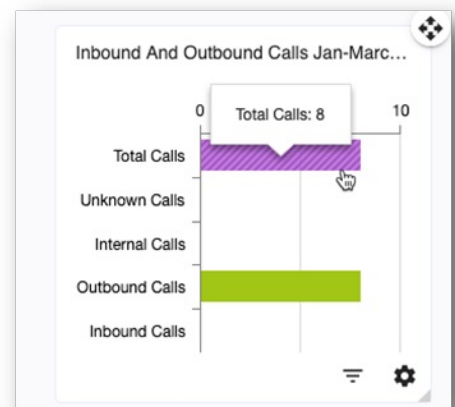
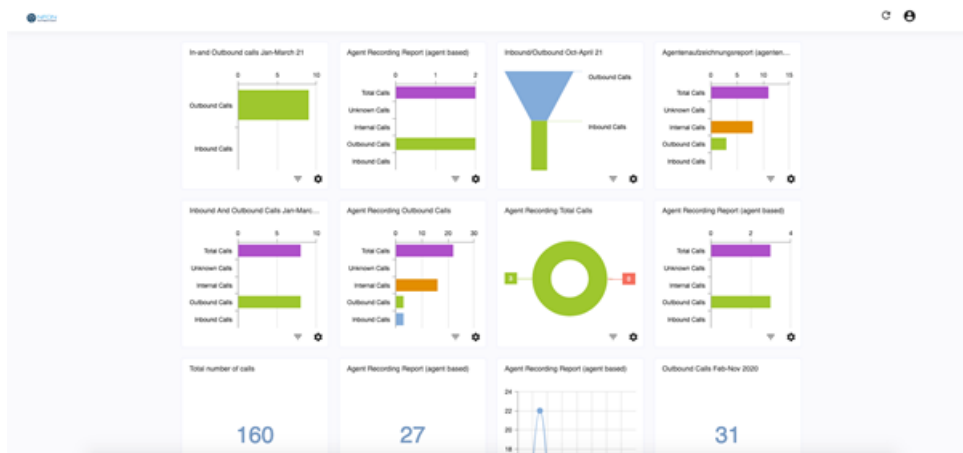
## What's new in August 2021?

### What's new in REPORTneo

#### Enhancements to the user interface

REPORTneo reporting tool has been improved and enriched with new features for better visualisation:

- The way KPIs are displayed in widgets has been enhanced;
- A new color scheme has been introduced to better distinguish between different types of calls or users;
- A separate log in/log out button has been implemented, so you can directly access REPORTneo.



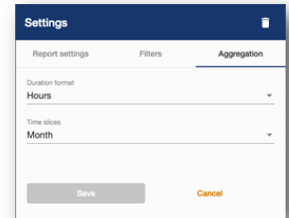
## Neorecording

### What's new in August 2021?

It is now possible to show the duration of each individual call in REPORTneo.

To do this, go to the aggregation tab under settings to select a duration format, such as seconds, minutes or hours.

In addition to this, you can also choose from different time periods, such as year, quarter, month, week or day.



### REPORTneo now supports more languages

All languages that are available on the Neorecording portal are now supported by REPORTneo. This allows users to select their preferred language via the portal to any language that is supported by the platform.

### New individual rights for REPORTneo

Systems administrators can now configure who should be able to access REPORTneo and what permissions each user has (see the system configuration page for more details).

## What's new in August 2021?

### What's new in the Neorecording portal

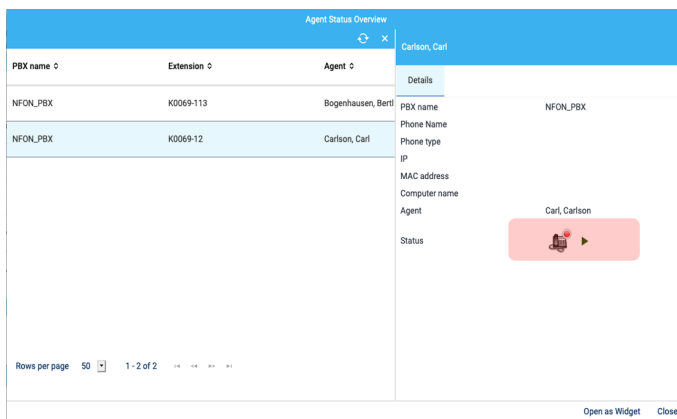
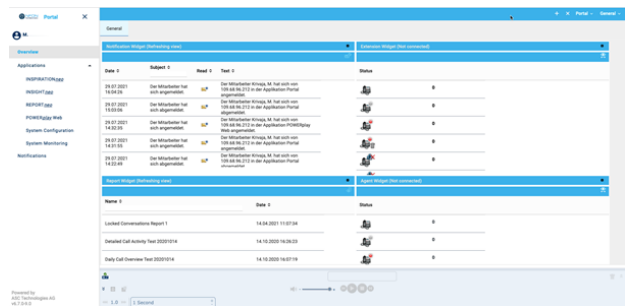
#### New: Live listening to calls being recorded

A live listening feature is now available in the Neorecording portal.

This feature provides administrators, superusers, supervisors, or users with the appropriate permissions, the ability to listen to recordings of specific extensions or agents while the call is still taking place.

These functions can be used for service support reasons or for even better quality management as well as training purposes.

The feature can be accessed by clicking on a phone extension for which a call is being recorded (live call).



A pop-up box will open and, if a call for that extension is currently being recorded, a button will appear that allows users who have permission to do so to listen to that recording while it is still taking place (with a few seconds delay).



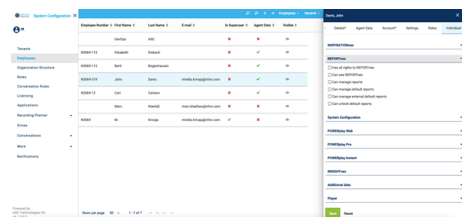
## What's new in August 2021?

### What's new in the System Configuration module

#### New function rights for REPORTneo

Additional function rights (permissions) have been added to the individual function rights tab of the user configuration screen, as well as to the function rights tab of the roles configuration screen.

With these new set of permissions system administrators can define whether users can access REPORTneo and what permissions these users will have within REPORTneo.



This provides administrators with the ability to:

- Grant or deny access to REPORTneo for any given user;
- Allow or restrict who can manage reports that are available for other users who have access to REPORTneo.

## Neorecording

### What's new in August 2021?

#### New integration with ASC Recording Insights (UK Only)

A new integration feature is now available to NFON UK customers that allow calls to be transferred between ASC Recording Insight for Microsoft Teams and Neorecording.

In a nutshell, this new integration allows for recordings to be either:

- imported from ASC Recording Insights into Neorecording, or
- exported from Neorecording into ASC Recording Insights.

The transfer includes the metadata as well as the audio associated with all recordings.

#### **NOTE**

The configuration of this feature will be conducted by NFON support and is subject to additional fees.

This feature enables customer to leverage the features available on one of the system (e.g. analytics features in ASC Recording Insights), or simply to have all recordings within one environment.

#### **TIP**

Transferred recordings that are not assigned to a user, or where the mapping of a user/agent was not possible, will be assigned to a default user that must be selected during the setup process. This default user could be the administrator or compliance officer for example.

## Neorecording

### What's new in August 2021?

#### What's new in Audit and Notifications?

##### **New: Audit messages for downloads with Download Client**

Audit messages are now generated when recordings have been downloaded using the Download Client. Information includes the list of recordings that have been downloaded, as well as the details of the user who initiated the download.

##### **New: Audit messages for sessions time-outs**

Audit messages are now generated for session time-outs. This is for when the system automatically ends a user session because the session has exceeded the maximum session time defined in the system configuration settings (e. g. when a user has forgotten to logout).

##### **System provider can configure tenant audit messages**

System providers (resellers) can now activate and edit the audit logs of all of their tenants. This ensures all audit messages deemed relevant or important by the system provider are enabled, so to make a complete recording history available for the system provider and the tenant. The default tenant administrator will be set as notification recipient of these notifications by default.

## Neorecording

### What's new in August 2021?

#### What's new in tenant provisioning?

##### **New default password rules for new customers**

The password rules have been adjusted in accordance with the latest security and best practices guidelines. Default values will be set for all parameters if password rules are activated.

This only applies to newly created tenants. Existing tenants will not be changed automatically.

##### **Default number of possible failed log-in attempts is set to 10**

Up to now, the default number of log-in attempts within the tenant module was 20. The default number is now set to 10 for better security. Administrators can amend the number and set it according to own requirements.