

## Use of Retell Call Recording in Windows 2000 Terminal Services.

Retell 957 linc software enables the C++, VB or Access programmer to start and stop their SCR957 recording software and send information such as User, Client Reference to be stored with voice data.

The system assumes a user is sitting at a machine and the Retell hardware cable is plugged into the machine's sound card.

Windows Terminal Services is becoming increasingly popular as a means of running applications using "Thin client technology". This effectively means that all the work is done on a remote server but only graphics and keystrokes travel across the network. This enables powerful servers to run the programs and very slow workstations to display the sessions.

Using Retell and Terminal Services one has to establish a relationship between the Terminal Services session user and the physical machine that they are sitting at and devise a way whereby the remote session can trigger a local recording on the right machine.

Whilst it is possible to assume that the same person will always sit at the same machine and always logon as the same user on terminal services, this may not be the case.

We have the following solution at Swift Rentacar in Knutsford  
The user must log in locally.....



**LOCAL LOGIN**

To enable the use of the Retell Phone Recording Software it is essential that you log in with the same user name and password when starting SWIFTHIRE in Terminal Services

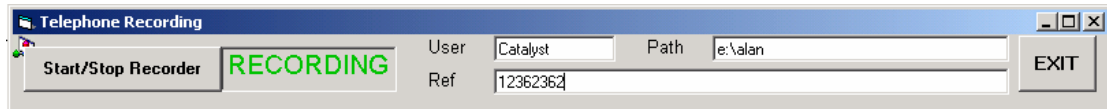


User ID

Password

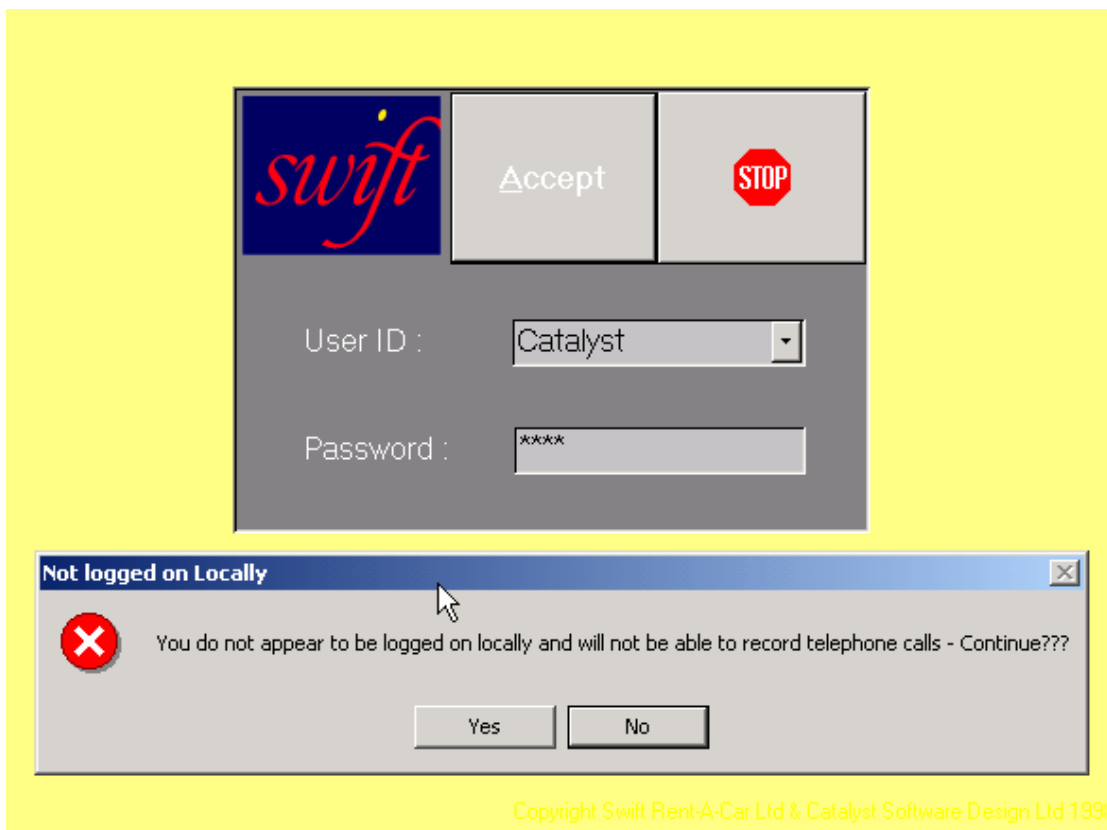
Which starts up a local process which monitors flags in the remote database

i.e. the remote database knows that this user has logged on and a timer process at the local level is checking to see if a recording should be made by monitoring a flag.



*Independent of whether the user opens a remote Terminal Services Session, the panel above will allow them to add a reference and record any phone call anyway.*

But if they log on to Terminal Services as well .....



it will check to see if the user has logged on locally anywhere. If not, the above message will occur, otherwise they are let through to the application which happens to be our Executive Car Rental Suite.

Here, on forms which contain client information they can click the recording flag on and off



If they hit start whilst in a customer record, a flag is set signifying a call is to be recorded at the workstation corresponding to the user's local workstation.

The timer process at the local workstation finds that the call flag is set for user "Catalyst" and starts the recorder.

When the user exits the customer record or hits "Stop" the recording finishes.

The important thing is not to allow a user to log in locally on more than one machine (easily checked) and ensure that they log in remotely on Terminal Services with the same user name and password. Just a matter of setting flags really.

We did have a more elaborate setup whereby the user was offered to have their conversation recorded every time they entered a customer record but this proved unworkable.

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