System Maintenance and Quality Assurance Procedures

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OVERVIEW

The OAISYS Call Recording solution provides a robust quality assurance functionality and intuitive user interface for system maintenance and configuration. The purpose of this document is to guide a technical administrator through the process of maintaining an OAISYS solution and ensuring quality standards are attained. This guide can be used post-upgrade to validate the system’s retained settings and continues to function as anticipated. This document outlines basic items to ensure the product is behaving as expected.

This document assumes there is call traffic available to observe call traffic indicators.
INSTRUCTIONS

1. Launch a client from the Server and login using an account with administrator credentials
   a. Verify the version number by checking the Help → About
2. Select the Admin application and observe the following:
   a. CopyKey is recognized as valid, and appropriate keys are displayed

   ![CopyKey is recognized as valid](image1)

   b. Email settings are retained

   ![Email settings are retained](image2)
c. CTI link is connected  
   i. This should show a green indicator light
d. Recording Manager → Ports indicators are normal
   i. Show IDLE and then RECORD when busy
e. Recording Manager → Recording Port Settings → Validate Settings for applicable tabs
f. Recording Manager → Recording Manager Status
   i. Shows normal indications (Green lights where applicable)
g. Recording Manager → Calls Status → Expand All
   i. Observe that calls in this view have proper indications
   ii. Extension information where applicable
h. PVD Import → Quick Stats → select From Startup under Time Range
i. Observe that there are no Failed Imports
i. Housekeeping → Status

i. Observe that all indicators appear Idle
j. Network Configuration
   i. Verify all settings and ping any remote nodes
k. Lists and Other Resources
   i. Drill all the way down into a list and verify that all the controls are available
   ii. Verify Lists still have defined data
I. Users and Permissions
   i. Drill all the way down into a list and verify that all the controls are available
   m. Verify all of the above for any Secondary recording nodes or Screen Recording Servers
3. Select the Reports (if applicable) application and observe the following:
   a. Reports → Run a Saved Report
      i. Select and run a saved report
      ii. Drill Down to ensure proper use
4. Select the Historical Calls application and observe the following:
   a. All Calls I Can View
      i. Verify that for calls made and completed after the upgrade, the call info
         and visualization appears
      ii. Make sure some records show extension information
b. Searching
   i. Verify proper operation of Basic, Advanced, and Search Folders

   ![Image of OAISYS system interface]

   c. Do some test calls if applicable and validate the records show up and contain audio (red bar)

   d. Listen to audio if applicable to validate it is correct