How Do I Search & Replay Communications

Quantify Search & Replay is used to search, retrieve and replay recorded communications from your Red Box Recorder. If you have replay permissions, then you can access Search & Replay – just select the Search & Replay icon from the Quantify main menu.

Prefer video? No problem. Just scan the QR code or go to **www.redboxvoice.com** to watch our eLearning Videos.

Perform a Basic Search and Replay

To search and replay communications:

1. Login to Quantify with a user account that has replay permissions.

2. By default, you will be taken straight to the Search and Replay application. If another default page has been set, roll over the Quantify main menu and select the **Search & Replay** icon.

3. In the **Search Criteria** panel, select a date range for your search. To save time, you can select a "quick pick" option instead (**Last Week**, **Last Month**, etc) – just click the ✎ lightning bolt icon.

4. Click the **Start Search** button to perform the search.

5. All recorded communications matching the search criteria are displayed in the **Search Results** panel – in this case, all recorded communications within the selected date range, that you have replay permissions for.

   To replay a recording, highlight the item and click the ▷ **Play** button, or just double-click the item. The **Media Player** is displayed when you replay a call.

Search Criteria
Define & refine your search.

Search Results
View search results.

Media Player
Full playback control.

Your Red Box system may look different to the one used in this document.

If, And, But…

If your system has the Replay Authorisation feature enabled, you may only have access to a preview of the call and you will need to request replay access before being able to play the full call. See the "Replay Authorisation" Quick Question topic for details.

If a communication is not displayed in the **Search Results**, and you know the communication should appear in the search, it may be because your replay permissions don't allow access to that communication — see your system administrator for help.

Text searches are case sensitive by default. This can also result in not finding searched data.

When you replay a communication (Voice Call, Video Call, Transcribed Call, IM, Text Message, Screen Recording), the appropriate player will be displayed:

- **Voice Call**: Integrated Media Player.
- **Video Call**: Video call player pop-up.
- **Transcribed Call**: Play Audio – Integrated Media Player. Play Transcription – Conversation viewer pop-up. See "Transcription – Search, Play, View" on page 3.
- **IM**: Conversation viewer pop-up.
- **Text Message**: Integrated Media Player (message text, and text to speech conversion).
- **Screen Recording**: Voice via the Media Player, screen capture via an additional pop-up.

To sort your search results in Search & Replay, just click a column heading. To show and hide columns, click the arrow next to any column heading.

You can also view your search results in a "timeline" format - see "Timeline View" on page 8.

Doing a quick basic search may display a lot of results. You can refine your search further with an advanced search – see below.

Perform an Advanced Search

To refine your searches further, just add extra search criteria:

1. In the **Search Criteria** panel, click the **Add Criteria** button.
2. Select one or more database fields and click **Ok**. To add multiple criteria of the same type, just click **Add Criteria** again.
3. Each search criteria is now displayed in the **Search Criteria** panel – select or type the data to search for.
4. Click the **Start Search** button to perform the search. As with the basic search, all recorded communications matching the search criteria are displayed in the **Search Results** panel.

When using multiple criteria, remember these simple guidelines:

- For multiple criteria of the same type, any recorded communication that matches **any** of the defined criteria is regarded as a match.
- For multiple criteria of different types, any recorded communication that matches **all** of the defined criteria is regarded as a match.

For example, a search using criteria **Call Direction** > **Outgoing**, **Channel Name** > **Adam**, **Channel Name** > **Barbera** would match any outgoing recorded communications from Adam **or** Barbera.

Transcription – Search, Play, View

The optional Transcription service from Red Box is used to convert speech within recorded calls into a text conversation. This means you can search for spoken words and phrases across recorded calls, and view the text conversation as well as listen to the call audio. Transcription is available in Quantify 4C or later.

You may want to check with your system administrator to see what calls are transcribed within your Red Box recording system – it may not be all of them. The **Transcription** flag in search results indicates that a call has been transcribed.

To search, play, and view transcribed calls:

1. In the **Search Criteria** panel click the **Add Criteria** button, select the **Transcription Search** field, and click **Ok**.

2. Enter the word or words to search for. Click the **Options** (cogs) icon to set:

- **Search Type**: Define if the word can occur anywhere in a call, or if it must be at the beginning, end, nowhere, not at the beginning, or not at the end.

- **Confidence Level**: Set a "margin of error". Setting a high value will refine your search, but setting a lower value can be useful to allow the software to "compensate" a little for things like low audio quality, correct word pronunciation, or speed of speech.

3. Once you've defined your **Transcription Search** criteria, click the **Start Search** button to perform the search.

4. To play call audio for a transcribed call, just double click the call in the search results or highlight the call and click the main ▶ **Play** button. When you replay call audio, all instances of the searched word or words are highlighted in the Media Player. This helps you jump to that part of the call.

5. To view the transcription – the text conversation – just click the **View Transcription** button.
   The pop-up shows an IM style view of the conversation, and if your system is able to then it will also identify each caller or speaker – that's not always possible so sometimes you may just get Speaker 1, Speaker 2, etc. Note the call data and language matching information at the top of the Conversation Viewer.
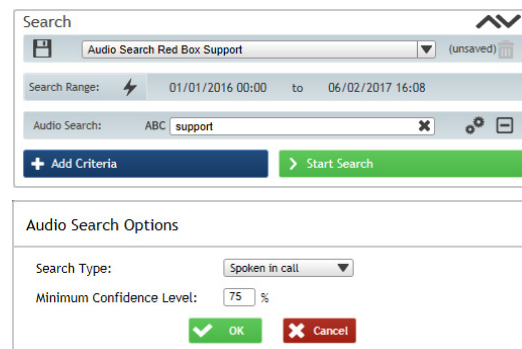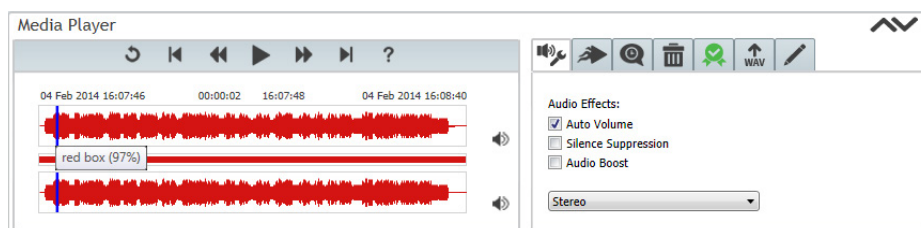
Audio Search

Audio Search is an optional historical feature within Search & Replay (Quantify 4B or earlier), and allows you to search call audio for spoken words. The feature is documented here for completeness.

To search for spoken words:

1. In the **Search Criteria** panel, click the **Add Criteria** button.

2. Select the **Audio Search** field and click **Ok**.

3. Enter the word or words to search for. Click the **Audio Search Options** (cogs) icon to set:

   • **Search Type**: Define if the word can occur anywhere in a call, or if it must be at the beginning, end, nowhere, not at the beginning, or not at the end.

   • **Confidence Level**: Set a "margin of error". Setting a high value will refine your search, but setting a lower value can be useful to allow the software to "compensate" a little for things like low audio quality, correct word pronunciation, or speed of speech.

4. Once you've defined your **Audio Search** criteria, click the **Start Search** button to perform the search.

   When you replay a call from your audio search results, all instances of the searched word or words are highlighted in the Media Player. This helps you jump to that part of the call.

Note that large or complex audio searches can impact your system performance. When using Audio Search, we recommend that you use additional criteria in the search to restrict what calls have the Audio Search applied.

Save a Search

You'll probably find that over time you'll perform the same or very similar searches on a regular basis. To save a little time, you can save your searches so that you don't have to set the criteria every time. This is especially useful for more complex and detailed searches.

To save a search:

1. In the **Search Criteria** panel, add your required criteria (see *Perform an Advanced Search* above).

2. Click the **Start Search** button to perform the search, just to check you've selected the right information to search on.

3. When you're happy, enter the name for your search in the **Search Name** field (for example, I've called my search "Incoming Calls to DS"), and click the 💾 **Save** icon to save the search.

4. To list and select previously saved searches, just click the arrow next to the **Search Name** field. To delete a saved search, click 🗑 **Delete**.

Broaden a Search – Use the Wildcard

You can use the "**%**" multi-character wildcard in your searches when you're not sure of the exact data to search for, or you want to do a single broad search rather than multiple, specific searches. For example, if you want to search for all calls related to the "**01159**" area code, you could search for "**Other Party** > **%01159%**" — here the "**%**" wildcard is used at the start of the number as well as the end to allow for outgoing calls that make use of an external line code such as "**9...**".

Note that a little like Audio Search, large or complex wildcard searches can impact your system performance.

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Control Playback

The **Media Player** is displayed when you replay a call — just like any other media player, use the **Play**, **Pause**, **Forward** and **Back** buttons to control playback. You can also use the following features for finer control.

Feature	Description
Audio Waveform	Both sides of the call audio are represented in the main waveform panel. You can use this to quickly see points in the conversation such as silence or dial tones.
Jump	Click anywhere in the audio waveform to jump to that point in the call.
Select	Click and drag anywhere in the audio waveform to select a section of audio. Click and drag the ends of the selection to adjust as needed.
Loop	With a section of audio selected, click the ↻ **Loop** button to loop playback of the selected section only. Useful when you want to repeatedly listen to the same piece of a call. Click the ➜ **Resume** button to resume normal playback.
Volume	You can control the volume for each side of the call using the volume sliders and mute buttons (◀). Note that you also have additional volume controls using the **Audio Effects** settings — see below.
Audio Effects	Click the **Audio Effects** preferences tab: **Auto Volume**: Automatically adjusts the volume level to an "audible" level. **Silence Suppression**: Automatically skip long periods of silence (such as during PCI suppression). **Audio Boost**: Boost the volume level. This can be useful to listen to low-level audio such as background conversations. This setting can distort normal speech though. **Stereo/Mono**: Select stereo or mono playback. **Stereo**: play one side of the call on the left speaker and the other side on the right. **Mono**: combine both sides of the call on left and right speakers. Note that if you have a mono headset, select **Mono** playback or you won't hear one side of the call.
Replay Speed	Click the **Replay Speed** preferences tab and use the slider to control playback speed. This can be useful when you want to quickly skip through a call or slow things down to understand what's being said. In general +/-30% is the most useful speed adjustment — any more and speech can become distorted.

Tip: The Media Player **Volume**, **Audio Effects** and **Replay Speed** settings are all "remembered" by the Media Player. So, if you replay a call and the audio doesn't sound "normal" or you can only hear one side of the call, check your settings.

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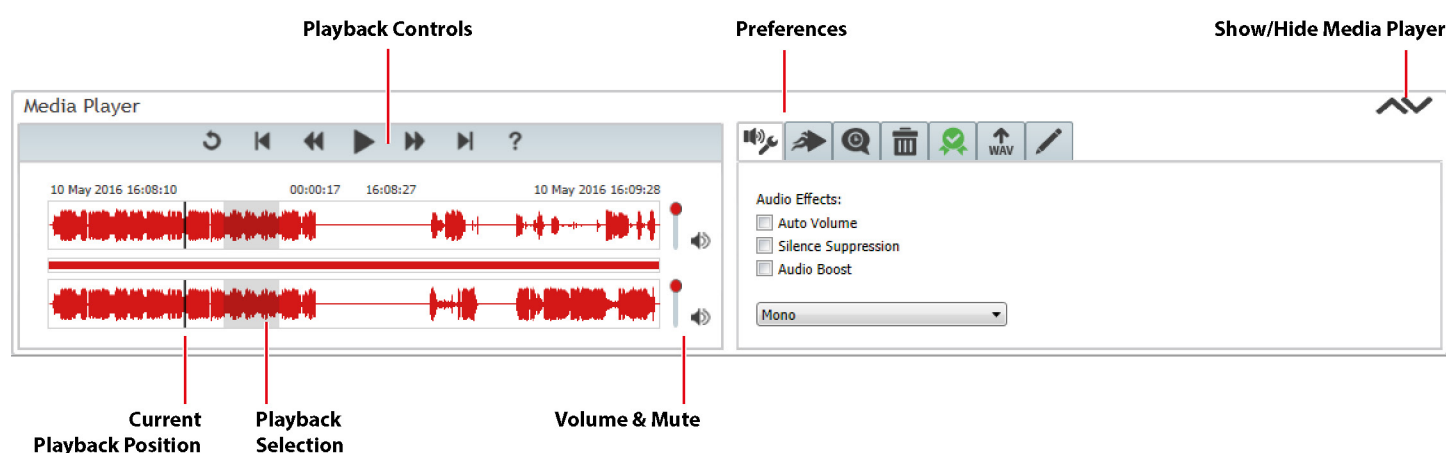
Export a Call

You can export a call to a WAV file (if authorised) for sharing, storage, evaluation, etc.

To export a call:

1. In the Media Player, click on the **WAV** tab.

2. Select your **Call Export** settings (see below), and click the **WAV** button to export the call.

   • **High Quality Audio**/**Low Quality Audio**: choose between high quality, larger file size or lower quality, smaller file size.

   • **Use Replay Settings**: use current **Volume**, **Audio Effects** and **Replay Speed** settings for the exported audio.

   • **Full Call**/**Selection Only**: export the entire call or just the current selection.
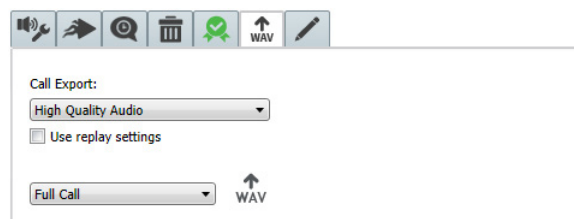
Note that you can also export calls and associated metadata using the **Export** buttons in the **Results** panel. See the "Call Export" Quick Question topic for details.

Search & Replay Preferences

Choose how you want Search & Replay to look — select **Options** > **Replay Preferences**, in Search & Replay.

Setting	Description
Display Results	Sort your search results by latest or earliest call first.
Maximum Number of Results	Maximum number of search results to display "per page".
Search Closes Automatically	Automatically hide the search criteria panel when you click **Start Search**.
Media Player Opens Automatically	Automatically show the Media Player when you play a call.
Auto Expand Linked Calls	Automatically expand linked calls in the Search Results panel. Note that if a large number of linked calls are listed, this can slow down the display a little.
Local Storage Directory	Storage location for local Search & Replay "system" files. In general, this setting should **not** be changed.

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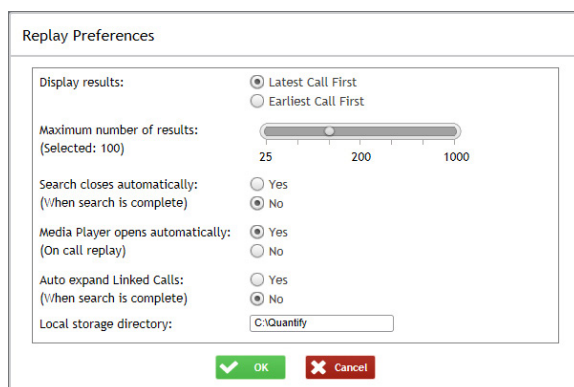
Timeline View

Another **optional** feature within Search & Replay is Timeline View, which allows you to switch from the standard "grid" view to a Timeline view to see a visual, time-based representation of your search results.

Feature	Description
Switch View	Click the **View Timeline** or **View Grid** button.
List By	Select the field to list the search results by. Click a row to select all calls in the row. Hold the **CTRL** key to select multiple rows.
Time View	This is your main search results area, showing calls in a timeline format. • Use the **Zoom** controls to zoom in and out. • Click and drag in the timeline for fine control. • Click a call to select it, hold the **CTRL** key to select multiple calls. • Hold the **CTRL** key and click & drag in the timeline to select a group of calls. • Roll over a call to display call details.
Day View	Daily view of the search results. Drag or use the slider to view different days, click to select a timeslot and display the calls in the main **Time View**.
Media Player	Click the ∧ ∨ icons to **Show/Hide** the Media Player. Use the Media Player to control call playback as normal — see "Control Playback" on page 6. Note that when multiple calls are selected, each call is played one at a time based on the call start time.

Troubleshooting

The following are a few common issues you may encounter:

Issue:	Security Settings Error, Trust Not Granted Error, Missing Media Player
Problem:	Internet Explorer has not been configured correctly on your PC to use Quantify.
Solution:	• For Internet Explorer setup, please see your system administrator.

Issue:	Can't find a call.
Problem:	• Incorrect search criteria have been specified. • You don't have replay permissions for the call you're searching for.
Solution:	• Check your search criteria. Pay attention to the criteria type and the data specified. Remember, text searches are case sensitive. Try using the "**%**" character wildcard. • For replay permissions, please see your system administrator.

Issue:	No volume on call playback or you can only hear one side of the call.
Problem/Solution:	• Check the volume/mute controls in the Media Player. • Check your PC sound settings. • Check the Mono/Stereo audio effects setting in the Media Player.

Issue:	Distorted speech.
Problem/Solution:	• Check your Media Player audio preferences — Audio Boost, Auto Volume, Playback Speed.

Issue:	Long silence on a call.
Reason:	• This may be a "PCI Suppressed Call". That is, the call audio has been automatically or manually suppressed while payment details are being taken.

Issue:	Can't view a transcription for a call.
Reason:	• A transcription may not be available for the call. Check there's a transcription flag for the call. • Pop-ups may be blocked in your browser. See your system administrator for help.

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