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IP Office

IP Office ContactStore 7.8

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Documentation information

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1. Search and Replay

ContactStore performs replay of recordings by means of a browser-based application that is accessible with Internet Explorer (IE) V5.0 and higher. The Search and Replay page includes the following features:

- Personal security restrictions. The restrictions are applied as you log into the web server.
- Criteria-based searches. Use the **Search** filter fields to perform specific searches.
- Calls matching your requested search appear in the right-hand pane.
- Replay controls. Use the replay controls to start, stop, pause, skip forward, skip backward, or to export the recording to a readily playable .wav file.
- Audio waveform display. The waveform presents a graphic representation of the audio content of the call. Use the waveform to avoid replaying static or silences, and to move easily to specific portions of a call.

1.1 Accessing Search and Replay

Internet Explorer is used to view the Search and Replay application.

1. Enter the URL for the ContactStore server in the form: **http://myservname:8888**, replacing **myservname** with the IP address or host name of the ContactStore. To use the host name, it must be entered into your DNS server.
2. Enter your **Username** and **Password**.
 - If you are already logged on as a Windows user and this account has been entered into ContactStore, you will immediately access the application.
 - If this is your first time logging on, or if the password has just been reset, the password field is ignored. However, before you can continue, you must change your password.
3. If your user account has administration privileges, the **Administration** page is displayed when you log in. Use the link at the top left to access the **Search and Replay** page. The **Search and Replay** page also provides a link to return to the administration pages. Otherwise, once you log in, the **Search and Replay** page is displayed:

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Administration
[Administer System](#)

Search Filters

Call Start Range

02/03/09 00:00:00

20/05/09 23:59:59

Parties

Length

Target Number

Call Set

Results

1 2 [Next](#) [Show All](#) [Select All](#) [Select None](#)

| ☺ | Call Start | Len | Parties | Type | Target | ☑ |
|-----------------------|-------------------|-------|----------------------------------|----------|--------|-------------------------------------|
| <input type="radio"/> | 24/04/09 02:13:54 | 00:15 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input checked="" type="checkbox"/> |
| <input type="radio"/> | 24/04/09 02:14:26 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input checked="" type="checkbox"/> |
| <input type="radio"/> | 24/04/09 02:24:27 | 00:09 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input checked="" type="checkbox"/> |
| <input type="radio"/> | 24/04/09 02:25:19 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 28/04/09 00:37:53 | 00:05 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:42:51 | 00:05 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:43:08 | 00:06 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:43:27 | 00:10 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:44:08 | 00:09 | 2207 (Extn2207), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:44:32 | 00:07 | 2207 (Extn2207), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |

1.2 Searching for Calls

Search filters can be used to find specific records. As you search for calls, keep in mind:

- Searching on the basis of the details of one or more of the "parties" involved in the call is the most common way to find the calls you are looking for. This will find calls to or from a station, number, or name (partial or entire) that you enter.
- You will find that Incl (includes) is the most useful search method when searching for calls involving specific parties.
- If you select the blank option in the drop-down box, any existing entry in the text box next to it will be retained. It won't be applied to the current search, but it makes it easy to add it back into the search criteria later.
- If a recording has a blank entry for a field, it is listed as "N/A" (not available). You cannot, however, search for such records by specifying "starts with N" or "ends with A" or "includes N/A" in the **Search** field; this tag is not present in the database.

To search for calls:

1. Use the calendar controls at the upper left to specify the date and time range. Time and date reference when the call segment started.

Search Filters

Call Start Range

24/04/04 00:00:00

24/08/04 23:59:59

Parties

Length

Target Number

SEARCH

2. Use the drop-down boxes for each criterion, for example, Parties, to specify the operand, such as = equals (numeric fields only).

The drop-down box lists the following operands:

| Drop-down | Meaning |
|-----------|---|
| | No criteria |
| = | Equals (numeric fields only) |
| < | Less than (numeric fields only) |
| > | Greater than (numeric fields only) |
| Incl | Includes or Contains (string fields only) |
| Starts | Starts with (string fields only) |
| Ends | Ends with (string fields only) |

3. In the corresponding text box, enter the specific criterion, such as 3.
4. Select **Search** to execute the specified search.

1.3 Viewing Results

The example shows a typical result set. The Results list includes the following information:

- Call start time.
- Call length in minutes and seconds.
- Name (where available) and number of the parties on the call.
- Call type - incoming or outgoing.
- target number (the number dialed which may not be the same as the number that answered the call).

When you view the results you can:

- Click the page indicators (1 2 3 ... 8 Next) above the Results table to move through the list of results.
- Click the arrows within the column headers to sort the results by that column. A blue arrow indicates the active sort field and direction.

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Search Filters

Call Start Range

02/03/09 00:00:00

20/05/09 23:59:59

Parties

Length

Target Number

Call Set

Results

1 2 Next Show All Select All Select None

| | Call Start | Len | Parties | Type | Target | |
|-----------------------|-------------------|-------|----------------------------------|----------|--------|-------------------------------------|
| <input type="radio"/> | 24/04/09 02:13:54 | 00:15 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input checked="" type="checkbox"/> |
| <input type="radio"/> | 24/04/09 02:14:26 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input checked="" type="checkbox"/> |
| <input type="radio"/> | 24/04/09 02:24:27 | 00:09 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input checked="" type="checkbox"/> |
| <input type="radio"/> | 24/04/09 02:25:19 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 28/04/09 00:37:53 | 00:05 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:42:51 | 00:05 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:43:08 | 00:06 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:43:27 | 00:10 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:44:08 | 00:09 | 2207 (Extn2207), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| <input type="radio"/> | 20/05/09 06:44:32 | 00:07 | 2207 (Extn2207), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |

1.4 Call Sets


Call sets allow you to save the results of a search and to then be able to re-access that set of calls by name. You can then remove files from the call set or use other searches to add additional calls to the call set.

To create a call set

1. Perform a search.
2. Within the results, for those calls that you want included in the call set, select the check box on the right.

The screenshot shows the AVAYA ContactStore interface. On the left is the 'Administration' sidebar with 'Search Filters' including 'Call Start Range', 'Parties', 'Length', 'Target Number', and 'Call Set'. The main area displays 'Results' in a table with columns: Call Start, Len, Parties, Type, Target, and a checkbox. The table contains 10 rows of call records. A 'SEARCH' button is at the bottom of the filters.

| Call Start | Len | Parties | Type | Target | |
|-------------------|-------|----------------------------------|----------|--------|-------------------------------------|
| 24/04/09 02:13:54 | 00:15 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input checked="" type="checkbox"/> |
| 24/04/09 02:14:26 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input checked="" type="checkbox"/> |
| 24/04/09 02:24:27 | 00:09 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input checked="" type="checkbox"/> |
| 24/04/09 02:25:19 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| 28/04/09 00:37:53 | 00:05 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input type="checkbox"/> |
| 20/05/09 06:42:51 | 00:05 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| 20/05/09 06:43:08 | 00:06 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| 20/05/09 06:43:27 | 00:10 | 3105 (Extn3105), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| 20/05/09 06:44:08 | 00:09 | 2207 (Extn2207), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| 20/05/09 06:44:32 | 00:07 | 2207 (Extn2207), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |

3. Click on the  icon.

The modal dialog has two radio buttons: 'Add to existing Call Set' and 'Create new Call Set'. The first option has a dropdown menu next to it. The second option has a text input field next to it. 'Cancel' and 'Enter' buttons are at the bottom right.


- To add the selected calls to an existing call set, select **Add to existing Call Set** and use the drop down list to select the call set. Click **Enter**.
- To add the selected calls to a new call set, select **Create new Call Set**. Enter a name for the call set and click **Enter**.

Viewing and Editing a Call Set

1. To display an existing call set, select the call set name from the **Call Set** drop down at the bottom left of the screen and click **SEARCH**. The calls in that call set are then displayed.


The screenshot shows the AVAYA ContactStore interface. On the left is the 'Administration' sidebar with 'Search Filters' including 'Call Start Range', 'Parties', 'Length', 'Target Number', and 'Call Set' (set to 'Sales Leads'). A 'SEARCH' button is at the bottom of the filters. The main area is titled 'Results' and contains a table of call records. At the top right of the results area are links for 'Select All' and 'Select None'.

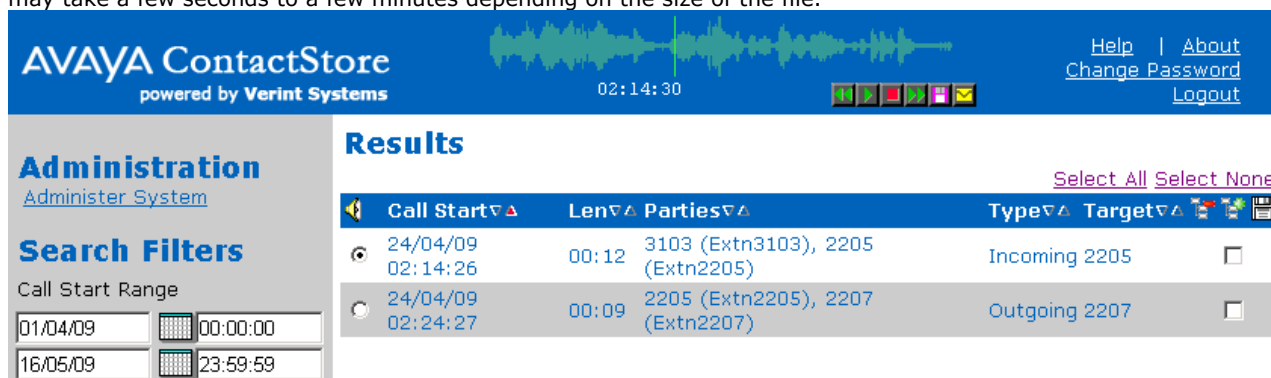
| Call Start | Len | Parties | Type | Target | |
|-------------------------|----------------------------------|----------|------|--------------------------|--|
| 24/04/09 02:13:54 00:15 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input type="checkbox"/> | |
| 24/04/09 02:14:26 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> | |
| 24/04/09 02:24:27 00:09 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input type="checkbox"/> | |

2. To remove calls from the call set, select the check box next to the calls to be removed and then click on the  icon.

1.5 Playing a Call

When a call recording has been found you can play the recording.

1. Click the radio button to the left of the call you want to play, ie the column with the  icon.
2. The audio is retrieved from the server and an audio wave form is shown at the top of the screen. Audio retrieval may take a few seconds to a few minutes depending on the size of the file.



The screenshot shows the AVAYA ContactStore interface. At the top, there is a blue header with the AVAYA ContactStore logo, powered by Verint Systems. A green audio waveform is displayed in the center, with a timestamp of 02:14:30. To the right of the waveform are several control icons: a play button, a stop button, a skip back button, a skip forward button, a pause button, and an email icon. In the top right corner, there are links for Help, About, Change Password, and Logout.







On the left side, there is an 'Administration' section with a link to 'Administer System' and a 'Search Filters' section. The 'Search Filters' section includes a 'Call Start Range' with two date pickers: one for '01/04/09' and another for '16/05/09', and two time pickers: one for '00:00:00' and another for '23:59:59'.

The main content area is titled 'Results' and contains a table with the following columns: 'Call Start', 'Len', 'Parties', 'Type', and 'Target'. There are also links for 'Select All' and 'Select None'.

| Call Start | Len | Parties | Type | Target | |
|----------------------|-------|-------------------------------------|----------|--------|--------------------------|
| 24/04/09 02:14:26 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |
| 24/04/09 02:24:27 | 00:09 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input type="checkbox"/> |

3. Click on the audio waveform to play it. Click anywhere in the audio waveform to play from that point in the call. Click just to the left of the audio waveform to play from the very beginning of the call.
4. Placing your mouse over the audio waveform displays a small control panel that you can use to control playback and to perform other actions:




-  **Skip back.**
-  **Play.**
-  **Pause.**
-  **Skip forwards.**
- The following additional options are only available for users who have **May export recordings as files?** enabled in their user account settings. These users can also [export multiple calls](#) ⁽⁹⁾ at the same time.
 -  **Save as .wav file.**
 -  **Email as .wav file.**

1.6 Exporting Multiple Calls

Users who have the **May export recordings as files?** option enabled in their account can export calls. [They can export an individual call while playing it.](#)^[84] They can also export multiple calls with or without a call details file.

1. Perform a search.
2. Within the results, for those calls that you want included in the export, select the check box on the right.

| Call Start | Len | Parties | Type | Target | |
|-------------------|-------|----------------------------------|----------|--------|-------------------------------------|
| 24/04/09 02:13:54 | 00:15 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input checked="" type="checkbox"/> |
| 24/04/09 02:14:26 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input checked="" type="checkbox"/> |
| 24/04/09 02:24:27 | 00:09 | 2205 (Extn2205), 2207 (Extn2207) | Outgoing | 2207 | <input checked="" type="checkbox"/> |
| 24/04/09 02:25:19 | 00:12 | 3103 (Extn3103), 2205 (Extn2205) | Incoming | 2205 | <input type="checkbox"/> |

3. Click on the  icon.
4. Select what you want to export.

- **Audio**
Export just an audio file for each selected call.
- **Details**
Export a .csv text file of call details for the selected calls.
- **Both**
Export both file types.

5. A menu will appear for you to browse to the folder location where you want the files exported. If you are also exporting the file details you can set the name of the .csv file at this time. Select a location and click **OK**.
6. The progress of the export is displayed.

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