

Quantify User Guide

Get started or find the details -
everything you need to know.
Just select a topic or link below :-)



Quantify Basics



Search & Replay



Live Acquire



Event Reconstruct



**Replay
Authorisation**



Quantify QM



Call Export



CallSafe



Replay to Phone



Call Delete



eLearning



Online Training



This Guide



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About

This guide has been designed for Users of the Quantify software suite from Red Box. Select a topic from the contents list.

If you'd like to distribute information separately, each main topic is available as a separate "Quick Question" document from the [support](#) page at redboxvoice.com

Note that for system administrator tasks, please refer to the Quantify System Administrator Guides.

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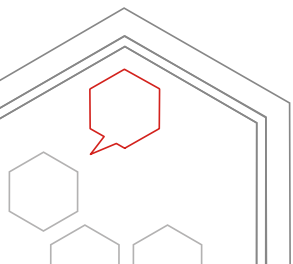
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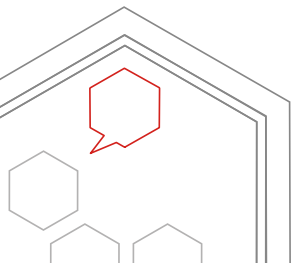
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Quantify at a Glance

Your Red Box Recorder records and stores communications from all connected devices. This can include phones, PCs, trading systems, mobiles, and radios – and the communications can be voice calls, video calls, Instant Messages, and text messages. PC screens can also be recorded, and the screen data saved along with a call – often referred to as “screen recorded calls”. Also, call audio can be transcribed (converted) to text, allowing you to search for spoken words and phrases, and view a text conversation as well as listen to call audio.

Quantify is a very capable and very flexible product set with a broad range of applications and features – see below. For details of the types of devices your organisation can record, what communications are recorded, and what applications and features you have access to, please see your system administrator.



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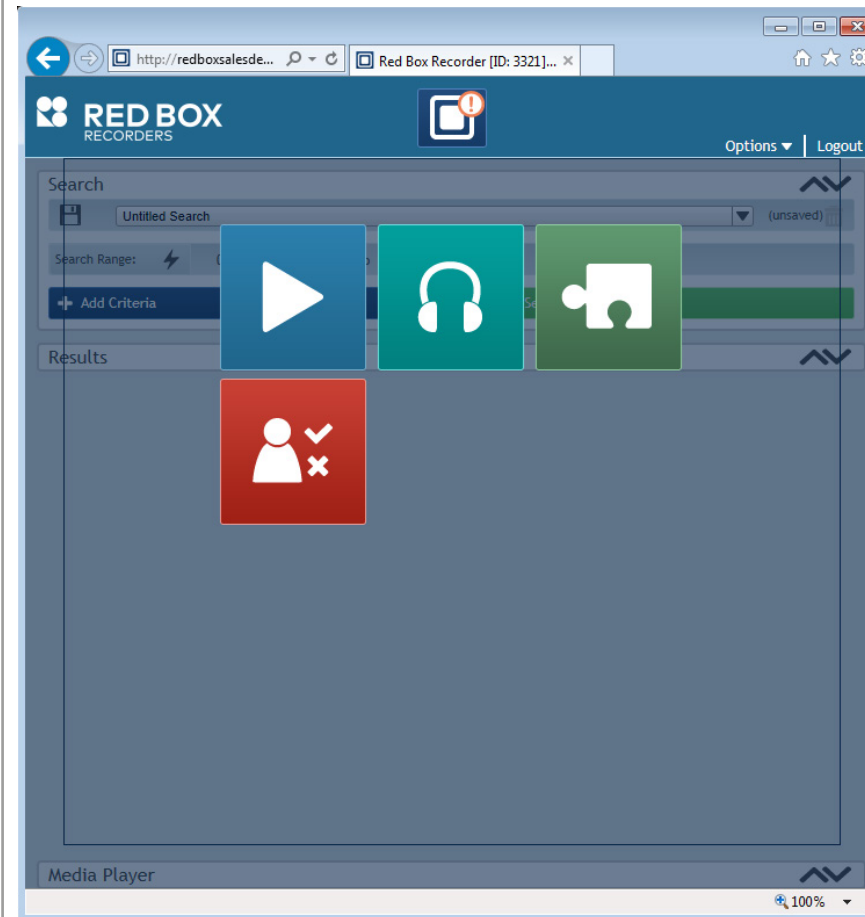
Login & Basic Navigation

To use Quantify, open your browser and go to your recorder address or select the bookmark if one has been set up. Enter your Quantify username and password, and login. If you're using Windows Active Directory, use your Windows login as your Quantify login. If you're using Windows Single Signon, you won't need to enter your username and password. Once you're logged in, roll over the Quantify main menu icon to see all the applications you have access to.

If you can't see Search & Replay or other applications that you should have access to, or if you can't login or you have browser errors, then see your system administrator for help.

In the top right corner in the Quantify applications, you can see an **Options** menu. This menu is dynamic and will change slightly depending on what application you're using. Two main items worth highlighting, are **Preferences** where you can change your own preferences for the application, and then **Change Password** where you can change your password (unless of course you use Active Directory or Single Sign On).

Also in the top right corner is the **Logout** option. It's obvious what this does but we recommend that you always Logout of Quantify when you're finished, rather than just closing the browser. This helps to manage your Quantify system and performance.



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RBRQQA1048 V1.2





HOW DO I SEARCH & REPLAY COMMUNICATIONS

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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. 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.
2. 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.
3. Click the **Start Search** button to perform the search. 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.

Flags	Call Start Time	Call End Time	Call Duration	Extension	Call Direction	Channel Name	Caller Number	Caller Name	Extension Name	Media Type	CallSafe Tag
	10 May 2016 16:09:23	10 May 2016 16:09:28	00:00:04	5264	Outgoing	Bryan Griffiths		Phone1	Phone1		
	10 May 2016 16:09:08	10 May 2016 16:09:28	00:00:16	5259	Outgoing	Jane Doe		Phone1	Phone1		
	10 May 2016 16:09:04	10 May 2016 16:09:28	00:00:19	5254	Outgoing	Akaash Patel		Phone1	Phone1		
	10 May 2016 16:08:58	10 May 2016 16:09:28	00:00:24	5249	Outgoing	Mike Cattings		Phone1	Phone1		
	10 May 2016 16:08:53	10 May 2016 16:09:28	00:00:29	5244	Outgoing	Kang Hyun Kim		Phone1	Phone1		
	10 May 2016 16:08:48	10 May 2016 16:09:28	00:00:34	5239	Outgoing	Anita Harrow		Phone1	Phone1		
	10 May 2016 16:08:44	10 May 2016 16:09:17	00:00:29	5234	Outgoing	Pablo Morales		Phone1	Phone1		
	10 May 2016 16:08:10	10 May 2016 16:08:41	00:00:38	5229	Outgoing	Peter Jones		Phone1	Phone1		
	10 May 2016 16:08:10	10 May 2016 16:09:00	00:00:56	5224	Outgoing	barbara nicell		Phone1	Phone1		
	10 May 2016 16:08:10	10 May 2016 16:08:58	00:00:55	5209	Outgoing	Maonga Trpae		Phone1	Phone1		
	10 May 2016 16:08:10	10 May 2016 16:09:08	00:01:03	5204	Outgoing	Bash Malik		Phone1	Phone1		
	10 May 2016 16:08:10	10 May 2016 16:08:56	00:00:53	5214	Outgoing	Sam Holly		Phone1	Phone1		
	10 May 2016 16:08:10	10 May 2016 16:09:28	00:01:19	5201	Outgoing	Adam Smith		Phone1	Phone1		
	10 May 2016 15:14:43	10 May 2016 15:14:48	00:00:08	5289	Outgoing	Thomas Kristian		Phone1	Phone1		
	10 May 2016 15:14:41	10 May 2016 15:14:48	00:00:10	5284	Outgoing	Charlie Brown		Phone1	Phone1		
	10 May 2016 15:14:40	10 May 2016 15:14:48	00:00:11	5279	Outgoing	Peter Fielding		Phone1	Phone1		
	10 May 2016 15:14:31	10 May 2016 15:14:48	00:00:22	5269	Outgoing	Jim Morisson		Phone1	Phone1		
	10 May 2016 15:14:23	10 May 2016 15:14:48	00:00:30	5274	Outgoing	Samantha Green		Phone1	Phone1		

Media Player

Full playback control.



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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 “How Do I Use Replay Authorisation” 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.

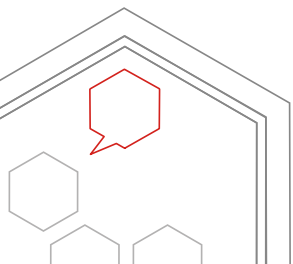
When you replay a communication (Voice Call, Video Call, Transcribed Call, IM, Text Message, Screen Recording), the appropriate player will be displayed:

- **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”.
- **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”.

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





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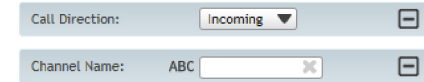
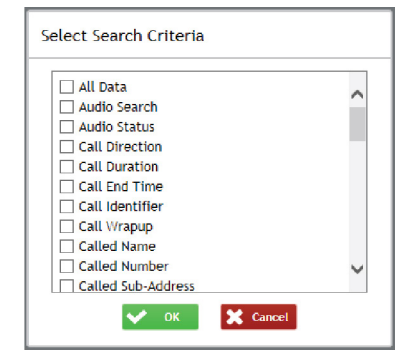
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Perform an Advanced Search

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.



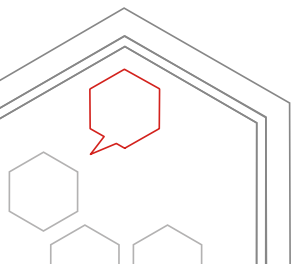
Fields

Data

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.





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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.



Search

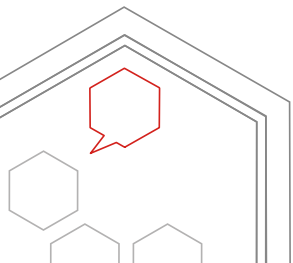
To search transcribed calls:



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.

The screenshot shows the Red Box search interface. At the top, there's a search bar with a play button icon and a search range of 27/02/2018 00:00 to 31/08/2018 23:59. Below the search bar, there's a field for 'Transcription Search' with the value 'ABC voice data'. There are buttons for '+ Add Criteria' and '> Start Search'. A 'Transcription Search Options' dialog box is open, showing 'Search Type' set to 'Spoken in call' and 'Minimum Confidence Level' set to 80%. The 'Results' section shows a table with columns for Flags, Call Start Time, Call End Time, Call Duration, and Extension. The table contains two rows of call data.

Flags:	Call Start Time:	Call End Time:	Call Duration:	Extension:
	05 Jul 2018 12:48:26	05 Jul 2018 12:49:08	00:00:42	355
	05 Jul 2018 12:44:02	05 Jul 2018 12:44:42	00:00:41	355





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Play, View

To play, and view transcribed calls:

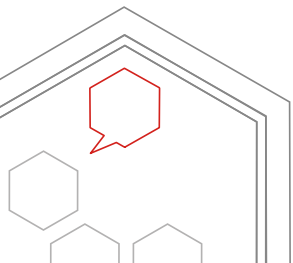
1. To play call audio for a transcribed call, just double click the call in the search results or highlight the call and click the main ▶ **Play** button. When you replay call audio, all instances of the searched word or words are highlighted in the Media Player. This helps you jump to that part of the call.
2. 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.

The screenshot displays the Red Box interface. At the top, there's a search bar with 'voice data' entered. Below it, a table shows search results for calls on 05 Jul 2018. The interface is split into two main sections: a search results table and a transcription viewer.

Flags:	Call Start Time:	Call End Time:	Call Duration:	Extension:	Call Direction:
	05 Jul 2018 12:48:26	05 Jul 2018 12:49:08	00:00:42	355	Incoming
	05 Jul 2018 12:44:02	05 Jul 2018 12:44:42	00:00:41	355	Incoming

The transcription viewer on the right shows a conversation between Speaker 1 and Speaker 2. Speaker 1's messages are in blue bubbles, and Speaker 2's are in orange. The text includes: "Hello Alex speaking.", "Hi Alex it's Kate here.", "Hi Kate.", "Hi Alex. Can you tell me a little bit more about your voice data controller.", "Yes sure. It enables secure and accurate mapping of all conversations taking place across your business to contacts accounts and leads within sales force....", "Oh that's great. So does it ensure complete plausibility of my customer interactions in a central location.", "Yes it does. Making voice data easily accessible by call agents sales managers and compliance teams alike.", and "That's brilliant. Thank you."

At the bottom, a media player shows the audio waveform with a blue vertical line indicating the current playback position. The search term 'voice data (100%)' is highlighted in the audio waveform. Audio effects like 'Auto Volume', 'Silence Suppression', and 'Audio Boost' are visible on the right.





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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.

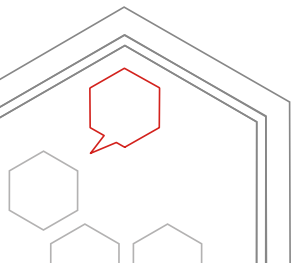
To search for spoken words:

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.

The screenshot displays two windows from a software interface. The 'Media Player' window on the left shows a call recording with a red waveform and a search result highlighted in red, labeled 'red box (97%)'. The 'Search' window on the right shows the search criteria: 'Audio Search Red Box Support', search range from 01/01/2016 00:00 to 06/02/2017 16:08, and the search term 'ABC support'. Below the search window, the 'Audio Search Options' panel is visible, showing 'Search Type' set to 'Spoken in call' and 'Minimum Confidence Level' set to 75%.

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.





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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").
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**.

Search

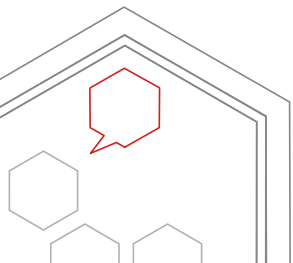
The screenshot shows a search interface with the following elements:

- A search bar containing the text "Incoming Calls to DS" and a dropdown arrow, with "(unsaved)" and a trash icon to the right.
- A "Call Direction:" field with a dropdown menu set to "Incoming" and a trash icon.
- A "Channel Name:" field with the text "ABC DS" and a trash icon.

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 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 (M). 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.

The screenshot shows the Media Player interface with the following components and annotations:

- Playback Controls:** Includes a toolbar with play/pause, previous, next, and search icons. Below it is a waveform showing two channels of audio. A vertical line indicates the **Current Playback Position** at 16:08:10. A shaded area indicates the **Playback Selection** from 00:00:17 to 16:08:27. Volume and mute sliders are visible on the right side of the waveform.
- Preferences:** A panel on the right containing **Audio Effects** settings: Auto Volume, Silence Suppression, Audio Boost, and a dropdown menu currently set to **Mono**.
- Show/Hide Media Player:** A button in the top right corner of the interface.



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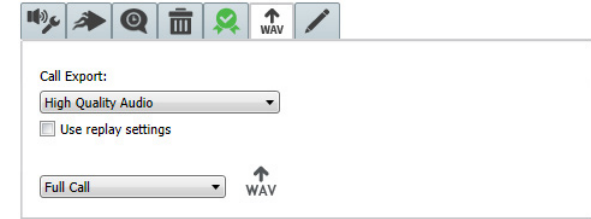
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Export a Call

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.

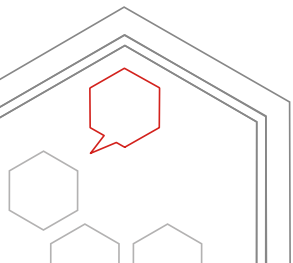
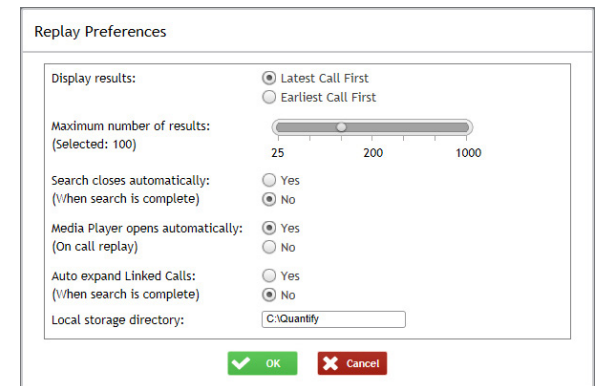


Note that you can also export calls and associated metadata using the **Export** buttons in the **Results** panel. See “How Do I Export Calls” for details.

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. <ul style="list-style-type: none"> 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 ^ v icons to Show/Hide the Media Player. Use the Media Player to control call playback as normal — see “Control Playback”. Note that when multiple calls are selected, each call is played one at a time based on the call start time.

List By **Play Selected Call(s)** **Timeline/Grid View** **Zoom In/Out**

Current Selected Call

Highlighted Call Details

Time View

Day View **Current Highlighted Timeslot** **Day Slider** **Show/Hide Media Player**



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Troubleshooting

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:	<ul style="list-style-type: none"> For Internet Explorer setup, please see your system administrator.

Issue:	Can't find a call.
Problem:	<ul style="list-style-type: none"> Incorrect search criteria have been specified. You don't have replay permissions for the call you're searching for.
Solution:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> Check your Media Player audio preferences — Audio Boost, Auto Volume, Playback Speed.

Issue:	Long silence on a call.
Reason:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> 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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RBRQQA1001 V1.7





How Do I Listen to Live CALLS

1

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- Monitor & Listen to Live Calls
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- Preferences

Monitor & Listen to Live Calls

Quantify Live Acquire allows you to monitor and listen to live voice communications.

Note: Prefer video? Just scan the QR code or go to www.redboxvoice.com to watch our eLearning Videos.



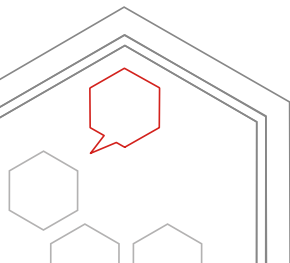
To monitor agents and listen in:

1. Login to Quantify with a user account that has Live Acquire permissions.
2. Roll over the Quantify main menu and select the **Monitoring** icon (Quantify Live Acquire).
3. All channels (agents) that you have monitoring permissions for are listed in the channels tab — any agent currently on a “live call” is highlighted in green.
 - To listen to a live call, click the **Live Acquire** icon for the agent. The Media Player is displayed when you listen to a call — use the Media Player features as you would within Search & Replay (some functions are limited).
 - To list previous calls for an agent, click the **Last Call Search** icon for the agent. Search results are displayed in the results panel — use the results list as you would in Search & Replay (some functions are limited)
 - To stop listening to a live call, click the **Stop** button in the Media Player.
 - To set up Group tabs, see “Groups”.

Tip: Live calls are easy to identify in Search & Replay - they will show as having no **End Time** or **Duration**.

The screenshot shows the RED BOX RECORDERS interface. At the top, there's a navigation bar with the logo and 'Options | Logout'. Below that, there are tabs for 'Group Overview', 'Channel Overview', 'Helpdesk', and 'Support'. The 'Channel Overview' tab is active, showing a list of 9 of 20 Active Channels. Each channel entry includes the agent's name and icons for monitoring and search. Below the channel list, there's a 'Results' section with a table of call records.

Flags:	Call Start Time:	Call End Time:	Calling Digits:	Call Duration:	Extension:	Other Party:	Call Direction:	Trunk Name:	Group:	Channel Name:	Logical Channel:	Ring Time:
	18 Aug 2016 14:49:41			00:00:00	5269	6269	Outgoing			Jim Morisson	0	0
	18 Aug 2016 14:48:14	18 Aug 2016 14:48:38		00:00:25	5269	6269	Outgoing			Jim Morisson	0	0
	10 May 2016 15:14:31	10 May 2016 15:14:48		00:00:22	5269	6269	Outgoing			Jim Morisson	0	0
	10 May 2016 15:11:42	10 May 2016 15:12:41		00:01:17	5269	6269	Outgoing			Jim Morisson	0	0
	05 May 2016 16:49:58	05 May 2016 16:50:35		00:00:31	5269	6269	Outgoing			Jim Morisson	0	0



Previous



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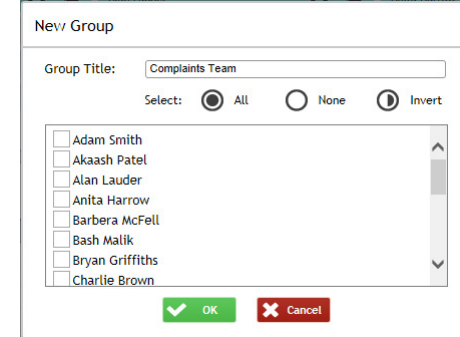
- How Do I Listen to Live Calls
- Monitor & Listen to Live Calls
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Groups

You can group your agents together so you can switch between “views”.

To create and manage Live Acquire groups:

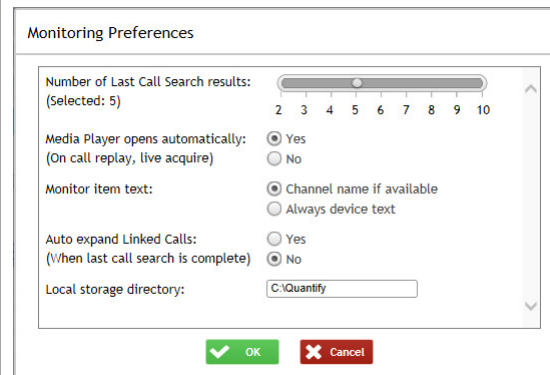
1. In the Groups panel in Live Acquire, click the + tab to create a new group. Enter a **Group Title**, and select the channels (agents) that you want to show in the group. Note that an agent can be a member of multiple groups. Click **Ok** when you’re done.
2. Use the **Group Overview** tab to manage your groups. Roll over a group name and click the **Edit** icon to edit the group name and selected agents. Click the **Delete** icon to delete the group.
3. Once you’ve set up your groups, click the tabs to switch between groups. If you need to see everyone you have access to in Live Acquire, just click the **Channel Overview** tab.



Preferences

To select your own layout preferences for Live Acquire, select **Options > Monitoring Preferences**:

Setting	Description
Number of Results	Maximum number of search results to display for a Last Call Search .
Media Player Opens Automatically	Automatically show the Media Player when you listen to a live call.
Monitor Item Text	List channels (agents) using the channel name or device text.
Auto Expand Linked Calls	Automatically expand linked calls in the Search Results panel.
Local Storage Directory	Storage location for local Live Acquire “system” files. In general, this setting should not be changed.



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RBRQQA1008 V1.2





How Do I Use Quantify Event Reconstruct

1

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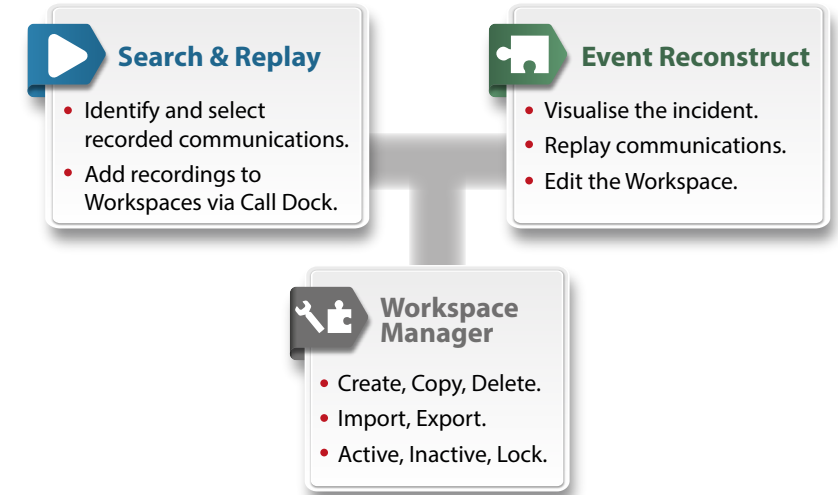
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Quantify Event Reconstruct allows you to accurately recreate incidents for auditing and investigation. Event Reconstruct makes it quick and easy to piece together recordings captured across multiple devices and channels, to create a timeline of events as they took place. Used alongside Quantify Search & Replay, it enables investigation and compliance teams to place important recordings into a custom "Workspace".

Overview

Quantify Event Reconstruct has been designed to provide ease of use, with a simple workflow:

- **Search & Replay:** Use search criteria to find all recorded communications related to your incident. Drag & drop identified recordings into a "Workspace".
- **Event Reconstruct:** Use the Workspace in Event Reconstruct to visualise and replay the incident, switching between grid and timeline views, and sequential and concurrent replay modes.
- **Workspace Manager:** Share Workspaces for collaborative development, lock and export incident communications for formal investigative submission, perform general Workspace "housekeeping".

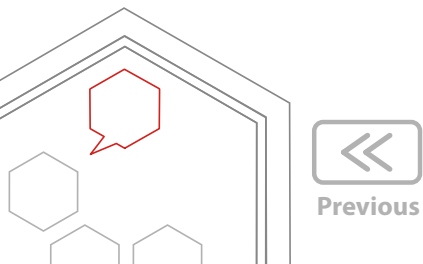


Supported Communication Types

You can drag and drop all recorded communication types into a Workspace. Event Reconstruct supports playback as follows:

- **Voice Call:** Full audio replay in the Media Player.
- **Screen Recorded Call:** Full audio replay in the Media Player, no Screen Replay.
- **Video Call:** Full audio and video replay in the Video Pop-Up.
- **Instant Message:** Full IM replay in the Conversation Viewer Pop-Up.
- **Text Message:** Full replay in the Media Player (text, and text to voice).

Note that because different players are used to replay the different media types, replay of more than one recording at a time is only supported in the Media Player (voice calls, screen recorded calls, text messages).





How Do I Use QUANTIFY EVENT RECONSTRUCT

2

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At a Glance

If you're new to Event Reconstruct, or just need a refresher, here's a quick summary of the workflow.

1. Find Calls & Messages

In Quantify Search & Replay, search for the recordings that you're interested in. Use the search criteria to refine your search.

2. Create a Workspace & Add Recordings

In the **Results** panel, use the **Call Dock** to create a Workspace – click the **Call Dock** expand button (▼) and then click **New Workspace**.

To add recordings to a Workspace, just drag and drop them from the **Results** panel to the Workspace in the **Call Dock**.

Perform as many searches as you need and add the recordings you're interested in. You can add recordings to a Workspace at any time – just drag and drop or highlight them and click the **+Add to Workspace** button in the Call Dock.

3. Use a Workspace

To open a Workspace, just double-click the Workspace in the **Call Dock**, or select **Event Reconstruct** from the Quantify main menu and select the Workspace.

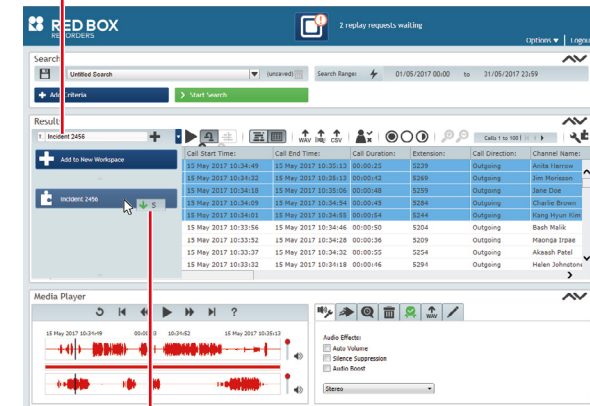
Your Workspace will open in Event Reconstruct where you can visualise, replay and export the whole incident.

You can switch between **Sequential** and **Concurrent** playback modes to change how you listen to the incident, and you can switch between **Timeline** and **Grid** views to help visualise the incident.

4. Export Workspace Calls to a WAV File

When you've finished reconstructing an incident you may want to export call audio for investigative submission, or collaborative discussion. Use the **↑ WAV** button in the **Workspace** panel or use the **↑ WAV** tab in the **Media Player** panel to export calls — see "Export Audio Calls" for options.

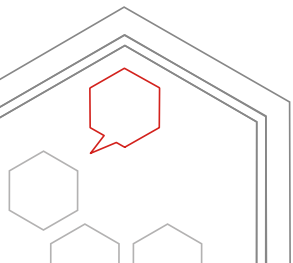
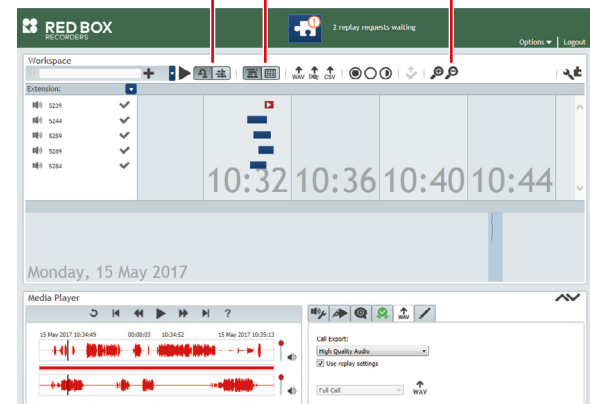
Call Dock Create a Workspace.



Drag & Drop
Add recordings.

Replay Mode Display Mode Zoom

Sequential/Concurrent Timeline/Grid View Timeline zoom.





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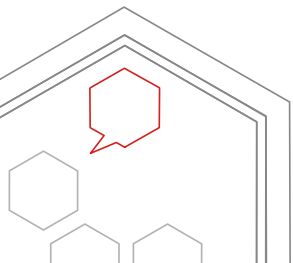
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Using Event Reconstruct

Use the Quantify Event Reconstruct application to visualise, replay, edit and refine your incident Workspace. Just double-click a Workspace in the **Call Dock** in Search & Replay, or select **Event Reconstruct** from the Quantify main menu.

Timeline View

Click the Display Mode buttons to switch from the standard **Grid** view to a **Timeline** view.

Feature	Description
List By	Select the field to list the calls or messages by.
Time View	<ul style="list-style-type: none"> • Use the Zoom controls to zoom in and out. Click and drag in the timeline for fine scroll control. • Click a recording to select it, hold the CTRL key to select multiple recordings. • Hold the CTRL key and click & drag in the timeline to select a group of recordings. • Roll over a recording to display details.
Day View	Daily view of the recordings. Drag or use the slider to view different days, click to select a timeslot and display the recordings in the main Time View , click and drag to move the timeslot.
Media Player	Click the ^ v icons to Show/Hide the Media Player. Use the Media Player to control playback of voice calls, screen recorded calls, and text messages as normal — see “Control Audio Playback”.

Play Selected Recordings **Timeline/Grid View** **Zoom In/Out**

RED BOX RECORDERS 2 replay requests waiting Options | Logout

Workspace

List By + [Icons] [Grid View Icon] WAV [Icons] [Zoom In/Out Icons]

Current Selected Call [Channel Name]

Highlighted Call Details

Time View

Channel Name: [Dropdown]

- Alkaash Patel ✓
- Alan Lauder ✓
- Anita Harrow ✓
- Barbera McFell ✓
- Bash Malik ✓
- Brvan Griffiths ✓
- Charlie Brown ✓
- Helen Johnstone ✓
- [Channel Name]
- Jim Morisson ✓
- Kang Hyun Kim ✓
- maoinga iripae ✓
- Mike Cuttings ✓
- Paolo Morales ✓
- Peter Fielding ✓
- Peter Jones ✓
- Sam Holly ✓

10:20 10:25 10:30 10:35 10:40 10:45

Sunday, 14 May 2017 Monday, 15 May 2017

Media Player

Day View **Day Slider** **Current Highlighted Timeslot** **Show/Hide**



HOW DO I USE QUANTIFY EVENT RECONSTRUCT

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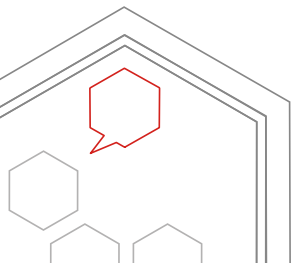
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Audio Replay

For voice calls, screen recorded calls, and text messages, click the **Replay Mode** buttons to switch from the standard **Sequential** playback (one at a time) to **Concurrent** playback (all at the same time). Note that Concurrent playback is only available in Timeline view.

Feature	Description
General Replay	<ul style="list-style-type: none"> If no calls/messages are selected, all recordings in the incident will be replayed. If individual calls/messages are selected, only those recordings will be replayed. To select a call/message, just click the recording in the Workspace. Hold the CTRL key to select multiple recordings. Use the Pause/Play buttons in the Media Player to play, pause, resume. Use the Play/Stop buttons in the Workspace toolbar to play from the start, and to stop playback.
Concurrent Replay	<p>Concurrent replay requires licensing for 2 to 50 concurrent recordings.</p> <ul style="list-style-type: none"> License: Click a <input checked="" type="checkbox"/> License icon for a row to select/deselect a license. You can check the total licenses used in the Workspace toolbar. None Selected: If no licenses are selected, all licenses will be automatically allocated when you play a call. Toggle: Click the ↕ Toggle button in the Workspace toolbar to display all licensed rows at the top of the list.
Media Player	Use the Media Player to control playback as normal — see “Control Audio Playback”.
Volume Control	<p>As well as the various volume controls within the Media Player, you can also control volume levels for each row in the Workspace. This can be useful, for example, to temporarily quieten or mute a conversation.</p> <ul style="list-style-type: none"> Click a ◀ Volume icon for a row to mute/unmute, click & hold for fine control.

The screenshot displays the RED BOX RECORDERS interface. At the top, there are three sections: **Playback Mode** (with a button for concurrent playback), **Group/Ungroup** (with a button for license selection), and **Total License Use** (with a progress bar). Below this is the **Workspace** area, which includes a toolbar with various icons and a list of recordings. The recordings are shown in a timeline view, with a specific call selected and highlighted in red. The **Media Player** is visible at the bottom, showing the audio waveform and playback controls. Red lines and labels point to specific features: **Row Volume** (volume icon), **Select Timeline License** (checkbox icon), **Current Call (Replay)** (the selected call), and **Selected Calls** (the group of calls).



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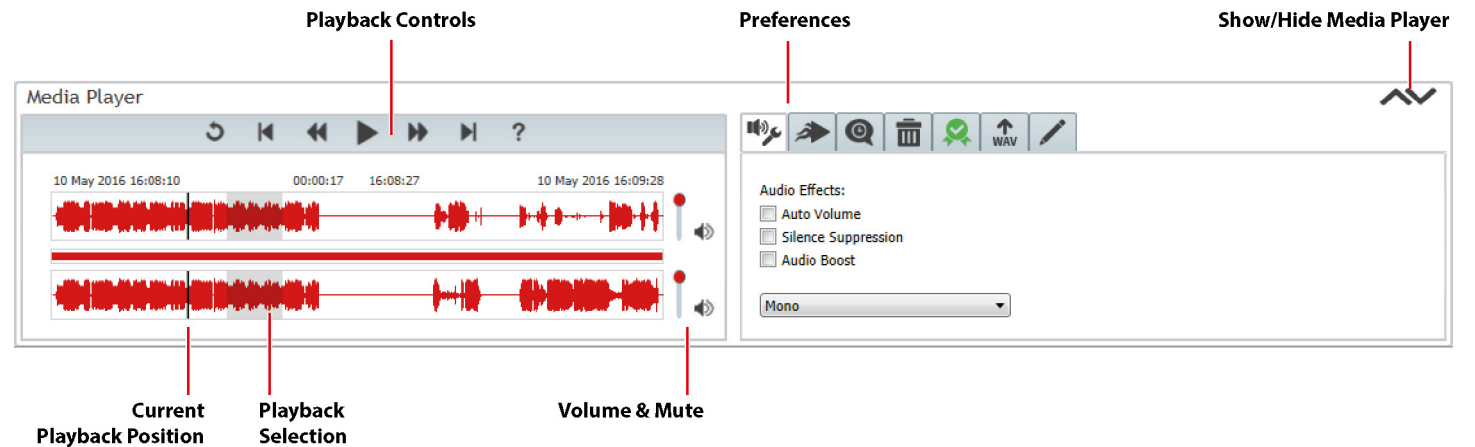
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Control Audio Playback

The **Media Player** is displayed when you replay a voice call, screen recorded call, or text message — just like any other media player, use the Play, Pause, Forward & 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 audio.
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 Audio Calls

To export audio from voice calls or screen recorded calls to a WAV file, use the **↑ WAV** button in the **Workspace** panel or use the **↑ WAV** tab in the **Media Player** panel:

Replay Mode	Export Button	Description
Sequential Replay	↑ WAV tab in the Media Player	<ul style="list-style-type: none"> Export the call currently being replayed. Audio is exported to a WAV file. Call data is exported to a txt file.
Concurrent Replay	↑ WAV tab in the Media Player	<ul style="list-style-type: none"> Export all calls highlighted in the Workspace panel (with licenses selected). Audio is exported to a single WAV file (including silence between calls). Call data is exported to a single txt file listing individual calls in sequence. Note that you can also highlight a section of the audio and only export the selection, even if it spans different calls — select the audio, change Full Call in the WAV tab to Selection Only, and click the WAV button in the tab to export.
Sequential or Concurrent Replay	↑ WAV button in the Workspace panel	<ul style="list-style-type: none"> Export all calls highlighted in the Workspace panel. Click a call to select it, hold the CTRL key to select multiple calls. Click a row to select all calls in the row. Hold the CTRL key to select multiple rows. Click the ☉ Select All button to select all the calls in the Workspace. Audio is exported to individual WAV files (one per call). Call data is exported to individual txt files (one per call).

The screenshot shows the RED BOX RECORDERS interface. At the top, there are tabs for 'Playback Mode', 'Export', and 'Selected Calls'. The 'Workspace' panel displays a list of calls on the left and a timeline view on the right. A red box highlights the 'WAV' button in the Workspace toolbar. The 'Media Player' panel shows a call being replayed with a waveform. A red box highlights the 'Multiple WAV Call Export' and 'Full Call' options in the export menu. Labels with arrows point to these elements: 'Playback Mode', 'Export', 'Selected Calls', 'Current Call (Replay)', 'Single/Multiple WAV Full Call/Selection Only', and 'Export'.



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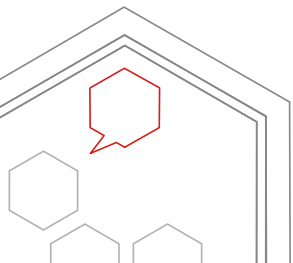
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Video Calls & Instant Messages

For video calls and instant messages, playback is supported as follows:

- **Video Call:** Full audio and video replay in the Video Player Pop-Up.
- **Instant Message:** Full IM replay in the Conversation Viewer Pop-Up.

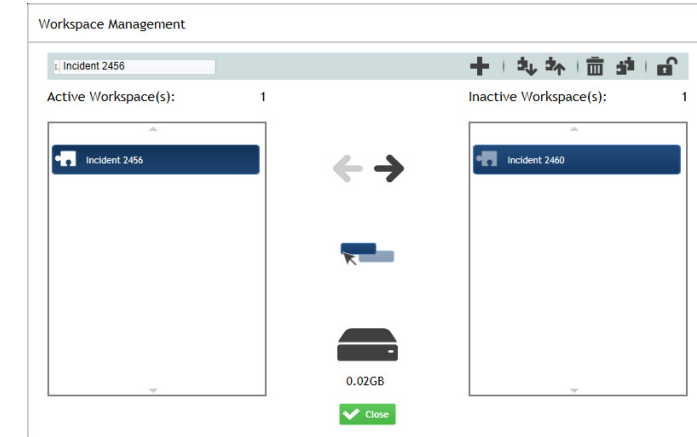
Sequential or Concurrent replay of more than one recording is not supported for video calls or instant messages.

Workspace Manager

In Search & Replay (**Results** panel) or Event Reconstruct (**Workspace** panel), click the **Workspace Manager** button.



Feature	Description
Create	Click the Add New Workspace toolbar button to create a new Workspace.
Copy	Highlight a Workspace and click the Copy Workspace toolbar button to make a copy. This can be useful when you want to create incremental or different versions/variants of the same incident.
Rename	Highlight a Workspace, click the Workspace name in the toolbar, and then click the Rename Workspace to change the name of a Workspace.
Delete	Highlight a Workspace and click the Delete Workspace toolbar button to delete it. A deleted Workspace can't be recovered



Status	Active Workspaces are listed in your Call Dock, Inactive Workspaces are only listed in the Workspace Manager. Highlight a Workspace and click the ← → Move toolbar buttons to change the status as needed.
Lock	Highlight a Workspace and click the Lock Workspace toolbar button to prevent any further changes. Once a Workspace has been locked, it can't be unlocked – if you need to create a subsequent version/variant, you can make a copy of a locked Workspace and then edit the copy.
Export	Highlight a Workspace and click the Export Workspace toolbar button to export all data. This can be useful when you want to share Workspaces across an investigation team for collaborative development, or if you want to create a backup. The export will create a .qws file in your C:\Quantify folder on your PC.
Import	Highlight a Workspace and click the Import Workspace toolbar button to import all data. Note that imported Workspaces must be valid .qws files, and located in your local Quantify folder (C:\Quantify).
Storage	All Workspaces are stored on your local hard disk. The Disc Space icon indicates the amount of storage space currently being used for active and inactive Workspaces (excludes .qws files).



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Troubleshooting & FAQs

- My Event Reconstruct features are missing or greyed out
See your system administrator for help. They will either need to purchase more Event Reconstruct licenses, or force other users to logout.
- In Event Reconstruct, the **Concurrent Replay** button is disabled
You're in **Grid** view, switch to **Timeline** view to start concurrent replay — see "Timeline View".
- I've deleted all of my Workspaces, but in the Workspace Manager the **Disc Space** status still shows I'm using storage
You may have used a temporary Workspace, this storage will be tidied up by Quantify later.
- Greyed out (disabled) calls are present in my Workspace
An "Add" operation was interrupted and audio wasn't added correctly. To resolve this, add the calls again or delete the calls from your Workspace.
- In the Event Reconstruct Call Dock, the **Remove Calls** button is disabled and I can't rename a Workspace
The Workspace is locked and no changes can be made. However, you can make a copy of the Workspace and then edit the copy. See "Workspace Manager".



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How Do I Use REPLAY AUTHORISATION

1

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How Do I Use Replay Authorisation

Overview

Manage Replay Requests

Replay Authorisation is an optional, licensed feature of the Quantify software suite from Red Box, and gives you fine control of who can replay recorded communications. Through a highly efficient workflow, it provides a secure and traceable way for managers to approve and decline replay requests from users.



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Overview

Replay Authorisation is a simple, flexible feature to restrict access to recorded communications. Once installed, two main user roles are available:

- **User:** A "User" can see all recorded communications that they have replay permissions for (e.g. in Search & Replay), but their replay access is limited to a preview only. For full replay, they send a request to an Authoriser.
- **Authoriser:** An "Authoriser" has permission to review, approve and decline replay requests from users. Approved requests are then available to the requester for a set period of time.

If no Replay Authorisation role is set, the Quantify user can simply search and replay all communications that they have replay permissions for without any further authorisation.

User ①

- Preview Replay
- Request Full Replay

Replay Request

Reason

Authoriser ②

- Review Request
- Approve or Decline

Authorise Replay Request

Replay available for: Days

Reject Replay Request

Reason

User ③

- Approved - Replay Call
- Declined - Replay Denied

Compliance Replay Requests

Expiry Time	Request Reason	Available	Bulk
<input checked="" type="checkbox"/> 10 May 2016 08:45:38	can i listen to this call please	Available	
<input type="checkbox"/> 04 May 2016 14:32:25	call re	Expired	
<input type="checkbox"/>	I need to verify trade #0523451	Rejected (sorry, this contains sensitive info)	



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Manage Replay Requests

Manage Replay Requests

Authorisers and Users can manage all replay requests using the **Replay Requests** app — just roll over the Quantify main menu icon and select **Replay Requests**.



Authorisers

- Lists all pending replay requests.
- Click the ▶ **Play** icon to review a call and then ✓ **Approve** or ✗ **Reject** as needed.
- Outstanding replay requests are also highlighted next to the Quantify main menu icon

Requester	Request Time	Request Reason	Call Start Time	Extension	Channel Name	Logical	Call Duration	Status	Bulk
replayuser1	03 Feb 2017 16:00:25	Need to review custo...	30 Jan 2017 15:48:36	5209	Maonga Irpae	0	00:01:17	Pending	▶ ✓ ✗
replayuser1	10 May 2016 14:45:13	need to listen to this	04 Feb 2014 16:00:59	5299	Alan Lauder	0	00:00:38	Pending	▶ ✓ ✗

Media Player: 30 Jan 2017 15:48:36 | 00:00:02 | 15:48:38 | 30 Jan 2017 15:49:37

Audio Effects: Auto Volume, Silence Suppression, Audio Boost. Stereo

Users

- Lists all replay requests.
- Click the ▶ **Play** icon to play an approved call. Click 🗑️ **Delete** to clear a request from the list.

Expiry Time	Request Reason	Call Start Time	Extension	Channel Name	Logical	Call Duration	Status	Bulk
08 Feb 2017 15:58:52	Need to review c...	30 Jan 2017 15:48:44	5284	Charlie Brown	0	00:01:38	Available	▶ 🗑️
08 Feb 2017 15:53:15	check on deal ...	04 Feb 2014 16:00:59	5264	Bryan Griffiths	0	00:00:47	Available	▶ 🗑️
15 May 2016 14:43:54	I just need to ch...	04 Feb 2014 16:07:20	5214	Sam Holly	0	00:00:56	Expired	▶ 🗑️
10 May 2016 14:46:10	I think I said the...	04 Feb 2014 16:00:59	5204	Bash Malik	0	00:00:55	Expired	▶ 🗑️
	verify trade 000...	04 Feb 2014 16:08:00	5269	Jim Morisson	0	00:00:37	Rejected (sorry...	▶ 🗑️
	need to listen to...	04 Feb 2014 16:00:59	5299	Alan Lauder	0	00:00:38	Pending	▶ 🗑️

Media Player: 30 Jan 2017 15:48:44 | 00:00:03 | 15:48:47 | 30 Jan 2017 15:50:14

Audio Effects: Auto Volume, Silence Suppression, Audio Boost. Stereo



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How Do I Export Calls

1

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How Do I Export Calls

Overview

Export a Single Call

Export Multiple Calls

Overview

In Quantify Search & Replay and Quantify Live Acquire, you can export call audio and call metadata for sharing, storage, evaluation, etc. This Quick Question Topic describes how to export single and multiple calls.

Note that to export calls, you need to have appropriate permissions and tools set on your Quantify account — see your system administrator for help.

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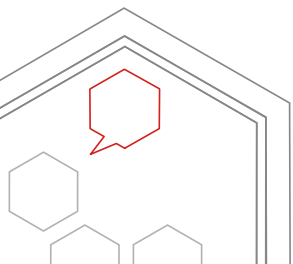
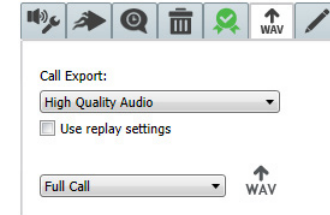


Export a Single Call

You can export a single call (if authorised) using the Media Player in Search & Replay and Live Acquire.

To export a call:

1. In Search & Replay, find and replay the call you want to export. In Quantify Live Acquire, search for an agent's previous calls and replay the call you're interested in — you can't export a **live** call.
2. In the Media Player, click on the **↑ WAV** tab.
3. Select your **Call Export** settings (see below), and click the **↑ WAV** button to export the call. Call audio is exported to a **.wav** file, and call metadata exported to a **.txt** file.
 - **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.



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How Do I Export Calls

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Export Multiple Calls

Export Multiple Calls

You can use the Bulk Export tool from Red Box to export multiple calls to **.wav** files, and export call metadata to **.txt**, **.xml**, or **.csv** files.

Note that to export multiple calls, you need to have the Bulk Export tool installed and configured on your PC, and you need the appropriate export permissions on your Quantify account – see your system administrator for help.

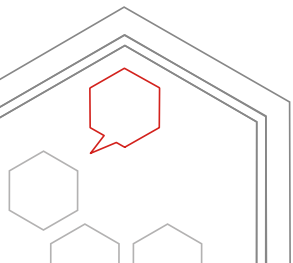
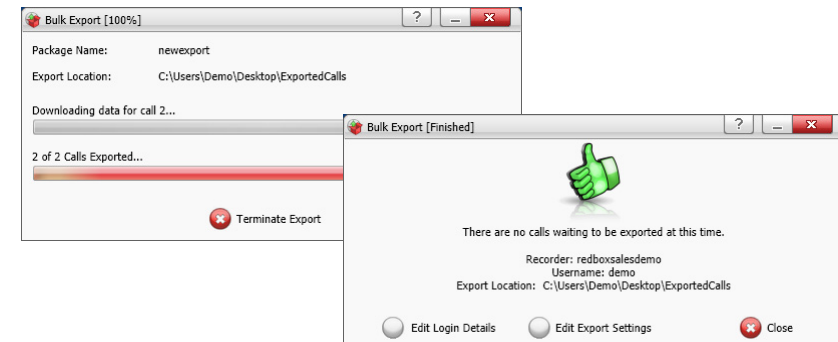
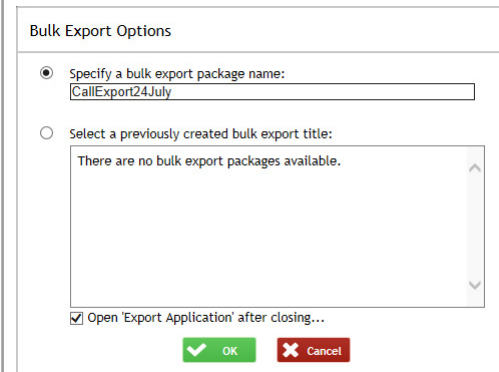
To export multiple calls:

1. In Search & Replay, perform a search to list the calls you want to export. In Quantify Live Acquire, search for an agent's previous calls — you can't export a **live** call.
2. In the **Results** panel, highlight the calls you want to export. Use your **SHIFT** and **CTRL** keys to select multiple calls, as needed.
3. In the **Results** panel toolbar, click one of the export buttons:
 - **↑ WAV** — export call audio to separate WAV files, and call metadata to separate TXT files.
 - **↑ Analytics** — export call audio to separate WAV files, and call metadata to separate XML files.
 - **↑ CSV** — export call metadata only to a single CSV file.

Note that for video calls and screen recorded calls, only the call audio is exported.

4. If you're only exporting metadata to a CSV file, this will now be downloaded to your **Downloads** folder.
5. If you're exporting call audio, enter a folder name (**package name**) for your exported files, or select a previous location. This folder will be created as a sub-folder in your default Bulk Export location. Select the **Open Export Application** option if you want to open the **Bulk Export** application after exporting your calls — if this option isn't available, you don't have Bulk Export installed.
6. When you're done, click **Ok** to export your calls.

Note that depending on system loading and how many calls you're exporting, the actual export operation can take a little while to complete. To cancel an export in progress, click **Terminate Export**.





HOW DO I EXPORT CALLS

3

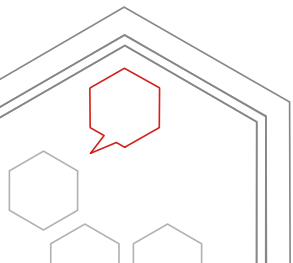
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HOW DO I PROTECT RECORDINGS

1

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- How Do I Protect Recordings
- Options, Features & Limitations
- Lock/Unlock
- Search
- View

CallSafe is an optional, licensed Quantify Search & Replay feature from Red Box and provides simple functionality to retain recorded communications for investigation and compliance. CallSafe provides a secure and traceable way for senior managers to have fine control of recorded communications data.

Options, Features & Limitations

- Once a recorded communication has been locked using CallSafe, this prevents **all** automatic or manual delete actions.
- You can create a dedicated Network Archive for storing CallSafe Locked recorded communications – see your system administrator for details.
- CallSafe is used to lock/unlock recorded communications **within the recorder**. That is, all data that the recorder has access to. Therefore, any data that has been exported (e.g. exported to WAV), or any recorded communications stored on media that have been removed from the recording system (e.g. DVD), can't be accessed or modified.

Lock/Unlock

To lock/unlock recorded communications:



1. Login to Quantify with a user account that has access to Search & Replay and CallSafe.
2. In Search & Replay, highlight a recorded communication in the **Results** panel:
 - Click the **CallSafe Lock** icon to lock the data and prevent it from being deleted. You will be prompted to enter a **CallSafe Tag**. This can be used to identify individual locked items, or to group related items together (see "search" below). The locked item is now highlighted using the **Lock** icon in the **Flags** column.
 - Click the **CallSafe Unlock** icon to unlock the data and allow it to be removed in the same way as any other recorded communication.
 - A CallSafe user can unlock a recorded communication that was locked by any other CallSafe user.

Results

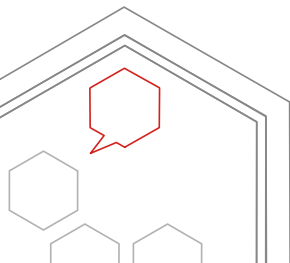
Flags:	Call Start Time:	Call End Time:	Call Duration:	Channel Name:	Extension:	Call Direction:	Called Name:	Audio Status:	Unit:
	06 Feb 2017 10:17:43	06 Feb 2017 10:17:46	00:00:04	Anita Harrow	5239	Outgoing	Phone2	OK	Sales East
	06 Feb 2017 10:17:31	06 Feb 2017 10:17:46	00:00:16	Paolo Morales	5234	Outgoing	Phone2	OK	First Line
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:46	00:01:37	Peter Jones	5229	Outgoing	Phone2	OK	Sales North
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:46	00:01:37	Bash Malik	5204	Outgoing	Phone2	OK	First Line
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:27	00:01:18	Maonga Irpae	5209	Outgoing	Phone2	OK	Sales North
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:25	00:01:16	Sam Holly	5214	Outgoing	Phone2	OK	Sales North
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:46	00:01:37	Barbera McFell	5234	Outgoing	Phone2	OK	First Line
				Paolo Morales					First Line
				Anita Harrow					Sales East

CallSafe Locking

CallSafe Tag

CallSafe Unlocking

Warning: Unlock will permanently remove the selected calls from CallSafe.



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- How Do I Protect Recordings
- Options, Features & Limitations
- Lock/Unlock
- Search
- View

Search

To search for locked/unlocked items:



1. In Search & Replay, click the **Add Criteria** button in the **Search** panel:
 - Select the **CallSafe State** field to search for any **Locked** or **Unlocked** items.
 - Select the **CallSafe Tag** field to find specific CallSafe Tags — remember that data is case sensitive and you can also use the “%” wildcard character.

Search

Untitled Search (unsaved) Search Range: 01/01/2012 00:00 to 14/02/2017 23:59

CallSafe State: Locked CallSafe Tag: ABC Incident #2478

+ Add Criteria > Start Search

View

To view CallSafe events:



1. All CallSafe lock and unlock actions are logged as User Events in the recorder. To view the events, login to Quantify with a user account that has access to event logs and go to **Configuration > Events > User**.
2. Click the **Filter** button to refine the results as needed.



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How Do I Use REPLAY TO PHONE

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How Do I Use Replay to Phone

General

Select & Control Replay

General

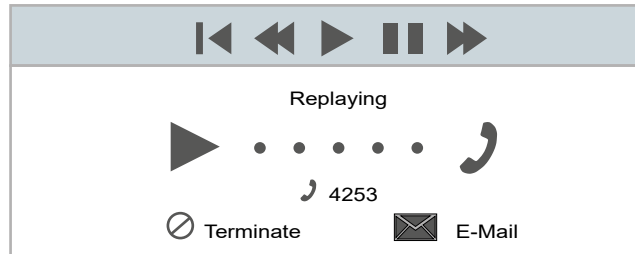
Replay to Phone allows you to replay call audio through a phone rather than a PC. Note that Replay to Phone is an optional feature from Red Box, and restricted to certain telephony types.

Select & Control Replay

To select between PC or phone playback in Quantify Search & Replay or Quantify Live Acquire, click **Options > Replay to Phone Settings** and select **To Browser** (replay to PC speakers/headphones) or **To Phone / To Cisco IP Phone** (replay to phone, depending on your telephony type). If your phone/PC has not been configured, please contact your system administrator.

When replaying a call **To Browser**, use the Media Player controls as detailed in the Search & Replay Quick Question Topic. When replaying a call to a phone, you can control playback using the **basic** PC player controls or using the phone keypad. Note that the advanced features of the Quantify Media Player are not available during Replay to Phone.

PC Playback Controls



Phone Keypad Controls



- 1 - Rewind to Start
- 4 - Rewind 10 Seconds
- 5 - Play/Pause
- 6 - Forward 10 Seconds



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How Do I DELETE CALLS

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- How Do I Delete Calls
- Overview
- Options & Limitations
- Delete a Call

Overview

Call Delete* is an optional, licensed Quantify Search & Replay feature from Red Box and provides simple functionality to delete recorded calls. Call Delete provides a secure and traceable way for senior managers to have fine control of recorded call data.

* Note that Call Delete is a “restricted license feature” and requires executive authority to purchase.

Options & Limitations

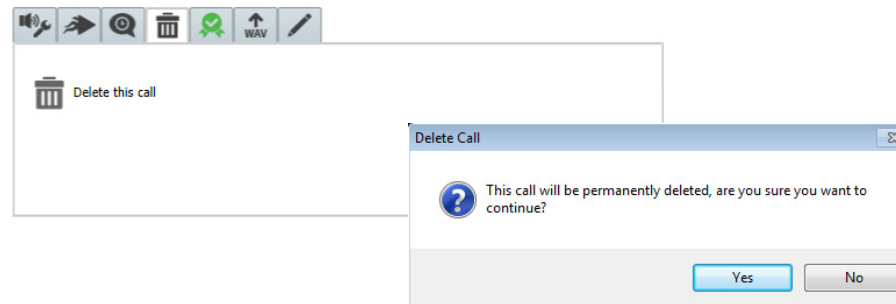
- An organisation can enable as many Call Delete users as needed. However, we recommend that you limit access to this feature to help prevent potential errors and misuse. To enable this feature on your Quantify account, see your system administrator for help.
- Call Delete is used to delete recorded calls **within the recorder**. That is, all data that the recorder has access to. Therefore, any call data that has been exported (e.g. exported to WAV), or any recorded calls stored on media that have been removed from the recording system (e.g. DVD), can't be accessed or modified by this feature.
- An optional “Bulk Delete” facility is also available from Red Box. Please contact your Red Box representative for details, if you'd like more information.

Delete a Call

To delete a call:



1. Login to Quantify with a user account that has access to Search & Replay and Call Delete. In Search & Replay, search for the call.
2. Review the call first before deleting it to check you have the right one — highlight the call in the **Results** panel and click the ▶ **Play** button.
3. To delete the call, click the **Call Deletion** tab in the **Media Player** and click **Delete this call**. You will be asked to confirm the delete action.



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