



STB 8 Mitel Call Recorder

NAME: _____ (PLEASE PRINT CLEARLY)

DATE OF BRIEFING: _____

BRIEFED BY: _____

STB 8 Mitel Call Recorder

The purpose of this Service-Training Brief is to assist us in the service we provide to our customers.

The Training Team/Co-ordinator is responsible for delivering this brief to staff. Please sign the front page of the brief, this will then be kept in your training file and the information recorded on Badger systems. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures.

STB 8 – Mitel Call Recorder	Signed
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

STB	Date
Added to Rotamaster	

VERSION CONTROL

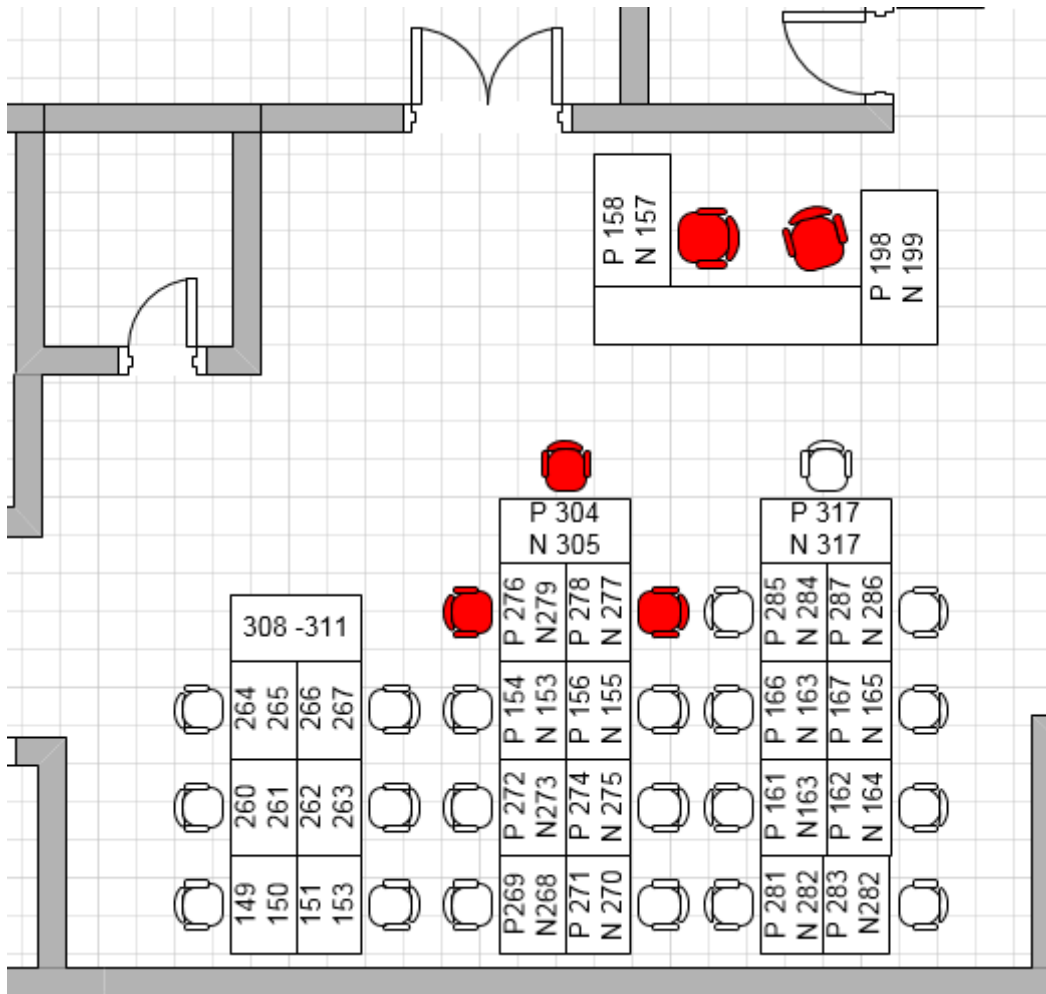
DATE	CHANGE	CHANGED BY
09/02/10	Original Version	CY
07/05/10	Stb 8 added and date amended	CY
16/04/13	Checked and new first page added	CY
06/10/15	Reviewed – No changes	CY
30/07/18	Reviewed	AS

INTRODUCTION

Team Leaders will now have the facility to access call recordings through *Mitel*. The benefit to having this will mean that you will be able to listen to a call to check a telephone number if you have been unable to contact a patient, or if the number that has been given is incorrect. You will also be using *Mitel* for coaching purposes. Only the team leader who is on duty at mission control will be able to access Mitel. The calls received on the call centre floor will be the **only** calls accessible.

THE PROCESS

The Mitel call Recorder can only be accessed on the call centre floor from the workstations indicated in red below.



Open Internet Explorer by double clicking this icon



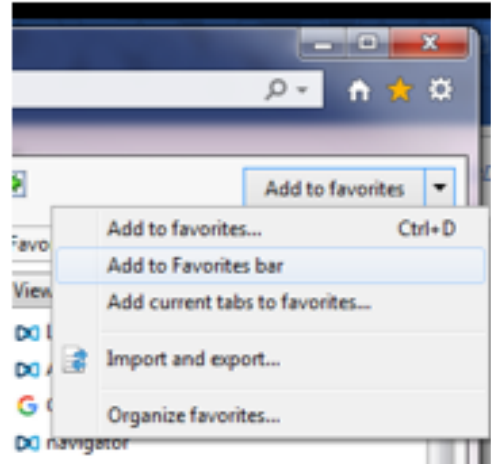
Enter the following URL in the address bar.

<http://172.25.33.130/Navigator/Login>



(Save the URL to your favourites bar in not already done)

- Click the Star icon
- Where it says "Add to favourites" click on the drop-down arrow and select "Add to favourites bar"



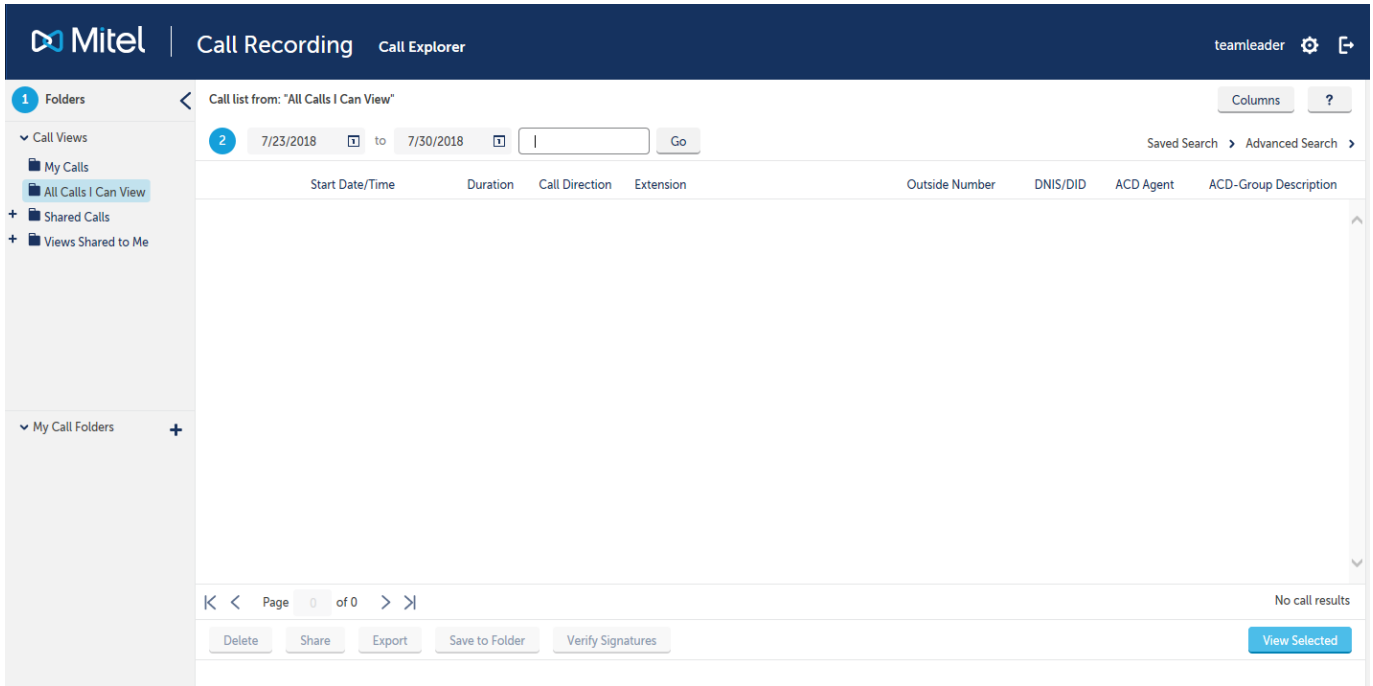
Enter your login credentials

 | Call Recording

Password

English

Enter your search parameters, i.e. date, time, number, then click “Go”



- Highlight the call you would like to listen to and click on the play arrow (circled in red below).

