ADMIN TRAINING GUIDE

OfficeSuite® Extension Call Recording

OfficeSuite Extension Call Recording allows your business to record inbound and outbound calls according to the rules that you define.

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Table of contents

Introduction

OfficeSuite® Extension Call Recording allows your business to record inbound and outbound calls according to the rules that you define. You can select which calls are eligible for recording and which employees handling those calls will be recorded.

To help you understand the details of each recorded call, OfficeSuite Extension Call Recording immediately presents and preserves call records that tell you who called, when he or she called, who answered and when and where those calls were transferred. And, finally, OfficeSuite Call Recording also gives you a powerful tool for evaluating how your employees handled each recorded call.

This guide provides the information required to set up and manage OfficeSuite Call Recording.

Who's being recorded and who can listen?

You and your employees are naturally concerned about who is being recorded, which calls are being recorded and who can subsequently listen to those recordings.

Who's in control?
Only specially designated individuals, Call Recording (CR) Admins, control which calls and which individuals are recorded. CR Admins are also the only ones who can listen to, evaluate and download the call recordings collected by OfficeSuite Extension Call Recording. Consequently, it is very important to carefully limit who within the business is chosen to be a CR Admin.

Who will be recorded?
Only extensions marked as either Mandatory or On Demand are ever recorded. Sales and support staff might be marked for recording. Senior management might not be. Of course, calls can be transferred between extensions. OfficeSuite Extension Call Recording transfers break the call into segments. If the call is transferred away from a recording-eligible extension, the new segment is not recorded. If the same call is later transferred back to an extension marked for recording, the new segment is recorded.

Which calls can be recorded?

Your business starts by identifying which inbound phone numbers are recording eligible. For example, calls to the main sales number might be considered eligible for recording while the CEO's personal direct number might not. Inbound calls to the designated numbers are **recording eligible**. The full list of recording eligible phone numbers is collected during the provisioning process. Subsequent changes to this list can be made later by contacting the OfficeSuite Support Center.

For outbound calls, the caller decides whether the call is **recording eligible**. If callers start their outside dialing with an 8, the outbound call is **recording eligible**. If callers start their outside dialing with a 9, the call is not eligible for recording.

NOTE: Call segments are recorded and saved only if the call itself is recording eligible and the extension connected during that segment is marked for recording.

Examples of call segments that are not recorded:

- No recording is made if the inbound call is to a number not identified as being recording eligible. This means, for example, a call to the CEO's number might not be made recording eligible and thus would not be recorded, regardless who answers it or to whom it is subsequently transferred.
- The call segment is not recorded if the extension talking on that call is not marked for recording. This means, for example, an inbound Sales call that would otherwise be recording eligible is not recorded while the CEO is handling that call. (If the CEO's extension is not marked Record This Extension's Calls.)
- Extension-to-extension calls are never recorded.
- Three-way calls are not recorded.

Getting started

To get started, follow these steps:

1

Identify which of the business's phone numbers will be eligible for recording. Your sales representative will help you get these numbers into the initial sales agreement.

2

Your business may span multiple time zones. To avoid confusion, all of the data collected and presented by OfficeSuite Extension Call Recording is based on a single time zone that you choose before the service is first turned up. Time stamps shown in the call details are all relative to that time zone regardless of where the calls came from or where they were answered.

3

Read the Navigating the User Website section of this Guide

4

Identify at least one CR Admin and have your service representative set up that first CR Admin extension. Log in as that CR Admin.

5

Identify which of your OfficeSuite extensions will be marked for recording. Then go to the Agents and ACDs section of this Guide and follow the instructions there to set up the extensions.

Use the remaining sections in this document to learn about and start using the other components of OfficeSuite Extension Call Recording.

Navigating the user interface

The user interface is accessed through a web browser.

Recommended browsers are as follows:

- Internet Explorer 10 and above
- Microsoft Edge (Internet Explorer 12)
- Chrome 17 and above

Logging-in

Point the browser to: http://officesuiteccs.broadviewnet.com/?domain=<webURL> where <webURL> is replaced with the last part of the URL used to log into the OfficeSuite portal, without the slash (/).

Non-working examples:

http://officesuiteccs.broadviewnet.com/?domain=2125551212
http://officesuiteccs.broadviewnet.com/?domain=debbiesdeli

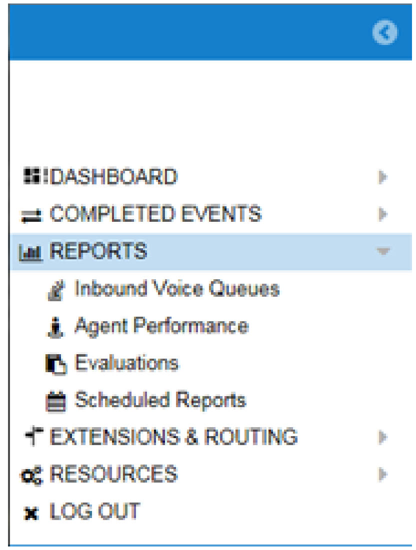
If you have the URL correct, you will see a branded page and be prompted to log in. Bookmark this address, saving it as a favorite.

Use your OfficeSuite extension and password (numeric PIN) to log in. This is the same extension and PIN used to log into the OfficeSuite portal and the OfficeSuite phone.

Navigation bar, menus, and sub-menus

Once logged in, the Navigation bar appears on the left side. Menu items that have right-facing arrows can be clicked to display a sub-menu. Clicking on a sub-menu item displays the selected function to the right of the Navigation Bar.

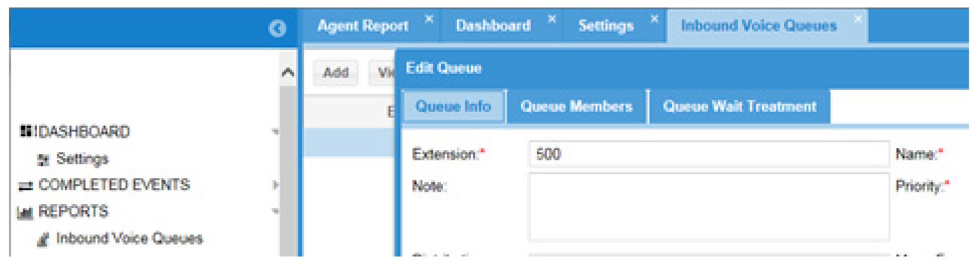
Altogether the Navigation bar presents all the options your company has purchased. Users designated as Tenant Administrators see more sub-menu items (have access to more functionality) than those designated only as Agents.



General user interface information

Tabs
Tabs are provided at the top of the page to work with multiple views. Some new tabs open automatically when you click a sub-menu, link or button. To close a tab, click the **X** in the upper right corner.

NOTE: While most browsers have a Back button, the best practice is to avoid using it. Instead, to change views, click a new option or click X to close the current tab.

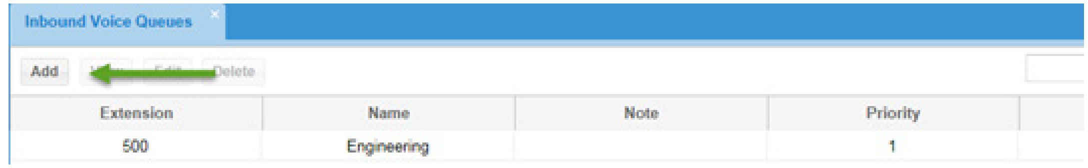


Links
Links appear in blue text. The cursor changes form when hovering over them.

Buttons
Buttons are used throughout the application. The buttons listed below are some of the most commonly used.

Add

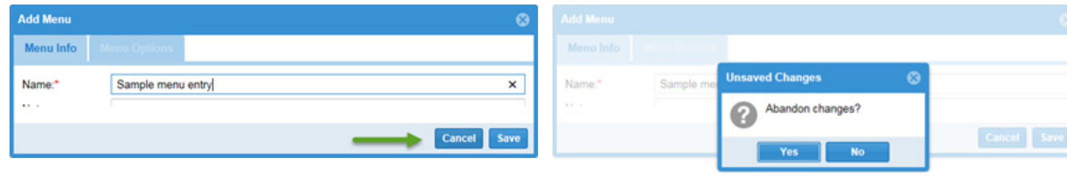
To create a new item, use **Add**. For example, the Add Inbound Voice Queues button is shown here:



Cancel

To abandon all of the new or changed entries without saving them to the database, use **Cancel.**

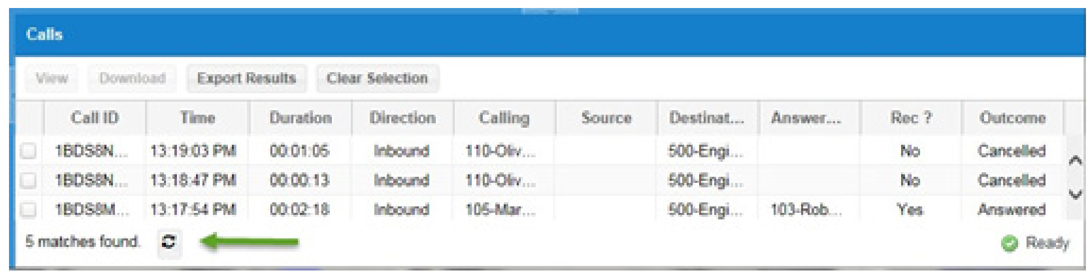
You are prompted to confirm that you want your entries deleted. Pressing Yes removes your entries and populates the window with the last saved entries:



NOTE: The Cancel button does not close the active window. To exit a window, select the X in the upper right corner.

Refresh

Use the **Refresh** button to load the most current values into a window.



Ready

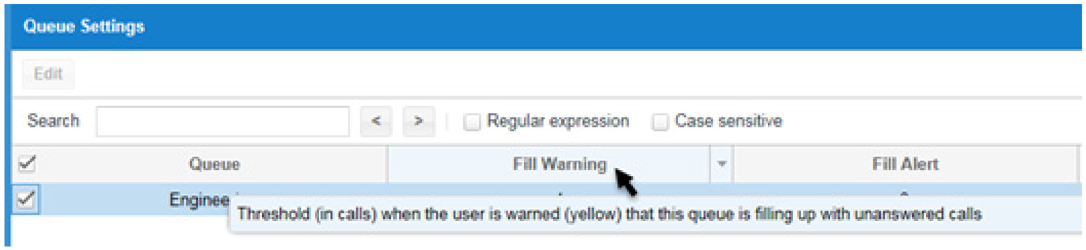
The **Ready** button appears in the lower right corner and indicates that the window is active.

Required Fields

Configuration pages often have fields that must be filled in for the new data to be accepted. Required fields have a red asterisk (*) in front of the field name.

Searches

Many web pages present opportunities to search for specific data. When trying to match a string of letters or digits, use an asterisk to match any possible substring. For example, searching for *Jones* matches “Jones Real Estate” and “2125551234 Robert Jones, Jr.”



Tool Tips

Tool Tips are a form of online help providing a brief description of a field. Hover your mouse pointer over the field and, if a Tool Tip is available, a short description or prompt appears. Tool Tips are not available for every field.

Sorting Based on a Column

Click on the column header to sort data on an individual page listing. Clicking a second time reverses the sort order.

Main menu: completed events

Completed Events provides the ability for Call Recording Tenant Administrators to search and review completed Call Recording activities, including:

- Locating, listening to and evaluating specific recorded calls
- Downloading recorded calls offline
- Building and managing a Recording Library of important calls
- Searching for previously completed Evaluations of call recordings

Calls

Clicking on the Calls sub-menu item brings up the Calls screen, which searches for completed calls matching chosen criteria. Once a call is found, clicking on **View** reveals more details.

To populate the Calls screen, you must first enter search criteria in the **Call Search** screen. Click the arrow in the upper right corner to expand the screen and enter the appropriate search values.

NOTE: By default, call details are available for 365 days and call recordings are available for 30 days.

Call ID
Match one of the call identifiers.

Direction
Select Inbound, Outbound, or leave blank to match only calls in that category.

Calling
Enter part of a phone number or part of a calling name to match only calls containing that value.

Source
Select a single extension (and name) from the list of ACD extensions to match only Outbound calls from that extension.

Destination Number
Enter part of a called phone number to select calls containing that value in their Destination.

ACD
Enter a Queue or a Conditional Route to display calls that have that Queue or Conditional Route in their Destination.

Answering Number
Enter a number to display only calls containing that number in their **Answered By** field.

Participant
Enter a single extension and name from the list of ACD extensions to match only those Inbound calls in which this extension was “Transferred to” on the near side at least once.*

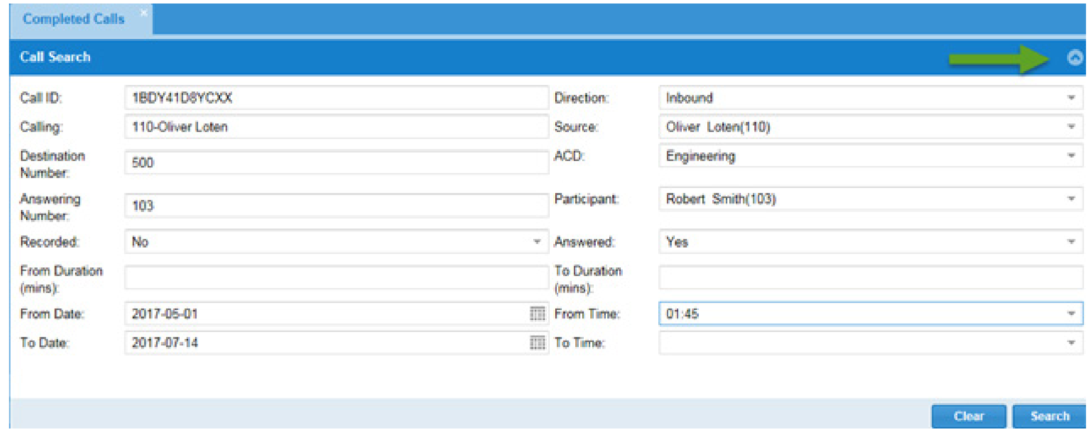
Recorded
Select Yes, or No from the drop-down list, or leave blank to include all calls.

Answered
Select Yes, or No from the drop-down list, or leave blank to include both. When **Yes** is selected, the calls displayed are only those outbound calls where the far end answered and only those inbound calls (ECR and ACD) where ACD indicates the near end answered (Agent, or some Menu, time-out, or CR target). When **No** is selected, the calls displayed are only those calls where the origination leg terminated before the destination leg could answer.

Duration (in minutes)
Enter a time into the **From** box to display only calls with a duration greater than this number. Enter a time into the **To** box to display only calls with a duration less than this number.

From Date/From Time
Enter a date and time (hh:mm) to display calls that started on or after this date and time.

To Date/To Time
Enter a date and time (hh:mm) to display calls that started on or before this date and time.



*This Extension might not appear in the actual search results row because this Extension isn't necessarily the one that answered.

NOTE: If a date is entered in the From field, but no time is entered, the value of midnight (Tenant Time Zone) that began this date is used. If a date is entered in the To field, but no time is entered, the value of midnight (Tenant Time Zone) that ends this date so used.

Use the **Clear** button to remove all search values and start over. Use the **Search** button to display all calls matching the search criteria.

The search results are displayed below the **Call Search** panel.

Call ID
A system-wide call identifier.

Time
Time the call was received.

Duration
Time that elapsed between when the Queue received the call and when the call terminated.

Direction
All ACD Queued calls are Inbound.

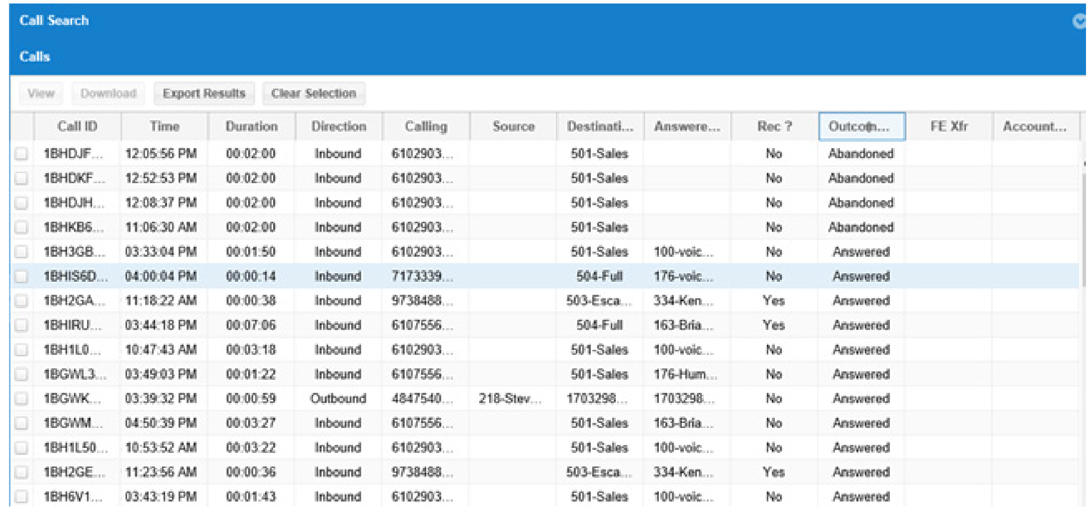
Calling
Calling number and Caller Name taken from the PSTN.

Destination
The Queue the call was routed to.

Answered By
The name of the agent who answered the call, if any.

Rec?
'**Y**' if the call was recorded, '**N**' if it was not.

Outcome
Result of the call (Answered, Abandoned, Failed, etc.).


Call Search

Calls

View | Download | Export Results | Clear Selection

Call ID	Time	Duration	Direction	Calling	Source	Destinati...	Answere...	Rec ?	Outcom...	FE Xfr	Account...
1BHDJF...	12:05:56 PM	00:02:00	Inbound	6102903...		501-Sales		No	Abandoned		
1BHDKF...	12:52:53 PM	00:02:00	Inbound	6102903...		501-Sales		No	Abandoned		
1BHDJH...	12:08:37 PM	00:02:00	Inbound	6102903...		501-Sales		No	Abandoned		
1BHKB6...	11:06:30 AM	00:02:00	Inbound	6102903...		501-Sales		No	Abandoned		
1BH3GB...	03:33:04 PM	00:01:50	Inbound	6102903...		501-Sales	100-voic...	No	Answered		
1BHIS6D...	04:00:04 PM	00:00:14	Inbound	7173339...		504-Full	176-voic...	No	Answered		
1BH2GA...	11:18:22 AM	00:00:38	Inbound	9738488...		503-Esca...	334-Ken...	Yes	Answered		
1BHIRU...	03:44:18 PM	00:07:06	Inbound	6107556...		504-Full	163-Bria...	Yes	Answered		
1BH1L0...	10:47:43 AM	00:03:18	Inbound	6102903...		501-Sales	100-voic...	No	Answered		
1BGWL3...	03:49:03 PM	00:01:22	Inbound	6107556...		501-Sales	176-Hum...	No	Answered		
1BGWK...	03:39:32 PM	00:00:59	Outbound	4847540...	218-Stev...	1703298...	1703298...	No	Answered		
1BGWM...	04:50:39 PM	00:03:27	Inbound	6107556...		501-Sales	163-Bria...	No	Answered		
1BH1L50...	10:53:52 AM	00:03:22	Inbound	6102903...		501-Sales	100-voic...	No	Answered		
1BH2GE...	11:23:56 AM	00:00:36	Inbound	9738488...		503-Esca...	334-Ken...	Yes	Answered		
1BH6V1...	03:43:19 PM	00:01:43	Inbound	6102903...		501-Sales	100-voic...	No	Answered		

Click the **View** button to access the **Call Details Page**.

Click the **Download** button to download the selected call search records. A .zip file containing a .CVS for the selected calls and a .WAV for any associated recordings is downloaded.

Click the **Export** button to download a .CVS of all current search results.

Click the **Clear Selection** button to uncheck selected calls.

Call Details Page

The top section of the Call Details page repeats the information from the **Calls Search** page. The **Call Path** section provides details about the call from the moment it entered a Queue until the moment the call terminated. The **Recordings** section provides the ability to listen, evaluate and add the recording to the **Call Recording Library**.

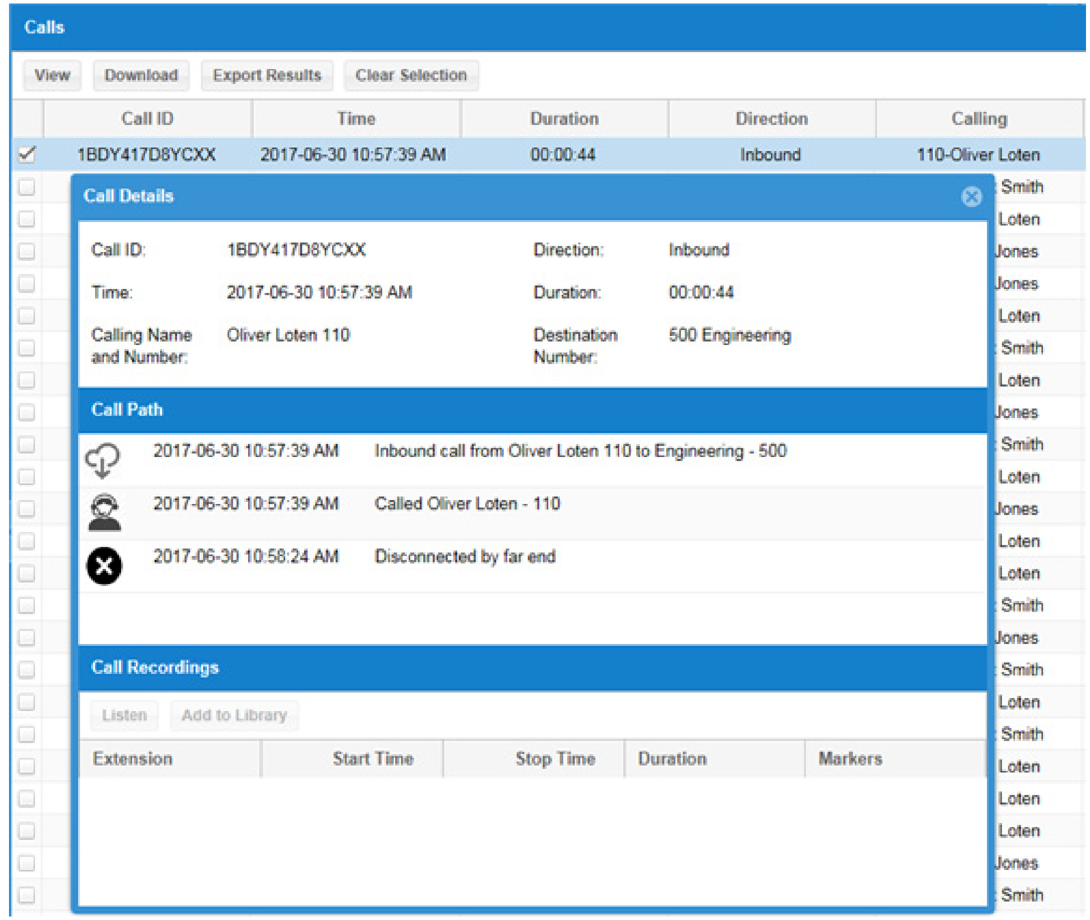
The **Recordings** section of the Call Details page has links to **Listen** or **Evaluate** the Recording, or store it in the **Call Recordings Library**.

Clicking the **Listen** button brings up the embedded media player and allows the user to play, pause and rewind the recording. There is also a Download link on the media player that allows users to download the .wav file to a selected location on their PC.

In addition to scoring Agents, it is often helpful to save noteworthy recorded calls. The **Call Recordings Library** is the repository of saved recordings. Click the **Add to Library** button to add this recording to the library. You are prompted to enter a title and a descriptive note. These fields are searchable, so include words that are helpful in finding this recording later.

Click **Save** to move the recording to the Call Recording Library. The recording, its Call Details, and its completed Evaluation Forms are retained.

NOTE: Recordings not moved to the Call Recording Library are deleted after the agreed time period has elapsed (by default, 30 days.) Recordings moved to the library are retained indefinitely, limited only by total storage.



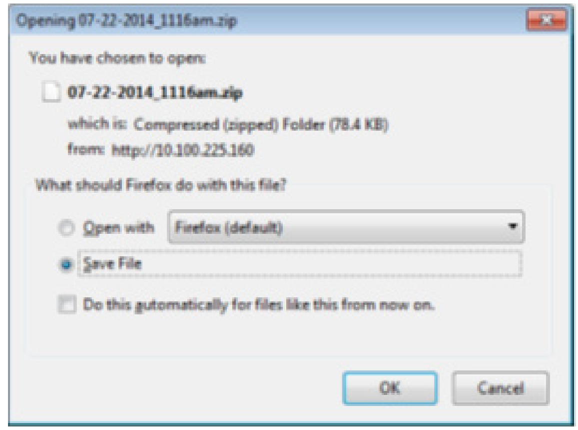
Bulk Download

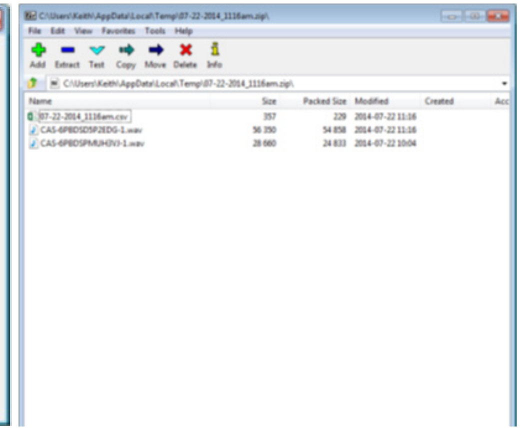
To bulk download call details and recordings, check in the left column the calls (rows) to download and click **Download**. To select multiple displayed calls hit **Shift** key at same time as your left mouse button.

You can either open or download the zip file.

The zip file contains a .wav file for each of the Call IDs you selected, as well as .csv file. The .csv file lists the call details for all of the selected calls including their “Call Number”. The “Call Number” is incorporated in the name of the .wav file with the recording of that call.

NOTE: The Call Duration column shows the time in seconds only. Divide by 60 to get minutes and 3600 to get hours.





SFTP Server

For Call Center Services customers that want to permanently retain all of their call recordings and don’t wish to use the bulk download functionality we offer an SFTP server solution. This can be purchased for an additional monthly fee. Please contact your Sales Representative for additional information.

How it works
Every 24 hours Call Center Services will copy the requested recordings (along with csv files with explanatory rows per recording) to a local SFTP server (the Daily Copy). The subscribed customer will be provided restricted access to that sftp server so that they can retrieve their own recordings and csv files on their own schedule. Because it’s now sftp, the subscribing customer can automate their entire process.

Specifics
We will update the recordings available for download on a daily basis, which will run once, after midnight. If the customer needs a recording before it is posted to the sftp server, they can still get it from the Call Center Services portal.

Daily Copy

1. Each customer will have their own directory on the sftp server and their recordings and csv files will be found there. The customer's sftp credentials will only allow them to access and copy from that directory (and its subdirectories, if any).

2. The content of each customer's Daily Copy will be based on midnight-to-midnight relative to the time zone.

    a. A recording shall be included in the nightly copy if and only if the call ended between the customer's two midnights.

3. Each day's daily copy shall be accompanied by the same format of csv file as included with a bulk download from the portal.

4. The file name for the csv file will include the date of the calls described therein.

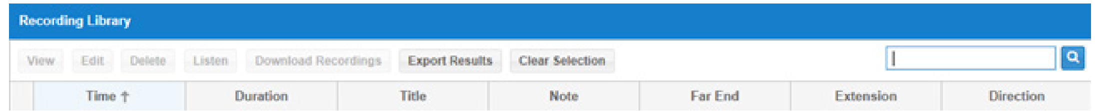
5. The csv file will include at least one row for every "Completed Event / Call", even if nothing about that call was recorded.

Daily Cleanup

Once a day, a Daily Cleanup will be run on all directories on the sftp server. The Daily Cleanup will delete all the files (Call Center Services recordings and associated csv files) moved to the sftp server more than 7 days ago. Note that it does not matter on what date the recording or csv file was created, it only matters how long the current copy has resided on the sftp server.

Call Recordings

Clicking on the Call Recordings Library sub-menu displays the **Recordings Library** page which searches for and displays all saved recordings matching the chosen criteria. Once a call is found, clicking on **View** reveals more details about the call.



Time
Start time of recording.

Duration
Length of recording.

Title
Title assigned to recording.

Note
Note associated with recording.

Far End
ACD in which recorded.

Extension
Agent who answered the call.

Direction
Original direction of call.

Click **View** to display details about the selected recording, **Edit** to change the title and/or note associated with the recording, or **Delete** to delete entry from the library.

Click **Listen** to listen to the recording.

Click **Download Recordings** to download a .WAV file of the selected recording or **Export Results** to export a .zip file for all displayed recordings.

Click **Clear Selection** to uncheck all the checkboxes.

Main menu: reports

Reports available in OfficeSuite Contact Center provide Tenant Administrators aggregated information about past events.

Usage

Usage lets you determine space and time utilization.

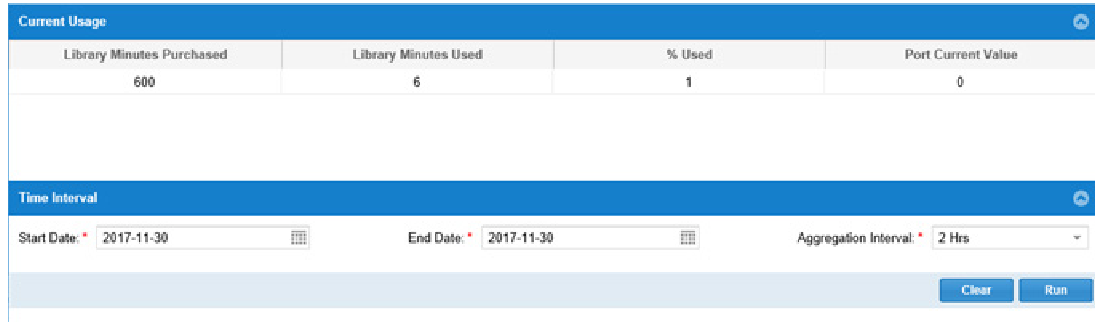
Total Recording Space
Total amount of space allocated for recordings.

Count of Recordings
Current number of recordings.

Minutes Purchased
Number of minutes purchased.

Minutes Used
Number of minutes used.

% of Minutes Used
Percentage of minutes used.



Main menu: extensions and routing

This is the section of the web portal where Extensions and custom call distribution methods (ACDs) are defined.

On the Extensions sub-menu, Administrators select which OfficeSuite extensions are eligible for recording.

Extensions

The Extensions page displays all OfficeSuite extensions and identifies which are currently available to be assigned as members of Voice Queues. The maximum number of extensions that can be set up is limited by contract, but can be changed by phone.

Click **Refresh Extensions** to copy all the current extensions and users from OfficeSuite. Then edit each extension and user involved with the ACD service. Click it again when new extensions or users are added or deleted on the OfficeSuite side.

Extension
Agent's extension in OfficeSuite.

First Name
First name of the agent associated with the extension.

Last Name
Last name of the agent associated with the extension.

Recording Status
Whether calls to the extension are being recorded.

Agent Ringing Timeout
Amount of time any Voice Queue rings this Agent before moving on.

Agent
Whether the agent is an ACD.

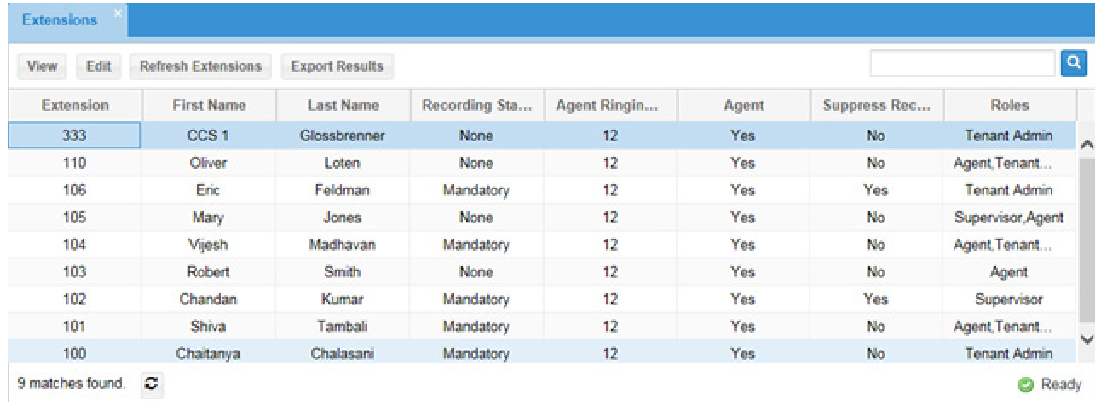
Suppress Recording
Indicates whether call recording will be suppressed for this agent. Enables the ability for an Agent to press *8 to enable/disable during a recording. While the call is being suppressed both parties will hear periodic beeps.

Roles
Roles assigned to the agent.

Click **View** to select an extension and review the extension details and **Edit** to select an extension to modify the extension details.

Click **Refresh Extensions** to refresh the list of Extensions that agents are currently logged into.

Click **Export Results** to export a .zip file containing all of the selected extensions details.



Extension	First Name	Last Name	Recording Sta...	Agent Ringin...	Agent	Suppress Rec...	Roles
333	CCS 1	Glossbrenner	None	12	Yes	No	Tenant Admin
110	Oliver	Loten	None	12	Yes	No	Agent,Tenant...
106	Eric	Feldman	Mandatory	12	Yes	Yes	Tenant Admin
105	Mary	Jones	None	12	Yes	No	Supervisor,Agent
104	Vijesh	Madhavan	Mandatory	12	Yes	No	Agent,Tenant...
103	Robert	Smith	None	12	Yes	No	Agent
102	Chandan	Kumar	Mandatory	12	Yes	Yes	Supervisor
101	Shiva	Tambali	Mandatory	12	Yes	No	Agent,Tenant...
100	Chaitanya	Chalasani	Mandatory	12	Yes	No	Tenant Admin

NOTE: If the Agent extension has OfficeSuite Call Coverage enabled and if the Voice Queue is still ringing the Agent when the call is sent to coverage, the coverage target also rings and the call can be answered there. This is particularly important to note when coverage is to voicemail. Decide whether to include or exclude the coverage target when choosing Agent Ringing Timeout. Each ring cycle included in the call coverage setting takes 4 seconds of the Agent Ringing Timeout value.

Edit extension

To create a new extension in OfficeSuite Contact Center, the intended extension must first exist in OfficeSuite. Once the extension is available in OfficeSuite, follow these steps:

1. From the Extensions page, click Edit.
2. Complete the fields as described below.
3. Click Save.

Extension
Agent's extension in OfficeSuite.

First Name
First name of the agent associated with the extension.

Last Name
Last name of the agent associated with the extension.

Recording Status
Whether calls to the extension are being recorded.

Agent Ringing Timeout
Amount of time any Voice Queue rings this Agent before moving on.

Agent
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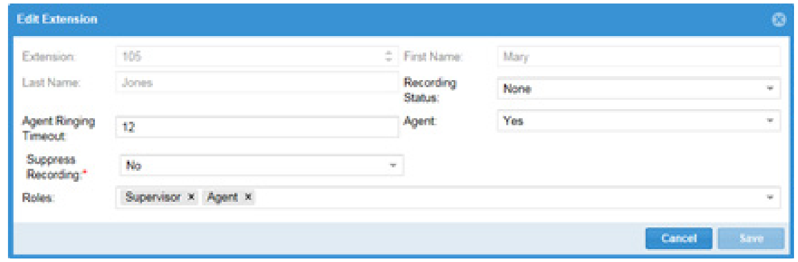
Roles
Roles assigned to the agent.



NOTE: You can assign more than one role to any user/extension. The permissions given are the union of all the permissions given.

Mandatory and On Demand options

When selecting the recording status there are two options.

Mandatory
If Mandatory is selected, the recording eligible user will have all of their inbound calls recorded. For outbound calls they will dial out with an "8" as opposed to "9".

On Demand
With On Demand Call Recording users will have the ability to program an "On Demand Call Recording" programmable key on their phone. This will enable the ability to start/stop recording a call on all calls.

- When the button is lit (glowing) the call is being recorded.
- When the button is unlit (not glowing) the call is not being recorded.
- When a user presses the button to start recording (lit), the call will start being recorded from that moment in time.

Main menu: resources

Many resources for OfficeSuite Contact Center are developed and managed here: Call Recording Options.

Recording Options

Recording Options are used to configure announcements that are played to callers when their call is being recorded. An announcement can be played only once at the beginning of a recorded call, every time recording starts, stops and resumes, or never. Administrators can select from professionally recorded stock messages or create their own custom announcements. Different types of announcements can be used to inform callers when recording starts, stops and resumes.

When this sub-menu is selected from the **Resources** main menu, the existing On Demand Call Recording options are displayed.

Listen
Play the selected recording.

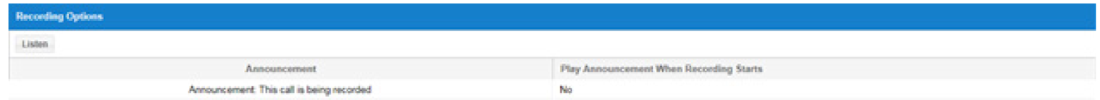
Call Marking

In order to identify the start point of the Call Marking during an Extension Call Recording call, the user will press “#” followed quickly by “*”. A Commitment Segment audible confirmation start tone will be heard by both parties.

Once the Commitment Segment has begun, in order for the user to end the Commitment Segment, they will press “#” followed quickly by a second “#”. A Commitment Segment audible confirmation end tone will be heard by both parties, followed by a confirmation tag which is a two (2) digit number between 01 and 99. If the user does not hear the end tone or remember the confirmation tag, the Agent can re-dial the “#” and “#” buttons and again listen for the end tone and/or the confirmation tag.

The portion of the recorded audio between the Confirmation Segments Start Tone and End Tone is the Commitment Segment.

NOTE: If the call is terminated intentionally or unintentionally, or if the call is transferred after the Confirmation Segment has begun but before it has ended, the Commitment Segment will immediately and automatically end.


Recording Options

Listen

Announcement	Play Announcement When Recording Starts
Announcement: This call is being recorded	No

Commitment Segments can be located on the Completed Events | Call page.

There is an "Account Code" column in this listing of calls. This column is populated with the Commitment Segment Confirmation Number. The Commitment Segment Confirmation Number consists of:

- the extension that initiated the Commitment Segment
- the date the Commitment Segment was recorded (yy:mm:dd)
- the Commitment Segment Confirmation Tag. This Commitment Segment tag is a two digit number between 01 and 99. The tag indicates which number Commitment Segment this was for this agent on this day (first second, third, etc.) During the actual call, the system audibly announced this two digit tag as soon as the agent terminated the Commitment Segment.

In the search parameters on this page the Tenant Admin can search for a particular Commitment Segment. For example for a tenant with 4-digit extensions:

- by searching Account Codes for '1011*', all Commitment Segments initiated by x1011 will be found.
- by searching for '*161110*', all Commitment Segments recorded on November 10, 2016 will be found.
- by searching for '2140*03', the search will locate third Commitment Segment recorded by x2140 on whatever dates are being considered.

On the Call Details page there is a new column "Type".

Recordings

Agent	Start Time	Stop Time	Duration	Status	Type	Actions		
3333	11/11/16 3:50:22 PM	11/11/16 3:50:33 PM	00:00:11	Available		Listen	Evaluate	Add to Library
3333	11/11/16 3:50:34 PM	11/11/16 3:50:47 PM	00:00:13	Available	Commitment Segment	Listen	Evaluate	Add to Library
3333	11/11/16 3:50:48 PM	11/11/16 3:50:58 PM	00:00:10	Available		Listen	Evaluate	Add to Library

The screenshot above represents a call during which a Commitment Segment was recorded. The actual Commitment Segment recording is marked 'Commitment Segment' in this column. The user can listen to or download this recorded segment specifically.

In the Contact Center Services System, .csv files automatically accompany the bulk transmission of recordings, for example bulk downloads from the call search page and bulk transfers using sftp. In those .csv files there will be two new columns: Account Code and Type. For calls with Commitment Segments, the Account Code field will have the full Commitment Segment Confirmation Number as described above. The Type column will have the words 'Commitment Segment' in any .csv row that points to an actual Commitment Segment recording.

Operational notes

Operational notes on features within the OfficeSuite Contact Center that can be utilized to enhance work flow and productivity.

Codec Interoperability

Recordings are made at the full bit rate. When those recordings are downloaded to a PC, they are transcoded to become GSM (Global System for Mobile Audio) files inside a .wav wrapper. Most PC media players can play GSM files from a .wav wrapper.

See **Audio Library** for a discussion of the codecs that are supported when a PC audio file is uploaded to the library.

About Windstream Enterprise

Windstream Enterprise is a leading provider of next-generation network and communication solutions, including data, unified communications and managed services for business and enterprise clients. The company supplies core transport solutions on a local and long-haul fiber network spanning approximately 150,000 miles.

windstreambusiness.com
855.383.1901

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