

Reporting and Dashboard Guide

Reporting Guide

- [Creating reports](#)
- [Report Types - System](#)
- [Report types - Conversation Activity](#)
- [Report types - Quality Management](#)
- [Report Types - Communication Policies](#)
- [Creating custom reports](#)

Dashboard Guide

- [Dashboard widgets](#)
- [Widget configuration](#)
- [Dashboard sharing](#)
- [Dashboard snapshots](#)
- [Legacy dashboards](#)

Reporting Guide

Overview

This guide explains how to [create and manage various reports](#) and [report types](#).

The Verba Recording System includes a powerful reporting solution enabling business decision makers, supervisor and IT department members to gain insight into the various metrics of the contact center operation.

The easy-to-use and flexible reporting module allows to create visually compelling, standard format reports right at your fingertips. The 100% web-based user interface is accessible directly from the Verba Recording System framework at any and from any location without the need of installing client applications. Reports can be generated in an ad-hoc or scheduled way to increase productivity and reduce waiting time.

Authentication to the Verba Reporting Server is provided through the core framework. After logging into the Verba Recording System application, users with proper authorization can access the reporting module.

The Verba Reporting Server is based on the most widely used open source business intelligence solution from JasperSoft. The JasperSoft BI software is constantly updated by a community of more than 130,000 registered members, which represents the world's largest business intelligence community. The open and standard-based platform provides investment protection and ability to create new report templates without any restriction using the available free tools.

Report formats

Reports can be generated in the following formats:

- Adobe Portable Document Format (PDF)
- Encrypted PDF
- Microsoft Excel (XLS)
- Microsoft Excel 2007 (XLSX)
- Microsoft Word 2007 (DOCX)
- Microsoft PowerPoint 2007 (PPTX)
- Rich Text Format (RTF)
- OpenDocument Text (ODT)
- OpenDocument Spreadsheet (ODS)
- Text (TXT)
- Comma Separated Values (CSV)

Report categories

Available reports are organized into report categories:

- [System reports](#)
- [Conversation activity reports](#)
- [Quality management reports](#)

Table of contents

- [Creating reports](#)
- [Report Types - System](#)
- [Report types - Conversation Activity](#)
- [Report types - Quality Management](#)
- [Report Types - Communication Policies](#)
- [Creating custom reports](#)

Report types

System reports

- [Audit Log Details](#)
- [Conversation Access Event Details](#)
- [Recorded Users and Extensions](#)
- [Roles and Permissions](#)
- [Server Capacity](#)
- [Server Configuration](#)
- [Server Configuration with Profile](#)
- [Service Provider Extension License](#)
- [Storage Target Capacity](#)
- [Users Roles, Permissions and Groups](#)
- [Voice Quality Check Summary](#)
- [Voice Quality Check Details](#)
- [License Usage Details](#)
- [License Usage Summary](#)
- [Disposal Log](#)
- [Disposal Log By User Location](#)
- [Export Summary](#)
- [Announcement Users Configuration](#)
- [User Retention Details](#)

Conversation activity reports

- [User Call Activity Details](#)
- [Users Call Activity Summary](#)
- [Users Inbound Call Activity](#)
- [Users Advanced IM Summary](#)
- [Users Most Recent Conversations](#)
- [Users Outbound Call Activity](#)
- [Call Activity Details](#)
- [Call Activity Trend](#)
- [Hourly Call Activity Trend](#)
- [Recording Minute Usage](#)
- [Recording Servers Call Activity Summary](#)
- [Simultaneous Calls Trend](#)
- [Not Recorded and Incorrect Conversation Details](#)
- [CDR Reconciliation Summary](#)
- [CDR Reconciliation for Skype for Business Summary](#)
- [Users CDR Reconciliation Summary](#)
- [User Instant Messaging Details](#)
- [Users Without Recording](#)

In order to access the Verba Reporting Tool click on the **Reporting** menu item from Verba Web Application. The tool is only available for those users, which have the optional reporting right. For further information on user management check [User Administration](#) on see.

- [Users Speech Transcript Details](#)
- [Users Conversation Volume](#)
- [User Instant Messaging Details - Advanced](#)
- [Conversations Legal Hold Status](#)
- [Advanced IM Export Summary](#)

Quality management reports

- [Agents Evaluation Details](#)
- [Agents Evaluation Summary](#)
- [Agents Performance Summary](#)
- [Agents Performance Trend](#)
- [Agents Quality vs Productivity \(Average Call Duration\)](#)
- [Agents Quality vs Productivity \(Calls Handled\)](#)
- [Agents Skills Performance Summary](#)
- [Average Score by Question](#)
- [Evaluators Activity Summary](#)
- [Evaluators Productivity](#)
- [Evaluators Summary](#)
- [Groups Evaluation Summary](#)
- [Groups Performance Summary](#)
- [Groups Performance Trend](#)
- [Groups Quality vs Productivity \(Average Call Duration\)](#)
- [Groups Quality vs Productivity \(Calls Handled\)](#)
- [Scorecard Calibration](#)
- [Scorecard Calibration Details](#)
- [Score Distribution](#)
- [Skills Performance Summary](#)
- [Skills Performance Trend](#)
- [Agents Scoring Classifications](#)
- [Best Performing Agents](#)

Creating reports

This article is a detailed guide on report generation in the Verba Recording System.

There is only one essential step: **Select Report Type**. Once a report type is selected, the user can start report generation. However, there are several ways to customize the report generation process.

Select report type

The first step of the report generation process is the report type selection. You can find the available report templates in the drop-down list.

You can customize the report settings by using the following configuration options, available under the **Select report type and properties** section of the **Report Generation** screen:

Name	Function
Report Name	Defines a custom name for the report template to save on.
Description	Allows you to add a short custom description to the report template.
Private	Sets the Private attribute of the report template. This option allows the users to save the settings only for themselves. Otherwise, every user with the Reporting right is allowed to see the saved report template.

▼ Select report type and properties

Report Type: ---Call Playback Event Details
The Call Playback Event report shows detailed playback for each Verba user.

Report ID:

Report Name*: Call Playback Event Details

Description:

Private:

Configure Scheduling

Scheduling can be set up by choosing from three Scheduling Type options found under the **Scheduling** section of the **Report Generation** screen:

- **Generate report now:** allows instant report generation. The report is generated when the user clicks on the Create button on the bottom of the Report Generation page.
- **Generate report once at...:** provides a way to schedule the report for a "one-time-only" run. The date and time can be set with the date picker.
- **Generate report periodically:** allows recurring report generation. You can set how often you would like to generate reports (daily / monthly/annual) and specify when the reports should be created during the day.

Set query interval

In the **Set Query Interval** section of the **Report Generation** screen, you have to choose the timeframe, which you want to apply in the report. The following query interval options are available:

- **Current:** This option lets you select the entire current (momentary) hour, day, week, month, quarter, or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed.

E.g., the current week on Tuesday at 10:15 AM will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.

- Last:** This option lets you select the entire previous hour, day, week, month, quarter, or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g., last week on Tuesday at 10:15 AM will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary time).
- Previous:** This option lets you select the entire past calendar hour, day, week, month, quarter, or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g., the previous week on Tuesday at 10:15 AM will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.
- Fixed Date Interval:** This option allows you to use the date picker to specify a custom time interval on which you want the report generated.

The **'Display results according to time zone'** drop-down list allows you to select the desired time zone. Please note that this setting will **impact both the report generation scheduling (if any) and the query interval dates** set in the previous sections.

▼ Set Query Interval

Date Interval

Current
 Past
 Previous

1

1

Calendar

If you display data now, it will be: Feb 7, 2020, 1:00:00 PM - Feb 7, 2020, 1:59:59 PM

Hour ▼

Hour ▼

Hour ▼

Display results according to timezone: GMT+01:00 - Europe/Budapest - Central European Time ▼

Set filtering criteria

In the **Set Filtering Criteria And Report Configuration** section of the **Report Generation** screen, you can apply additional filtering criteria. This allows you to use rich filtering criteria, enabling you to create highly customized reports.

If you have multiple filters, then the logic between them is **and**. Should you want to add, for example, multiple users, you would have to use the **Matches a value in the list** operator instead of adding them one by one with an **Equal** operator.

Report specific settings

Every report template can contain specific filtering fields. The filtering options are discussed in every report type's datasheet in the [Reporting Guide](#).

Select display and export options

In the last section of the **Report Generation** screen, under **Select Display and Export Options**, you can select the target of the generated report. Verba Recording System's Reporting component supports the creation of reports in various file formats.

The following table contains detailed information on supported display and export options:

Display and Export options	Description
PDF	PDF is optimized for saving the report into a file and for printing. This displaying method uses rich report layout design.
Encrypted PDF	Encrypted PDF provides 128-bit encryption for PDF file, a valid username and password are required to open the document.
	PDF is optimized for saving the report into a file and for printing. This displaying method uses rich report layout design.
RTF	RTF is optimized for later editing of the report in MS Word. This displaying method uses rich report layout design.

XLS	XLS is optimized for later editing of the report in MS Excel. This displaying method uses a simplified report layout design.
XLSX	XLSX is one of the Office Open XML file formats introduced in Excel 2007 and provides a way to store the spreadsheets in a zipped, XML-based file format. This displaying method uses a simplified report layout design.
DOCX	DOCX is Word 2007's Office Open XML format for storing word processing documents. This displaying method uses rich report layout design.
ODT	ODT (OpenDocument Text) is an XML based file format for representing word processing documents. This displaying method uses rich report layout design.
ODS	ODS (OpenDocument Spreadsheet) is an XML based file format for representing spreadsheets. This displaying method uses a simple report layout design.
PPTX	PPTX is PowerPoint 2007's (or later) presentation storing method, using an XML based Office Open XML file format. This displaying method uses rich report layout design.
CSV	CSV (Comma Separated Values) is optimized for text file based report export. This displaying method uses a simplified report layout design.
TXT	TXT (text) is optimized for text file based report export. This displaying method uses a simplified report layout design.
XML	XML is optimized for further usage of the report. This displaying method uses a simplified report layout design.

Configure automatic report delivery by email

The **Display group logo in report** option provides you the opportunity to display your individual group logos on the top of the generated report document.

The **Send generated files by email** option enable you to send the generated reports as an email attachment automatically. The subject and body fields of the email are customizable.

Upload Report

By selecting the **Upload Report** option, you can specify a folder where the generated report gets automatically uploaded. The connection and the credentials can be tested by click on the **Test connection** button.

Configuration Parameter Name	Description
Upload Folder Path	The folder where the reports will be saved. Both local and shared network locations are supported
Login Name	In the case of shared folders, please provide a username and password that has proper access to the selected Upload Folder
Password	In the case of shared folders, please provide a username and password that has proper access to the selected Upload Folder

▼ Select Display and Export Options

PDF ▼

Export Option

PDF is optimized for saving the report into a file and for printing. This displaying method uses rich report layout design.

Send Email

Email Subject

Email Message

Attached is \${REPORT_NAME} report generated at \${CREATION_TIME} for interval \${REPORT_TIME_FROM} - \${REPORT_TIME_TO}. Please do not reply to this email.

Attach Files

Email Addresses

Upload Report

Upload Folder Path Test connection

Login Name

Password

Access generated reports

You can initiate the report generation procedure at the bottom of the **Report Generation** screen with the **Create** or **Schedule** button, depending on the **Scheduling** settings.

Once you click the Create / Schedule button, and the report generation configuration is done, the system automatically displays the **Scheduled reports** screen, to show all the reports that are scheduled for the future generation or are currently processed.

When a report is currently being processed, the system indicates the report generation process with a spinner in the name column of the report in the table.

Once the report generation is finished, a file icon, according to the user's export option selection is displayed in the download column.

When you click on the report's **row**, the **Generated Files** popup window is displayed, showing the file information for the corresponding report, and the actions for each file which are **Download** and **Delete**.

Single file download is also possible, by clicking on the **file icon** in the **Actions** column, but when multiple files are present for the report, the system automatically displays the popup window with multiple download links.

You can also create a report template quite easily by using the **Save** button on the **Report Generation** screen. The report template gets saved with all effective configuration options and values. You can use the report templates to quickly re-run a report that would usually require more time to reconfigure again. You can find all the saved report templates under **Reporting / Saved Templates**.

Report Types - System

- [Audit Log Details](#)
- [Conversation Access Event Details](#)
- [Recorded Users and Extensions](#)
- [Roles and Permissions](#)
- [Server Capacity](#)
- [Server Configuration](#)
- [Server Configuration with Profile](#)
- [Service Provider Extension License](#)
- [Storage Target Capacity](#)
- [Users Roles, Permissions and Groups](#)
- [Voice Quality Check Summary](#)
- [Voice Quality Check Details](#)
- [License Usage Details](#)
- [License Usage Summary](#)
- [Disposal Log](#)
- [Disposal Log By User Location](#)
- [Export Summary](#)
- [Announcement Users Configuration](#)
- [User Retention Details](#)

Audit Log Details

Category: System Reports

Available in version 8.3 and later

Description

This report type displays every event, that occurred in Verba. For more information about the audit log please visit [this](#) page.

Filter options

User	Only audit log information belonging to the selected user(s) will be displayed
Groups	Only audit log information of users belonging to the selected group(s) will be displayed
Event Type	Only the selected event type(s) will be displayed

Information

Report details:

- Query Interval
- Print Date
- Record Count
- User

Event Details:

- Timestamp
- Event
- Event Details
- Criteria
- Object Type
- Object ID
- Object Name
- Name **AVAILABLE IN VERSION 9.6.13 OR LATER**
- User Role **AVAILABLE IN VERSION 9.6.13 OR LATER**
- Access Type **AVAILABLE IN VERSION 9.6.13 OR LATER**

Charts

- None

Report sample

Audit Log Details

Visionic BrandBucket Ltd.
VSNCBRNDBCKTLTD-426724627

Query Interval: 9/26/22, 5:29:45 PM - 10/17/22, 5:29:45 PM Print Date: October 17, 2022, 5:29:46 PM
Record Count: 177 User: VFC Administrator

Europe/Budapest

Reference environment (Ref.) 0000

Andras Kis-Benedek (andras.kisb@verba.com)

Superuser, Standard User, Data Retention Administrator, Ethical Wall User

Timestamp	Event	Event Details	Acces Type
10/5/22, 4:40:47 PM	Login	Original URL: main.donoauth?hasframeset=1 Authentication: Yes	Supervisor
10/5/22, 4:41:01 PM	List Conversations (Search)	Function: Search	Supervisor
	Start Time	From 2009-08-15 00:00:00	
	Start Time	To 2022-09-13 23:59:00	
	Timezone	GMT+00:00 - Europe/London - Greenwich Mean Time	
	Scope	Archived Conversations too	
10/5/22, 4:59:15 PM	Logout		Supervisor

Attila Szilagyi (attila.szilagyi@verba.com)

ASZ_Standard User

Timestamp	Event	Event Details	Acces Type
9/27/22, 9:08:32 AM	Login	Authentication: Yes	Supervisor
9/27/22, 9:44:23 AM	Logout		Supervisor
9/27/22, 4:55:31 PM	Login	Authentication: Yes	Supervisor
9/27/22, 5:12:30 PM	Logout		Supervisor
9/28/22, 10:16:34 AM	Login	Authentication: Yes User: Attila Szilagyi (attila.szilagyi@verba.com)	Supervisor
9/28/22, 10:18:03 AM	Insert Extension	Object Type: Extension Object ID: 92 Object Name: 312312 Phone Number: 312312 User: Attila Szilagyi (attila.szilagyi@verba.com)	Supervisor
9/28/22, 10:18:15 AM	Insert Extension	Object Type: Extension Object ID: 93 Object Name: 44121 Phone Number: 44121 User: Attila Szilagyi (attila.szilagyi@verba.com)	Supervisor
9/28/22, 10:18:25 AM	Insert Extension	Object Type: Extension Object ID: 94 Object Name: 463432 Phone Number: 463432 User: Attila Szilagyi (attila.szilagyi@verba.com)	Supervisor
9/28/22, 10:18:34 AM	Insert Extension	Object Type: Extension Object ID: 95 Object Name: 321321 Phone Number: 321321 User: Attila Szilagyi (attila.szilagyi@verba.com)	Supervisor
9/28/22, 10:18:40 AM	Apply Extension Configuration	Server: verbateamsdemo Action ID: refresh_access_list	Supervisor
9/28/22, 10:18:40 AM	Apply Communication Policy Configuration	Server: verbateamsdemo Action ID: refresh_ew_rules	Supervisor
9/28/22, 10:38:45 AM	Logout		Supervisor
10/3/22, 2:41:12 PM	Login	Authentication: Yes	Supervisor
10/3/22, 2:41:22 PM	List Conversations (Search)	Function: Search	Supervisor
	Start Time	From 2019-09-23 00:00:00	
	Start Time	To 2022-09-23 23:59:00	
	Timezone	GMT+01:00 - Europe/Budapest - Central European Time	
10/3/22, 2:41:33 PM	Remove Label	Call ID: 02db93f1-3b2f-11ed-8e26-000d3a2f9b11 Label ID: 1133 Label: Banque Milleis	User
10/3/22, 2:41:36 PM	Remove Label	Call ID: 05974483-5aa1-48ac-a20d-5aff4508d79e Label ID: 1133 Label: Banque Milleis	User

Conversation Access Event Details

Category: System Reports

Description

This report type displays a list of call playback events including basic meta information about the calls.

Filter options

Agent e-mail	Only the agent's calls whose email address matches will be selected
Agent name	Only the selected agent's calls will be displayed
Call direction	Only calls for the selected call direction(s) will be displayed
To name	Only calls for the selected called party(s) will be displayed
To party	Only calls for the selected called party(s) will be displayed
From name	Only calls for the selected called party(s) will be displayed
From party	Only calls for the selected called party(s) will be displayed
Groups	Only calls of users belonging to the selected group(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Report specific settings	Only the event types that are selected from the options: <ul style="list-style-type: none">• Playback• Download• View• Export

Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- Start Date, Time
- User
- Access Type
- Duration
- Caller Party Number, Name
- Called Party Number, Name
- Event Type
- Reason

Charts

- None

Report sample

Conversation Access Event Details

Visionic BrandBucket Ltd.
VSNCRBNDCKTLTD-425798927

Query Interval: 7/17/22, 5:45:08 PM - 10/17/22, 5:45:08 PM Print Date: October 17, 2022, 5:45:12 PM
Record Count: 97 User: Verba Administrator

Europe/Budapest

Verba Demo Account (demo)

Superuser							
Timestamp	Start Date, Time	Caller Number	Called Number	User	Access Type	Duration	Event Type Reason/Name
7/28/22, 2:09:38 PM	1/7/21, 3:12:53 PM	12148026030	16575498600	Truphone1 (truphone1)	Supervisor	0:00:24	Playback
7/28/22, 2:09:46 PM	11/6/20, 4:23:02 PM	12012700772	16575498600	Truphone1 (truphone1)	Supervisor	0:00:40	Playback
7/28/22, 2:10:37 PM	8/6/21, 9:23:16 AM	steven.grant@verba.com	marc.spector@verba.com		Supervisor	0:00:11	View
7/28/22, 2:11:53 PM	10/8/20, 1:10:31 AM	12019956535	16575498600	Truphone1 (truphone1)	Supervisor	0:00:12	Playback
7/28/22, 2:12:00 PM	10/3/20, 3:26:38 AM	12017921508	16575498600	Truphone1 (truphone1)	Supervisor	0:00:04	Playback
7/28/22, 2:12:04 PM	10/2/20, 7:26:12 PM	12013949663	16575498600	Truphone1 (truphone1)	Supervisor	0:00:12	Playback
7/28/22, 2:12:23 PM	8/6/21, 2:56:03 PM	steven.grant@verba.com	marc.spector@verba.com		Supervisor	0:00:12	View
7/28/22, 2:13:11 PM	7/22/16, 4:54:44 PM	ceo@hoolie.com	conference		Supervisor	0:00:00	Playback
7/28/22, 2:13:17 PM	7/22/16, 4:54:44 PM	ceo@hoolie.com	conference		Supervisor	0:00:00	Playback
7/28/22, 2:13:40 PM	1/7/21, 3:12:53 PM	12148026030	16575498600	Truphone1 (truphone1)	Supervisor	0:00:24	Playback
7/28/22, 2:13:46 PM	11/6/20, 4:23:02 PM	12012700772	16575498600	Truphone1 (truphone1)	Supervisor	0:00:40	Playback
7/28/22, 2:14:14 PM	10/17/18, 4:11:27 PM	1-800-5551234	5568	Scribe Demo User (scribe_demo)	Supervisor	1:02:27	Playback
7/28/22, 2:15:08 PM	7/22/16, 5:54:44 PM	chandler@friends.com	joey@friends.com		Supervisor	0:00:00	Playback
7/28/22, 2:15:22 PM	7/22/16, 5:54:44 PM	chandler@friends.com	joey@friends.com		Supervisor	0:00:00	Playback
7/28/22, 2:16:06 PM	7/22/16, 5:54:44 PM	chandler@friends.com	joey@friends.com		Supervisor	0:00:00	Playback
7/28/22, 2:16:09 PM	7/22/16, 5:54:44 PM	chandler@friends.com	joey@friends.com		Supervisor	0:00:00	Playback
7/28/22, 2:19:02 PM	8/6/21, 9:23:16 AM	steven.grant@verba.com	marc.spector@verba.com		Supervisor	0:00:11	View
7/28/22, 2:19:06 PM	10/8/20, 1:10:31 AM	12019956535	16575498600	Truphone1 (truphone1)	Supervisor	0:00:12	Playback
7/28/22, 2:19:10 PM	11/6/20, 4:23:02 PM	12012700772	16575498600	Truphone1 (truphone1)	Supervisor	0:00:40	Playback
7/28/22, 2:40:22 PM	3/8/19, 4:52:44 PM	16093785009	12135996505	Truphone1 (truphone1)	Supervisor	0:00:13	Playback
7/28/22, 2:42:56 PM	3/8/19, 4:52:44 PM	16093785009	12135996505	Truphone1 (truphone1)	Supervisor	0:00:13	Playback
7/28/22, 2:44:12 PM	11/6/20, 4:23:02 PM	12012700772	16575498600	Truphone1 (truphone1)	Supervisor	0:00:40	Playback

Recorded Users and Extensions

Category: System Reports

Description

The Recorded Users and Extensions report shows information about how many users and extensions are configured for recording for each modality. The report displays the number of total recorded users and extensions.

Filter options

User	Only the selected user's information will be displayed.
Group	Only information of users belonging to the selected group(s) will be displayed.
Modality	Only the selected modality will be taken into account.
Extension	Only the selected extension(s) will be taken into account.

Information

- Query Interval
- Print Date
- Users
- Extensions
- Distinct Total Users
- Distinct Total Extensions

Charts

- None

Report sample

Recorded Users and Extensions

Stark Industries
STRKINDSTRS1355299970

Query Interval: 8/3/06 2:21:00 PM - 8/3/16 2:21:00 PM

Print Date: August 3, 2016 2:21:55 PM

User: Verba Administrator

GMT

Modality	Users	Extensions
File Share	3	4
Instant Messaging	5	6
Poll / Q&A	3	3
Desktop Screen	1	1
Screen & Application Share	1	1
Video	4	6
Voice	11	13
Whiteboard	3	3
Distinct Total:	10	12

End of Report

Roles and Permissions

Category: System Reports

Description

This report type shows every roles' every assigned permission.

Filter options

- None

Information

- Print Date
- User
- Role names
- Permission Category
- Permission
- Permission Value

The Report will display any Conversation Access Criteria as defined in the role administration filters

Charts

- None

Report sample

Roles and Permissions

Verint Verba Customer
VRNTVRBCSTMR242428956

Print Date: September 22, 2021 7:00:02 PM
User: Verba Administrator

Europe/Budapest

Superuser (Built-in Superuser Role)

Identity Providers: Database Credentials, AzureAD

No Conversation Access Filtering Criteria

Regular User Permissions

Permission Category	Permission	Permission Value
Application Access	Dial-in interface	
Application Access	Mobile web	
Conversation Access	Access Secondary Recordings	
Conversation Access	Access Media-Only Records	
Conversation Access	Adjust Media Length (0) seconds	Adjust Media Length 10 seconds
Conversation Access	Agent View Scope	'On the phone' & Idle Screens
Conversation Access	List Ongoing Conversations	
Conversation Access	Real-Time Silent Monitoring of Ongoing Conversations	
Conversation Access	Play Conversation	
Conversation Access	Scope	Access All
Conversation Access	View Conversation Details	
Conversation Access	Participant Set	Define and Share
Conversation Access	Ad-hoc Transcode	
Conversation Access	Use Participant Set	
Download/Export	Download a Conversation	
Download/Export	Customize Conversation Export Target Folder	
Download/Export	Conversations List Export	
Download/Export	Conversation Export	Both Media and Metadata Files
Download/Export	Recurring Conversation Export	
Sharing	Allow Granting Playback Right	
Sharing	Email	
Sharing	Access View Shared Items Menu	
Sharing	Share Conversations	
Sharing	Override "Unable to Access Conversations Older than" in Label Sharing	
Sharing	Define Label Sharing Expiration	
Customization	Personalize Conversation List Layout	
Annotation	Automatic Labeling from Search	
Annotation	Comment	
Annotation	Manual Labeling	Use and Create
Annotation	Mark as Private	
Data Retention	Mute Recording	
Data Retention	Update Retention	
Data Retention	Protect a Conversation	
Data Retention	Delete a Conversation	
Data Retention	Approve Release from Legal Hold	
Data Retention	Enable Legal Hold	
Data Retention	Initiate Release from Legal Hold	
Authorization Requests	Approve Authorization Requests	
Authorization Requests	Send Authorization Requests	
Authorization Requests	View Authorization Requests	
Reporting	Global Dashboard Administration	Read, Update, Create, Delete
Reporting	Reporting	
Quality Management	Add Conversations to Evaluation Projects	
Quality Management	Add Conversations to Evaluation Projects	
Quality Management	Remove Conversations from Evaluation Projects	
Quality Management	Remove Conversations from Evaluation Projects	
Quality Management	Quality Management Evaluator	
Quality Management	Quality Management Evaluator	

Server Capacity

Category: System Reports

Description

The Server Capacity report shows information about the number, length and size of the recorded conversations and peak concurrent calls grouped by Recording Servers.

Filter options

User	Only the selected user's information will be displayed.
Group	Only information of users belonging to the selected group(s) will be displayed.
Server	Only the selected server(s) information will be displayed.
Modality	Only the selected modality will be taken into account.
Size	Only those files will be taken into account where their size meets this filter.
Length	Only those files will be taken into account where their length meets this filter.

Information

- Query Interval
- Print Date
- #Recording
- Length
- Size
- Peak Concurrent

Charts

- None

Report sample

Server Capacity

Stark Industries
STRKINDSTRS1435336881

Query Interval: 8/4/11 12:35:00 PM - 8/4/16 12:35:00 PM

Print Date:

August 4, 2016 12:35:52 PM

User:

Verba Administrator

GMT

	#Recording	Length	Size	Peak Concurrent
MREW				
Instant Messaging	257	29:06:31	132,8 kB	
Video	256	31:38:42	129,6 MB	
Voice	267	29:44:02	1,4 MB	
Total:	780	90:29:15	131,1 MB	3 (okt. 15, 2015)
QM-SERVER				
Instant Messaging	3367	401:30:10	1,7 MB	
Video	3293	395:33:48	1,6 GB	
Voice	3294	386:48:21	16,7 MB	
Total:	9954	1 183:52:19	1,6 GB	71 (okt. 15, 2015)
Total:	10734	1 274:21:34	1,8 GB	71 (okt. 15, 2015)

End of Report

Server Configuration

Category: System Reports

Description

The Server Configuration report shows the configuration of each Verba Server. It contains each configuration value for each server and shows whether the value comes from a configuration profile (P) or the value is a local server setting (S).

Filter options

Server	Only the selected server(s) information will be displayed.
---------------	--

Information

- Server configuration name and value
- Configuration value's origin: Server/Profile
- Role of the server
- Profile name of the server

Charts

- None

Report sample

Server Configuration

Cylon Factory Ltd.
CYLNFCTRYLTD-869863840

Query Interval: 1/23/16 4:26:59 PM - 1/23/17 4:26:59 PM **Print Date:** January 23, 2017 4:27:02 PM
Record Count: 256 **User:** Verba Administrator

GMT

TESTFE2SFB

Role: Lync Filter
Profile: Default Lync Filter Configuration Profile

		Server/Profile
Network		
System		
Multi-Tenant Mode	0	P
Database Connection		
Database Hostname	testmr4	P
Database Name	verbadev4987	P
Database Windows Authentication	1	S
Database Login	verbatest\administrator	S
Database Password	*****	P
Database Failover Partner		P
Database Multi-Subnet Failover		P
Database Driver	SQL Server	P
Enable SSL Encryption		P
Java Trust Store Path		P
Java Trust Store Password	*****	P
SFB/Lync Call Filter		
General		
Filter Pool Name	verba	P
Internal Domain, Numbers Pattern	\d\d\d\d\d\d.*verbatest.local .verbalabs.com	P
Server Version	sfb2015	P
Relaying Mode	Proxy	P
Record Conference Calls Only	0	P
Signaling Information Target Settings		
Media Collector(s)		P
Edge Server Based Relay Settings		
Relayed Media Stream Types	audio	P
Proxy Server Based Relay Settings		
Verba Proxy Servers	TESTPROXY1:10201 1000 TESTPROXY2:10201 0	S
Call Timeout(seconds)	14400	P
Call Blocking		
Block the calls if there is no online proxy	0	P
Block the calls if media collector fails	0	P
Recording Announcement		
Recording announcement	1	P
Enable Announcement for Incoming PSTN calls	1	P
Enable Announcement for Outgoing PSTN calls	1	P
Enable Announcement for Incoming Federated calls	1	P
Enable Announcement for Outgoing Federated calls	1	P
Apply announcement to forwarded calls	1	P
Remove route information from SIP INVITE messages	0	P
Verba Announcement URIs	sip:verbaannouncement1@verbatest.local	S
Internal Number Pattern	\d\d\d\d\d	P

Server Configuration with Profile

Category: System Reports

Description

The Server Configuration with Profile report shows each Verba Server's local configuration (that overwrites the profile values) followed by each Verba Profiles.

Filter options

Server	Only the selected server(s) information will be displayed.
---------------	--

Information

- Server configuration name
- Role of the server
- Profile name of the server
- Profile configuration name and value

Charts

- None

Report sample

Server Configuration with Profiles

Cylon Factory Ltd.
CYLNFCTRYLTD-869853018

Query Interval: 1/23/16 4:27:10 PM - 1/23/17 4:27:10 PM
Record Count: 257

Print Date: January 23, 2017 4:27:11 PM
User: Verba Administrator

GMT

TESTUCMA1

Role: Announcement Server

Profile: Default Announcement Server Configuration Profile

Lync Recording Announcement

General

Service certificate	testucma1.verbatest.local
Application SIP URI	sip:verbaannouncement1@verbatest.local
Computer GRUU	sip:testucma1.verbatest.local@verbatest.local;gruu;opaque=svr:verbaannouncementapplication1:TcZcit2AiFS28VeS0dHWQAA

Advanced

TLS Server Certificate Path	C:\Program Files (x86)\Verbalocscert.pfx
-----------------------------	--

System Monitoring

Service Alerts

Wait Time Between Alert Processing Cycles	Not available!
Alert Retention Period	Not available!

API Connection

API Url	http://sysmonAlert
Password	

TESTUCMA2

Role: Announcement Server

Profile: Default Announcement Server Configuration Profile

Network

System

Server IP Address	10.4.0.27
-------------------	-----------

Database Connection

Database Windows Authentication	1
Database Login	verbatestadministrator

Lync Recording Announcement

General

Service FQDN	testucma2.verbatest.local
Lync Pool FQDN	testsfbpool.verbatest.local
Service certificate	testucma2.verbatest.local
Application SIP URI	sip:verbaannouncement2@verbatest.local
Computer GRUU	sip:testucma2.verbatest.local@verbatest.local;gruu;opaque=svr:verbaannouncementapplication2:ErZdHXRRkl-zGQE0GZVJewAA

Advanced

TLS Server Certificate Path	C:\Program Files (x86)\Verbalocscert.pfx
-----------------------------	--

System Monitoring

Service Alerts

Wait Time Between Alert Processing Cycles	Not available!
Alert Retention Period	Not available!

API Connection

API Url	http://sysmonAlert
Password	

Server Configuration with Profiles

Cylon Factory Ltd.
CYLNFCTRYLTD-869853018

Query Interval: 1/23/16 4:27:10 PM - 1/23/17 4:27:10 PM
Record Count: 257

Print Date: January 23, 2017 4:27:11 PM
User: Verba Administrator

GMT

Default Recording Server Configuration Profile

Role: Recording Server

Network

System

Server IP Address

Multi-Tenant Mode 0

Recording

Telephony Gateway IP Addresses

Database Connection

Database Hostname testmr4

Database Name verbadev4987

Database Windows Authentication

Database Login VERBATEST\administrator

Database Password *****

Database Failover Partner

Database Multi-Subnet Failover

Database Driver SQL Server

Enable SSL Encryption

Java Trust Store Path

Java Trust Store Password *****

Directories

Media Folder C:\Program Files (x86)\Verba\media\

Log Folder C:\Program Files (x86)\Verba\log

Application Folder C:\Program Files (x86)\Verba\

Temporary Folder C:\Program Files (x86)\Verba\work\temp

DTMF

Recording

DTMF Recording Enabled 0

DTMF Grouping Timeout (sec) 2

Control

DTMF Control Enabled 0

Code for Keep Ondemand Call *1

Code for Add Marker Point *2

Code for Begin Marker Segment *3

Code for End Marker Segment *4

Voice Activity Detection

Cross talk threshold (sec) 5

Silence threshold (sec) 7

Media Collector and Proxy

General

Announcement Service Uri

Assign Call To Recorder only on First RTP 1

Call Timeout (sec) 600

SIP Uri Modification 2

Enable RTP over TCP Support 1

Record video calls as audio only 0

Recorder Groups and Priorities

Default Recorder Group Priority 0

Internal Domain, Numbers Pattern

Service Provider Extension License

Category: System Reports

Description

The Service Provider Extension License report shows a list of the recorded extensions and the total number of recorded extensions in each Environment.

Filter options

- None

Information

- Query Interval
- Print Date
- User
- Extensions
- Total number of extensions
- Grand total of extensions

Charts

- None

Report sample

Service Provider Extension License		Stark Industries STRKINDSTRS-1641091210	
Query Interval:	3/9/15 12:36:00 PM	Print Date:	April 9, 2015 12:36:58 PM
		User:	Verba Administrator
GMT			
-	-	1301	
Total number of extensions: 1			
Grand total of extensions: 1			
End of Report			

Storage Target Capacity

Category: System Reports

Description

The Storage Target Capacity report shows information about number, length and size of recorded conversations grouped by Storage Targets.

Filter options

User	Only the selected user's information will be displayed.
Group	Only information of users belonging to the selected group(s) will be displayed.
Storage target	Only the selected storage target(s) information will be displayed.
Modality	Only the selected modality will be taken into account.
Size	Only those files will be taken into account where their size meets this filter.
Length	Only those files will be taken into account where their length meets this filter.

Information

- Query Interval
- Print Date
- #Recording
- Length
- Size

Charts

- None

Report sample

Storage Target Capacity

Stark Industries
STRKINDSTRS1354908474

Query Interval: 8/3/06 2:15:00 PM - 8/3/16 2:15:00 PM

Print Date:

August 3, 2016 2:15:38 PM

User:

Verba Administrator

GMT

	#Recording	Length	Size
Local Disk			
Instant Messaging	2498	315:30:41	1,3 MB
Video	2502	320:39:46	1,2 GB
Voice	2476	308:44:33	12,7 MB
Total:	7476	944:55:00	1,3 GB
Centera-US			
Instant Messaging	174	2:57:16	91,7 kB
Video	182	3:02:17	94,5 MB
Voice	216	3:22:03	971,5 kB
Total:	572	9:21:36	95,5 MB
Network Storage			
Instant Messaging	201	19:13:31	99,2 kB
Video	187	18:27:45	86,5 MB
Voice	184	18:07:59	950,6 kB
Total:	572	55:49:15	87,6 MB
Recycle Bin			
Instant Messaging	49	0:23:31	26,5 kB
Video	49	0:24:47	26,4 MB
Voice	50	0:23:11	305,5 kB
Total:	148	1:11:29	26,7 MB
Total:	8768	1 011:17:20	1,5 GB

End of Report

Users Roles, Permissions and Groups

Category: System Reports

Description

The Users Roles, Permissions and Groups report shows detailed information about each user's current roles, permissions and group memberships. The report summarizes the user's rights.

Filter options

User	Only the selected user's information will be displayed.
Group	Only information of users belonging to the selected group(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Roles
- Permissions
- Groups

Charts

- None

Report sample

Users Roles, Permissions and Groups

Stark Industries
STRKINDSTRS-1262354157

Query Interval:	7/22/15 9:00:00 AM - 7/22/15 9:59:00 AM	Print Date:	July 22, 2015 9:54:49 AM
Record Count:	18	User:	Verba Administrator

Europe/Budapest

Jeff Adams

Roles

Standard User
System Supervisor

Permissions

Application Access

Dial-in interface	X
Mobile web	X
Password Authentication Enabled	X
SSO Authentication Enabled	X

Conversation Access

List Ongoing Conversations	X
Real Time Silent Monitoring of Ongoing	X
Play Conversation	X
Scope	Access All
View Conversation Details	X
Participant Set	Define
Recycle Bin	X
Use Participant Set	X

Download/Export

Download a Conversation	X
Conversations List Export	X
Conversation Export	Both Media and Metadata Files
Recurring Conversation Export	X

Sharing

Access View Shared Items menu	X
E-mail	X
Share Conversations	X

Annotation

Comment	X
Manual Labeling	X
Mark as Private	X

Data Retention

Delete a Conversation	X
Protect a Conversation	X

User Administration

Managed Users/Groups/Extensions	Read, Update, Create, Delete
---------------------------------	------------------------------

Groups

	Member	Supervisor	Admin
Default	Yes	No	No
FourEyesLogin	Yes	No	No
Supervisors	Yes	Yes	Yes

Voice Quality Check Summary

Available in version 9.2 and later

Description

The report shows summary information about conversations with voice quality issues.

Filter options

User	Only conversations belonging to the selected user(s) will be displayed
Groups	Only conversations of users belonging to the selected group(s) will be displayed
Server	Only the conversations recorded on the selected servers will be displayed
Source Platform	Only the conversations recorded on the selected source platforms will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)
Voice Quality Threshold	Defines the threshold values for the overall and/or separate feature scores. Only conversations matching the defined threshold filters will be displayed. The quality score filters are in logical OR relationship when multiple filters are defined.

Information

- Query Interval
- Print Date
- Record Count
- User
- Summary
 - Total Number of Conversations
 - Number of Conversations with Good Quality (based on the defined quality score threshold filters)
 - Number of Conversations with Quality Issues (based on the defined quality score threshold filters)
- Poor Quality Conversations Details
 - Conversation Start Date/Time
 - Caller Party
 - Called Party
 - Conversation ID
 - Reason of Quality Issue

Charts

- None

Report sample

Voice Quality Check Summary

Visionic BrandBucket Ltd.
VSNCBRNDBCKTLTD-2077734820

Query Interval: 11/30/18 10:26:00 AM - 12/31/18 10:26:00 AM **Print Date:** December 6, 2018 4:34:52 PM
Record Count: 2 **User:** Verba Administrator

Europe/Budapest

Report Filters:

Filter Type	Filter Operation	Filter Value
Voice Quality Threshold: Beeps and Clicks	Less than or equal to	40
Voice Quality Threshold: Unnatural Silence	Less than or equal to	80
Voice Quality Threshold: Decoding Errors	Less than or equal to	95
Voice Quality Threshold: Volume	Less than or equal to	60
Voice Quality Threshold: Silence	Less than or equal to	60
Voice Quality Threshold: Overall Score	Less than or equal to	75

Summary:

Total #Conversations	Good Quality	Quality Issues
23	21	2

Poor Quality Conversation Details:

Conversation Start Date/Time	Caller Party	Called Party	Conversation ID	Reason of Quality Issue
12/5/18 2:47:49 PM	1062	2026	59cd55e0-f894-11e8-80fb-00155d001c25	Volume, Silence, Overall Score
12/3/18 9:46:34 AM	1062	2026	ef78d6a9-f6d7-11e8-80fb-00155d001c25	Volume

- RTP Loss:** Losing RTP packets can cause missing audio segments, degrading voice quality.
- SRTP Decryption Errors:** Decryption error causes silence in recording instead of the decoded voice/audio.
- Decoding Errors:** Decoding error causes silence in recording instead of the decoded voice/audio.
- Media Mixing Errors:** Discarded late frames due to stream synchronization. Some errors are normal, too many errors might cause dropping out voice of one or all participants or in worst case discarding/silence of one participant for a longer time.
- Volume:** Detects if average volume is below a specific threshold, which means the voice cannot be heard.
- Silence:** Silence ratio, too much silence is considered as a recording issue. Silence can be caused by network errors and media processing issues. This may be different for certain use cases where long silence is normal, such as trader voice open lines.
- Noise:** Too much noise can severely degrade voice quality. Noise is usually introduced by the endpoints with poor acoustic environment and bad quality devices affecting the original call. Noise can also be caused by media decoding or decryption errors during the recording process.
- Beeps and Clicks:** The beeps and clicks are considered as decoding issues. Too much beeps and clicks can affect the intelligibility of the recording.
- Sharp Amplitude Changes:** Speech has the characteristic that words/phonemes fade out softly, quick sharp changes are sign of processing issues, dropped voice frames/fragments.
- Unnatural Silence:** Silence following sharp amplitude changes, it is also a sign of dropped voice frames/fragments caused by media processing and network issues.

End of Report

Voice Quality Check Details

Available in version 9.2 and later

Description

Voice Quality Check Details report shows detailed information about voice quality issues with detailed feature scores.

Filter options

User	Only conversations belonging to the selected user(s) will be displayed
Groups	Only conversations of users belonging to the selected group(s) will be displayed
Server	Only the conversations recorded on the selected servers will be displayed
Source Platform	Only the conversations recorded on the selected source platforms will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)
Voice Quality Threshold	Defines the threshold values for the overall and/or separate feature scores. Only conversations matching the defined threshold filters will be displayed. The quality score filters are in logical OR relationship when multiple filters are defined.

Information

- Query Interval
- Print Date
- Record Count
- User
- Summary
 - Conversations Checked
 - Number of Conversations Below Quality Gate (based on the defined quality score threshold filters)
- Poor Quality Conversations Details
 - Conversation Start Date/Time
 - Caller Party
 - Called Party
 - Conversation ID
 - Quality Scores (Overall and Features)

Charts

- None

Report sample

Voice Quality Check Details

Visionic BrandBucket Ltd.
VSNCBRNDBCKTLTD-2077919213

Query Interval: 11/30/18 10:26:00 AM - 12/31/18 10:26:00 AM **Print Date:** December 6, 2018 4:31:48 PM
Record Count: 3 **User:** Verba Administrator

Europe/Budapest

Report Filters:

Filter Type	Filter Operation	Filter Value
Voice Quality Threshold: Noise	Less than or equal to	60
Voice Quality Threshold: Volume	Less than or equal to	75
Voice Quality Threshold: Silence	Less than or equal to	60
Voice Quality Threshold: Overall Score	Less than or equal to	75

Summary:

Conversations checked: 23

	RTP Loss	SRTP Decryption Errors	Decoding Errors	Media Mixing Errors	Volume	Silence	Noise	Beeps and Clicks	Sharp Amplitude Changes	Unnatural Silence	Waveform Envelope Variance	Overall
#Conversations Below Quality Gate	0	0	0	0	3	1	0	0	0	0	0	1
%	0.00	0.00	0.00	0.00	13.04	4.35	0.00	0.00	0.00	0.00	0.00	4.35

Poor Quality Conversation Details:

Conversation Start Date/Time	Caller Party	Called Party	RTP Loss	SRTP Decryption Errors	Decoding Errors	Media Mixing Errors	Volume	Silence	Noise	Beeps and Clicks	Sharp Amplitude Changes	Unnatural Silence	Waveform Envelope Variance	Overall
12/5/18 2:47:49 PM	1062	2026	100	100	100	100	0	24	100	100	100	100	53	30
Conversation ID:	59cd55e0-f894-11e8-80fb-00155d001c25													
12/5/18 2:57:43 PM	1062	2026	100	100	100	100	64	93	100	100	100	100	53	84
Conversation ID:	bc5aea3e-f895-11e8-80fb-00155d001c25													
12/3/18 9:46:34 AM	1062	2026	99	100	100	100	58	100	100	100	100	100	100	93
Conversation ID:	ef78d6a9-f6d7-11e8-80fb-00155d001c25													

- RTP Loss:** Losing RTP packets can cause missing audio segments, degrading voice quality.
- SRTP Decryption Errors:** Decryption error causes silence in recording instead of the decoded voice/audio.
- Decoding Errors:** Decoding error causes silence in recording instead of the decoded voice/audio.
- Media Mixing Errors:** Discarded late frames due to stream synchronization. Some errors are normal, too many errors might cause dropping out voice of one or all participants or in worst case discarding/silence of one participant for a longer time.
- Volume:** Detects if average volume is below a specific threshold, which means the voice cannot be heard.
- Silence:** Silence ratio, too much silence is considered as a recording issue. Silence can be caused by network errors and media processing issues. This may be different for certain use cases where long silence is normal, such as trader voice open lines.
- Noise:** Too much noise can severely degrade voice quality. Noise is usually introduced by the endpoints with poor acoustic environment and bad quality devices affecting the original call. Noise can also be caused by media decoding or decryption errors during the recording process.
- Beeps and Clicks:** The beeps and clicks are considered as decoding issues. Too much beeps and clicks can affect the intelligibility of the recording.
- Sharp Amplitude Changes:** Speech has the characteristic that words/phonemes fade out softly, quick sharp changes are sign of processing issues, dropped voice frames/fragments.
- Unnatural Silence:** Silence following sharp amplitude changes, it is also a sign of dropped voice frames/fragments caused by media processing and network issues.

End of Report

License Usage Details

Category: System Reports

Available in version 9.4 and later

Description

The report displays license usage information for the configured query interval. It shows detailed license usage for each day grouped by month. Each row shows a licensed article with the number of licenses purchased and used or configured calculated for each day. The report summarizes peak usage for each month.

Filter options

None

Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- License Usage per License Article per Day
- Peak License Usage per Month

Charts

None

Report sample

License Usage Details

Sirius Cybernetics Corp.
SRSCYBRNTCSCR1102636763

Query Interval: 4/1/19, 12:00:00 AM - 6/30/19, 11:59:59 PM

Print Date: July 30, 2019, 9:12:16 AM

User: Verba Administrator

Date	Feature	Licensed	Configured / Used
Mar 31, 2019	Text	100000	0
Mar 31, 2019	Voice	100000	1
Mar 31, 2019	Screen, Content	100000	1
Mar 31, 2019	Quality Management	500000	0
Mar 31, 2019	Ethical Wall	10000	0
Mar 31, 2019	Turret	100000	0
Peak Usage in Mar 2019			
Text		0	
	Total	100000	0
Voice		0	
	Total	100000	1
Screen, Content		0	
	Total	100000	1
Quality Management		0	
	Total	500000	0
Ethical Wall		0	
	Total	10000	0
Turret		0	
	Total	100000	0

License Usage Summary

Category: System Reports

Available in version 9.4 and later

Description

The report displays license usage summary information for the configured query interval. It shows license summary usage for each month (grouped by a tenant in case mutli-tenant deployments). Each row shows a licensed article with the number of licenses purchased and used or configured calculated for each month.

Filter options

None

Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- License Usage per License Article per Month (grouped by a tenant in case mutli-tenant deployments)

Charts

None

Report sample

Disposal Log

Available in version 9.0 and later

Description

Disposal Log report shows summary information about the deleted (disposed) records. It displays the number of records deleted in each run (daily) and the retention time of the records (both configured and actual).

Filter options

None

Information

- Query Interval
- Print Date
- Record Count
- User
- Execution date
 - Records are grouped by the retention periods and the date of recording
 - For each row, the report shows the number of records deleted

Charts

None

Report sample

Disposal Log		Visionic BrandBucket Ltd. VSNCBRNDBCKLTD-1700005400	
Query Interval:	12/1/16 4.03.00 PM - 10/31/18 4.03.00 PM	Print Date:	September 19, 2017 5:05:15 PM
Record Count:	65	User:	Verba Administrator
Europe/Budapest			
Execution date: 04/08/2017			
Retention days set (Actual days)	Date of recordings	Number of recordings disposed	
30 (30)	05/07/2017	16	
Execution date: 24/08/2017			
Retention days set (Actual days)	Date of recordings	Number of recordings disposed	
14 (14)	10/08/2017	10	
14 (25)	30/07/2017	1	
14 (26)	29/07/2017	1	
14 (27)	28/07/2017	1	
14 (28)	27/07/2017	2	
14 (31)	24/07/2017	1	
14 (32)	23/07/2017	2	
14 (33)	22/07/2017	1	

Disposal Log By User Location

Available in version 9.0 and later

Description

Disposal Log report shows summary information about the deleted (disposed) records grouped by the user location. It displays the number of records deleted in each run (daily) and the retention time of the records (both configured and actual). The user location information is collected from the user field Location.

Filter options

None

Information

- Query Interval
- Print Date
- Record Count
- User
- User Location
 - Execution Date
 - Records are grouped by the retention periods and the date of recording
 - For each row, the report shows the number of records deleted

Charts

None

Report sample

Disposal Log By User LocationVisionic BrandBucket Ltd.
VSNCRNDBCKTLTD-169966794

Query Interval:	12/1/16 4:03:00 PM - 10/31/18 4:03:00 PM	Print Date:	September 19, 2017 5:10:35 PM
Record Count:	65	User:	Verba Administrator

Europe/Budapest

User location: Amsterdam**Execution date: 04/08/2017**

Retention days set (Actual days)	Date of recordings	Number of recordings disposed
30 (30)	05/07/2017	7

Number of recordings disposed on retention:	7
Number of recordings disposed with overdue retention:	0
Number of recordings disposed without retention:	0

Total number of disposed recordings:	7
--------------------------------------	---

User location: Berlin**Execution date: 28/08/2017**

Retention days set (Actual days)	Date of recordings	Number of recordings disposed
No retention was set. Age in the system was: 89 days.	31/05/2017	2
No retention was set. Age in the system was: 90 days.	30/05/2017	3
No retention was set. Age in the system was: 91 days.	29/05/2017	5
No retention was set. Age in the system was: 92 days.	28/05/2017	3
No retention was set. Age in the system was: 93 days.	27/05/2017	7
No retention was set. Age in the system was: 94 days.	26/05/2017	2
No retention was set. Age in the system was: 95 days.	25/05/2017	3
No retention was set. Age in the system was: 96 days.	24/05/2017	2
No retention was set. Age in the system was: 97 days.	23/05/2017	3

Number of recordings disposed on retention:	0
Number of recordings disposed with overdue retention:	0
Number of recordings disposed without retention:	30

Total number of disposed recordings:	30
--------------------------------------	----

Export Summary

Category: System Reports

Description

The Export Summary report shows information about all configured export policies and jobs executed in the system in the defined date interval. The information is grouped by days and export policies/jobs and shows information such as the number of records successfully exported, the number of exports failed. etc.

Filter options

None

Information

- Query Interval
- Print Date
- Day
 - Export Policy / Advanced Export Task Name
 - Number of records successfully exported
 - Number of failed exports
 - Date and time of the last successful export
 - Date and time of the last failed export
 - Summary of the values above for the day

Charts

- None

Report sample

Export SummaryVerint Verba Customer
VRNTVRBCSTMR-574526052**Query Interval:** 10/11/19 3:41:47 PM - 8/11/20 3:41:47 PM**Print Date:** August 11, 2020 3:41:48 PM**User:** Verba Administrator

Europe/Budapest

Mar 4, 2020

Data Retention Policy / Export Task	Exported	Failed	Last Export	Last Failed
e01 (Export #14)	3	0	4:33:41 PM	
test-02 (Export #15)	1	2	4:33:41 PM	4:33:41 PM
Mar 4, 2020 total	4	2	4:33:41 PM	4:33:41 PM

Apr 17, 2020

Data Retention Policy / Export Task	Exported	Failed	Last Export	Last Failed
e01 (Export #14)	1	0	4:33:47 PM	
test-02 (Export #15)	1	0	4:30:56 PM	
Apr 17, 2020 total	2	0	4:33:47 PM	

Jul 7, 2020

Data Retention Policy / Export Task	Exported	Failed	Last Export	Last Failed
aaaa (Export #128)	3	0	7:00:05 PM	
Jul 7, 2020 total	3	0	7:00:05 PM	

Aug 1, 2020

Data Retention Policy / Export Task	Exported	Failed	Last Export	Last Failed
direct-upload-01 (Policy #25)	2	1	11:11:00 AM	4:53:35 PM
Aug 1, 2020 total	2	1	11:11:00 AM	4:53:35 PM

Aug 2, 2020

Data Retention Policy / Export Task	Exported	Failed	Last Export	Last Failed
direct-export-01 (Policy #27)	1	0	11:20:00 AM	
direct-upload-01 (Policy #25)	1	2	11:20:00 AM	3:08:21 PM
Aug 2, 2020 total	2	2	11:20:00 AM	3:08:21 PM

Announcement Users Configuration

Category: System Reports

Available in version 9.6.13 and later

Description

This report type displays the configured Announcements for each Verba user. For more information about Announcements please visit the [Announcement](#) page.

Filter options

Extension	Only announcement information belonging to the selected extension(s) will be displayed
Group	Only announcement information belonging to the selected groups(s) will be displayed
Hide Invalid Users	Only announcement information belonging to valid users will be displayed
Login	Only announcement information belonging to the selected login(s) will be displayed
Role	Only announcement information belonging to the selected role(s) will be displayed
User Name	Only announcement information belonging to the selected User Names(s) will be displayed

Information

- Query Interval
- Print Date
- Record Count
- User
- Display Name
- LoginID
- SfB Inbound
- SfB Outbound
- SfB Conference
- SfB Im Conference
- Cisco Inbound
- Cisco Outbound
- Teams Internal
- Teams Inb.
- Teams Outb.
- Teams Conf.

Charts

- None

Report sample

Announcement Users Configuration

Verint Verba Customer
VRNTRBCSTM60375325

Query Interval: 8/30/21 4:25:47 PM - 9/20/21 4:25:47 PM Print Date: September 20, 2021 4:25:47 PM
Record Count: 4 User: Verba Administrator

Europe/Budapest

Report Filters:

Filter Type	Filter Operation	Filter Value
Login	Starts with	ad

Display Name	Login ID	SfB Inbound	SfB Outbound	SfB Outb. Hold	SfB Conference	SfB IM Conference	Cisco Inbound	Cisco Outbound	Teams Internal	Teams Inb.	Teams Outb.	Teams Conf.
Adam Norris	adam.norris											
Adelene Wolf	adelene.wolf	This_Call_Is_Being_Recorded.wma	This_Call_Is_Being_Recorded.wma	hold.wma								
admin	admin	This_Call_Is_Being_Recorded.wma	This_Call_Is_Being_Recorded.wma	hold.wma	This_Meeting_Is_Being_Recorded.wma	This conversation is being recorded.	This_Call_Is_Being_Recorded.wma	This_Call_Is_Being_Recorded.wma	Yes	Yes	Yes	Yes
Verba Administrator	Administrator											

Verint Verba Customer Total

Number of Users: 4

End of Report

User Retention Details

Category: System Reports

AVAILABLE IN 9.7.5 AND ABOVE

Description

The User Retention Details report shows detailed retention information for each recorded user, providing the data collected from the recorded conversations and user configuration database.

Filter options

User name	Only calls for the selected agent(s) will be displayed
Login	Only announcement information belonging to the selected login(s) will be displayed
Extension	Only the selected extension(s) will be taken into account.
Group	Only information of users belonging to the selected group(s) will be displayed.
Role	Only retention information belonging to the selected role(s) will be displayed

Information

- Query Interval
- Print Date
- Record Count
- User
- Display Name (display name of the user)
- Login ID (system login ID of the user)
- Location (user location configuration)
- First Call (date and time of first call in the report interval)
- Last Call (date and time of last call in the report interval)
- Retention (days) (retention configured for the user, only displayed if user level retention is configured and not policy level)
- Automatically Delete (shows if automatic deletion is enabled in the user configuration)
- Is user subject to Legal Hold
- Legal Hold labels (list of legal holds assigned to the calls of the user)

Charts

- None

Report sample

Users

Verba lab.
VRBLB1054470507

Query Interval: 1/7/22, 8:00:00 AM - 1/8/22, 8:05:00 AM Print Date: July 27, 2022, 8:50:49 AM
 Record Count: 12 User: Verba Administrator

Display Name	Login ID	Location	First Call	Last Call	Retention (days)	Automatically Delete	Is user subject to Legal Hold	Legal Hold labels	GMT
Carrie Reid	carrie	Hungary (HU)	2022-01-07T07:59:51	2022-01-07T08:00:53	0	No	No		
Chad Gray	chad	Hungary (HU)	2022-01-07T07:59:51	2022-01-07T09:11:39	0	No	No		
Corey Mendoza	corey	Hungary (HU)	2022-01-07T07:59:51	2022-01-07T08:11:47	0	No	Yes	Legal Hold for Corey	
Jerry Jones	jerry	Denmark (DK)	2022-01-07T07:59:51	2022-01-07T08:00:53	0	No	No		
Kenneth Franklin	kenneth	France (FR)	2022-01-07T07:59:52	2022-01-07T08:11:45	0	No	No		
Michael Cohen	michael	France (FR)	2022-01-07T07:59:51	2022-01-07T09:11:33	0	No	No		
Sharon Harrington	sharon	Denmark (DK)	2022-01-07T07:59:51	2022-01-07T09:11:34	0	No	No		
Sue Mathis	sue	France (FR)	2022-01-07T07:59:51	2022-01-07T09:11:33	0	No	No		
Thomas Powell	thomas	Sweden (SWE)			0	No	No		
User1	User1	Hungary (HU)	2022-01-07T07:59:51	2022-01-07T09:08:10	0	No	No		
Verba Administrator	Administrator		2022-01-07T07:59:51	2022-01-07T09:11:34	0	No	No		
Wesley Mack	wesley	France (FR)	2022-01-07T07:59:51	2022-01-07T09:11:46	0	No	No		

Verba lab. Total Number of Users: 12

End of Report

Report types - Conversation Activity

- [User Call Activity Details](#)
- [Users Call Activity Summary](#)
- [Users Inbound Call Activity](#)
- [Users Advanced IM Summary](#)
- [Users Most Recent Conversations](#)
- [Users Outbound Call Activity](#)
- [Call Activity Details](#)
- [Call Activity Trend](#)
- [Hourly Call Activity Trend](#)
- [Recording Minute Usage](#)
- [Recording Servers Call Activity Summary](#)
- [Simultaneous Calls Trend](#)
- [Not Recorded and Incorrect Conversation Details](#)
- [CDR Reconciliation Summary](#)
- [CDR Reconciliation for Skype for Business Summary](#)
- [Users CDR Reconciliation Summary](#)
- [User Instant Messaging Details](#)
- [Users Without Recording](#)
- [Users Speech Transcript Details](#)
- [Users Conversation Volume](#)
- [User Instant Messaging Details - Advanced](#)
- [Conversations Legal Hold Status](#)
- [Advanced IM Export Summary](#)

User Call Activity Details

Category: Call Activity Reports

Description

The User Call Activity Details report shows detailed call activity information for each user, providing the data collected from recorded calls database. The report details various available information from the call record including call date, duration, phone numbers, names, etc.

Filter options

User e-mail	Only calls for the selected e-mail address(es) will be displayed
User name	Only calls for the selected agent(s) will be displayed
Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platforms will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Start Date, Time
- Duration
- Caller Party Number, Name
- Called Party Number, Name
- Direction
- End

Charts

- None

Report sample

Agents Call Activity Detail

Verba
VRB-567843911

Query Interval: 7/1/10 3:19:00 PM - 12/31/10 3:19:00 PM **Print Date:** March 22, 2011 3:21:50 PM
Record Count: 18,359 **User:** Verba Administrator

Europe/London

Jerry Jones

Start Date, Time	Duration	Caller Party Number, Name	Called Party Number, Name	Direction	End
7/1/10 6:45:36 PM	0:03:52	101866514	1514, Jerry Jones	Incoming	Other
7/1/10 7:28:48 PM	0:04:28	1514, Jerry Jones	126321825	Outgoing	Other
7/1/10 8:40:48 PM	0:04:54	130822647	1514, Jerry Jones	Incoming	Other
7/1/10 9:09:36 PM	0:03:38	1514, Jerry Jones	161802804	Outgoing	Other
7/1/10 9:38:24 PM	0:03:44	1514, Jerry Jones	181229585	Outgoing	Other
7/2/10 3:09:36 AM	0:01:58	195738752	1514, Jerry Jones	Incoming	Other
7/2/10 3:24:00 AM	0:01:40	1514, Jerry Jones	178717788	Outgoing	Other
7/2/10 5:33:36 AM	0:04:30	116915450	1514, Jerry Jones	Incoming	Other
7/2/10 8:26:24 AM	0:02:20	1514, Jerry Jones	184089729	Outgoing	Other
7/2/10 9:09:36 AM	0:02:21	132487949	1514, Jerry Jones	Incoming	Other
7/2/10 2:55:12 PM	0:01:49	1514, Jerry Jones	148087167	Outgoing	Other
7/2/10 6:16:48 PM	0:01:30	139943910	1514, Jerry Jones	Incoming	Other
7/2/10 7:00:00 PM	0:02:23	1514, Jerry Jones	123568831	Outgoing	Other
7/2/10 8:12:00 PM	0:04:29	1514, Jerry Jones	112245481	Outgoing	Other

Users Call Activity Summary

Category: Conversation Activity Reports

Description

The Users Call Activity Summary report shows aggregated call activity information for each user, providing the data collected from recorded calls database. The report summarizes various available information from the call records including the number of calls, average call duration, etc.

Filter options

User e-mail	Only calls for the selected e-mail address(es) will be displayed
User name	Only calls for the selected agent(s) will be displayed
Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platforms will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Calls Handled
- Overall Call Duration
- Average Call Duration

Charts

- Number of records grouped by call direction for each agent
- Total duration grouped by call direction for each agent
- Agent comparison charts rendered by N of records and total call duration

Report sample

Agents Call Activity Summary

Verba
VRB-566072859

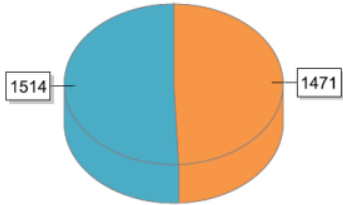
Query Interval:	6/1/10 3:43:00 PM - 12/31/10 3:43:00 PM	Print Date:	March 22, 2011 3:50:18 PM
Record Count:	21,441	User:	Verba Administrator

Europe/London

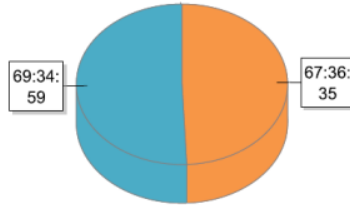
Jerry Jones

	Calls Handled:	Overall Call Duration:	Average Call Duration:
Incoming	1,471	67:36:35	0:02:45
Outgoing	1,514	69:34:59	0:02:45
Total	2,985	137:11:34	0:02:45

N of Calls By Call Direction



Overall Call Duration by Call Direction



Users Inbound Call Activity

Category: Call Activity Reports

Description

The Users Inbound Call Activity Summary report shows aggregated inbound call activity information for each user, providing the data collected from recorded calls database. The report summarizes various available information from the call records including the number of calls for each calling number, etc.

Filter options

User e-mail	Only calls for the selected e-mail address(es) will be displayed
User name	Only calls for the selected agent(s) will be displayed
Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platforms will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Caller Number
- Caller Name
- Calls Average Duration
- Total Duration

Charts

- None

Report sample

Agents Inbound Call Activity

Verba
VRB-565961093

Query Interval: 6/1/10 3:43:00 PM - 12/31/10 3:43:00 PM
Record Count: 10,738

Print Date: March 22, 2011 3:52:10 PM
User: Verba Administrator

Europe/London

Jerry Jones

Caller Number	Caller Name	Calls	Avg.Dur.	Tot.Dur.				
					103275861	1	0:02:14	0:02:14
					103302352	1	0:02:15	0:02:15
					103379884	1	0:00:59	0:00:59
100026248		1	0:03:01	0:03:01	103436914	1	0:01:25	0:01:25
100078254		1	0:02:04	0:02:04	103514092	1	0:01:25	0:01:25
100223222		1	0:03:51	0:03:51	103537684	1	0:00:43	0:00:43
100230195		1	0:04:48	0:04:48	103694554	1	0:03:11	0:03:11
100239410		1	0:02:48	0:02:48	103702456	1	0:03:16	0:03:16
100502345		1	0:02:01	0:02:01	103726892	1	0:03:04	0:03:04
100524499		1	0:04:29	0:04:29	103751786	1	0:03:53	0:03:53
100535245		1	0:02:12	0:02:12	103762793	1	0:00:32	0:00:32
100540631		1	0:00:58	0:00:58	103836480	1	0:04:45	0:04:45
100542810		1	0:01:23	0:01:23	103881915	1	0:01:57	0:01:57
100573315		1	0:02:33	0:02:33	103901288	1	0:03:53	0:03:53
100578581		1	0:04:56	0:04:56	104074067	1	0:04:43	0:04:43
100603640		1	0:04:38	0:04:38	104080198	1	0:02:04	0:02:04

Users Advanced IM Summary

The Users Advanced IM Summary report showing the number of messages on a daily basis for every participant in a Microsoft Teams chat or channel.

Filter options

Recording server	Only calls for the selected recording server(s) will be displayed
-------------------------	---

Information

- Query Interval
- Print Date
- Record Count
- User
- User Name
- User ID
- Chat / Channel Name
- First Message
- Last Message
- # of Messages

Charts

- None

Users Most Recent Conversations

Description

The Users Most Recent Conversations displaying the date and time of the most recent conversation recorded for the configured users, and it also shows extensions or users without any recording in the query interval.

Filter options

Source Platform	Only calls for the selected source platforms will be displayed
Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed

Information

- Query Interval
- Print Date
- Record Count
- Last Conversation
- Extension
- User Name
- User Login
- User ID
- Groups

Charts

- None

Report sample

SAMPLE_report-Users-Most...

Users Outbound Call Activity

Category: Call Activity Reports

Description

The Users Outbound Call Activity Summary report shows aggregated outbound call activity information for each user, providing the data collected from recorded calls database. The report summarizes various available information from the call records including the number of calls for each called number, etc.

Filter options

User e-mail	Only calls for the selected e-mail address(es) will be displayed
User name	Only calls for the selected agent(s) will be displayed
Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platforms will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Caller Number
- Caller Name
- Calls Average Duration
- Total Duration

Charts

- None

Report sample

Agents Outbound Call Activity

Verba
VRB-56588546

Query Interval: 6/1/10 3:52:00 PM - 12/31/10 3:52:00 PM
Record Count: 10,703

Print Date: March 22, 2011 3:53:22 PM
User: Verba Administrator

Europe/London

Jerry Jones

Called Number	Called Name	Calls	Avg.Dur.	Tot.Dur.				
					104679873	1	0:01:37	0:01:37
					104709850	1	0:03:55	0:03:55
					104743838	1	0:02:51	0:02:51
100247444		1	0:03:02	0:03:02	104746293	1	0:02:52	0:02:52
100290874		1	0:01:36	0:01:36	104910342	1	0:03:19	0:03:19
100337153		1	0:00:42	0:00:42	104952500	1	0:04:27	0:04:27
100399723		1	0:02:38	0:02:38	105014075	1	0:04:56	0:04:56
100400759		1	0:00:49	0:00:49	105022283	1	0:01:41	0:01:41
100433900		1	0:02:41	0:02:41	105026107	1	0:04:03	0:04:03
100444496		1	0:04:17	0:04:17	105122332	1	0:01:20	0:01:20
100563858		1	0:01:57	0:01:57	105129836	1	0:03:36	0:03:36
100683473		1	0:03:31	0:03:31	105157379	1	0:01:18	0:01:18
100929400		1	0:02:35	0:02:35	105233283	1	0:02:02	0:02:02
100995540		1	0:02:32	0:02:32	105240528	1	0:01:27	0:01:27
101362541		1	0:03:27	0:03:27	105248354	1	0:01:21	0:01:21
101389210		1	0:02:29	0:02:29	105291524	1	0:03:46	0:03:46

Call Activity Details

Category: Call Activity Reports

Description

The Call Activity Details report shows detailed call activity information, providing the data collected from recorded calls database. The report details various available information from the call record including call date, duration, phone numbers, names, etc.

Filter options

Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source platform	Only calls for the selected source platform(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Start Date, Time
- Duration
- Caller Party Number, Name
- Called Party Number, Name
- Direction
- End

Charts

- None

Report sample

Call Activity Detail

Verba
VRB-565577931

Query Interval: 6/1/10 3:53:00 PM - 12/31/10 3:53:00 PM **Print Date:** March 22, 2011 3:59:36 PM
Record Count: 21,440 **User:** Verba Administrator

Europe/London

Start Date, Time	Duration	Caller Party Number, Name	Called Party Number, Name	Direction	End
6/1/10 5:04:48 PM	0:03:38	1848, Sharon Harrington	123658851	Outgoing	Other
6/1/10 5:19:12 PM	0:04:54	1939, Sue Mathis	150497370	Outgoing	Other
6/1/10 5:33:36 PM	0:02:52	187122883	1222, Thomas Powell	Incoming	Other
6/1/10 5:48:00 PM	0:01:57	102091644	1848, Sharon Harrington	Incoming	Other
6/1/10 6:02:24 PM	0:04:36	115437693	1222, Thomas Powell	Incoming	Other
6/1/10 6:16:48 PM	0:00:48	1939, Sue Mathis	134837145	Outgoing	Other
6/1/10 6:31:12 PM	0:04:18	142891360	1514, Jerry Jones	Incoming	Other
6/1/10 6:45:36 PM	0:04:28	1514, Jerry Jones	118906750	Outgoing	Other
6/1/10 7:00:00 PM	0:04:40	178432852	1514, Jerry Jones	Incoming	Other
6/1/10 7:14:24 PM	0:04:28	115546811	1848, Sharon Harrington	Incoming	Other
6/1/10 7:28:48 PM	0:02:52	176751374	1918, Wesley Mack	Incoming	Other
6/1/10 7:43:12 PM	0:01:09	152268566	1939, Sue Mathis	Incoming	Other
6/1/10 7:57:36 PM	0:01:14	182623269	1945, Kenneth Franklin	Incoming	Other
6/1/10 8:12:00 PM	0:01:56	158395148	1945, Kenneth Franklin	Incoming	Other
6/1/10 8:20:45 PM	0:01:16	1918, Wesley Mack	108328504	Outgoing	Other

Call Activity Trend

Category: Call Activity Reports

Description

The Call Activity Trend report shows aggregated call activity information for each day in a month, providing the data collected from recorded calls database. The report summarizes various available information from the call records including the number of calls, durations, etc.

Filter options

Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platform(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Monthly Call Count by Directions
- Monthly Call Count Total
- Monthly Durations by Direction [sec]
- Monthly Durations Total [sec]

Charts

- Monthly Call Count by Directions
- Monthly Call Count Total
- Monthly Durations by Direction [sec]
- Monthly Durations Total [sec]

Report sample

Call Activity Trend

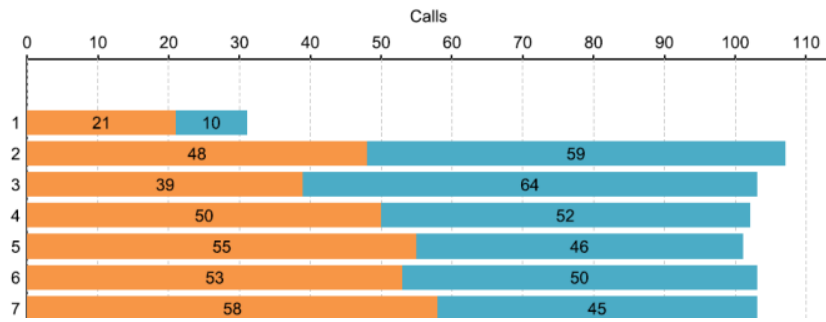
Verba
VRB-565330663

Query Interval: 6/1/10 4:02:00 PM - 12/31/10 4:02:00 PM
Record Count: 21,440

Print Date: March 22, 2011 4:02:40 PM
User: Verba Administrator

Europe/London

Monthly Call Count by Direction: 2010 - 6



Hourly Call Activity Trend

Category: Call Activity Reports

Description

The Hourly Call Activity Trend report shows aggregated call activity information for each hour in a day, providing the data collected from recorded calls database. The report summarizes various available information from the call records including the number of calls.

Filter options

Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platform(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Number of calls in each hour in a day

Charts

- None

Report sample

Hourly Call Activity Trend

Verba
VRB-565229808

Query Interval: 6/1/10 4:02:00 PM - 12/31/10 4:02:00 PM
Record Count: 21,440

Print Date: March 22, 2011 4:04:21 PM
User: Verba Administrator

Europe/London

	00:01	01:02	02:03	03:04	04:05	05:06	06:07	07:08	08:09	09:10	10:11	11:12	12:13	13:14	14:15	15:16	16:17	17:18	18:19	19:20	20:21	21:22	22:23	23:24
2010-6-1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	5	5	4	5	4
2010-6-2	4	5	4	5	5	4	4	6	4	5	4	5	4	5	4	4	5	4	5	5	5	4	4	4
2010-6-3	5	5	4	4	4	4	4	5	4	4	4	5	4	5	4	4	4	4	5	5	4	4	4	4
2010-6-4	4	5	4	4	4	4	4	5	4	5	4	4	4	5	4	4	4	5	4	5	4	4	4	4
2010-6-5	4	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	4	5
2010-6-6	4	5	4	4	4	4	4	5	5	5	4	4	4	5	4	4	4	4	4	6	4	4	4	4
2010-6-7	4	5	4	4	4	4	4	5	4	4	4	4	4	5	5	4	4	5	5	5	4	4	4	4
2010-6-8	4	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	4	4
2010-6-9	4	5	4	5	5	4	5	5	4	4	4	4	4	5	4	4	5	4	4	5	4	5	4	4
2010-6-10	4	5	4	4	4	4	4	6	4	4	4	4	4	5	5	4	4	4	4	5	4	4	4	4
2010-6-11	4	5	4	4	4	6	4	5	4	4	4	4	4	5	4	4	4	4	4	6	4	4	4	5
2010-6-12	4	5	4	4	4	4	4	5	5	4	4	4	4	5	4	4	4	4	4	5	4	4	4	5

Recording Minute Usage

Category: Call Activity Reports

Description

The Recording Minute Usage report shows aggregated call activity information for each configured group and extension, providing the data collected from recorded calls database. The report summarizes various available information from the call records including the number of calls, recorded minutes, etc.

Filter options

Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platform(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Group Name
- Extension
- Minutes Recorded
- Calls
- Default Minutes Total

Charts

- User Comparison

Report sample

Recording Minute UsageVerba
VRB-565101297**Query Interval:** 6/1/10 4:06:00 PM - 12/31/10 4:06:00 PM**Print Date:** March 22, 2011 4:06:32 PM**User:** Verba Administrator

Europe/London

Default	Extension	Minutes Recorded	Calls
Jerry Jones	1514	137:11:34	2,985
Kenneth Franklin	1945	137:09:39	3,042
Micheal Cohen	1914	136:04:21	3,019
Sharon Harrington	1848	145:15:25	3,156
Sue Mathis	1939	143:27:11	3,130
Thomas Powell	1222	135:54:30	3,045

Recording Servers Call Activity Summary

Category: Call Activity Reports

Description

The Recording Servers Call Activity Summary report shows aggregated call activity information for each recording server, providing the data collected from recorded calls database. The report summarizes various available information from the call records including the number of calls, average call duration, etc

Filter options

Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed

Information

- Query Interval
- Print Date
- Record Count
- User
- Server Name
- Calls Recorded
- Overall Call Duration
- Average Call Duration

Charts

- N of Calls By Call Direction
- Durations By Call Direction
- Number of Calls By Call Direction
- Total Call Duration by Call Direction

Report sample

Recording Servers Call Activity Summary

Verba
VRB-565021218

Query Interval: 6/1/10 4:06:00 PM - 12/31/10 4:06:00 PM
Record Count: 21,439

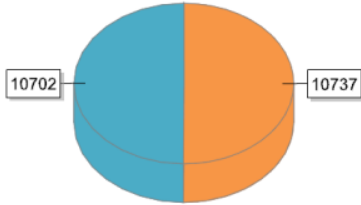
Print Date: March 22, 2011 4:07:49 PM
User: Verba Administrator

Europe/London

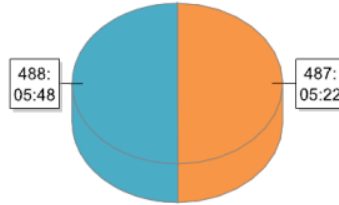
QM-SERVER

	Calls Recorded:	Overall Call Duration:	Average Call Duration:
Incoming	10,737	487:05:22	0:02:43
Outgoing	10,702	488:05:48	0:02:44
Total	21,439	975:11:10	0:02:43

N of Calls By Call Direction



Durations By Call Direction



Simultaneous Calls Trend

Category: Conversation Activity Reports

Description

The Simultaneous Calls Trend report shows aggregated call activity information, providing the data collected from recorded calls database. The report shows the trend of the number of simultaneous calls in the selected time step.

Filter options

Call direction	Only calls for the selected call direction(s) will be displayed
Called party name	Only calls for the selected called party(s) will be displayed
Called party number	Only calls for the selected called party(s) will be displayed
Caller party name	Only calls for the selected called party(s) will be displayed
Caller party number	Only calls for the selected called party(s) will be displayed
Media file name	Only calls for the selected media file(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platform(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)
Time step	Defines the resolution of the X axis. <ul style="list-style-type: none">■ Day■ Week■ Month■ Quarter■ Year

Information

- Query Interval
- Print Date
- User
- Server Name
- Number of simultaneous calls for each time step

Charts

- Number of simultaneous calls displayed on the selected time frame

Report sample

Simultaneous Calls Trend

Verba
VRB-564716140

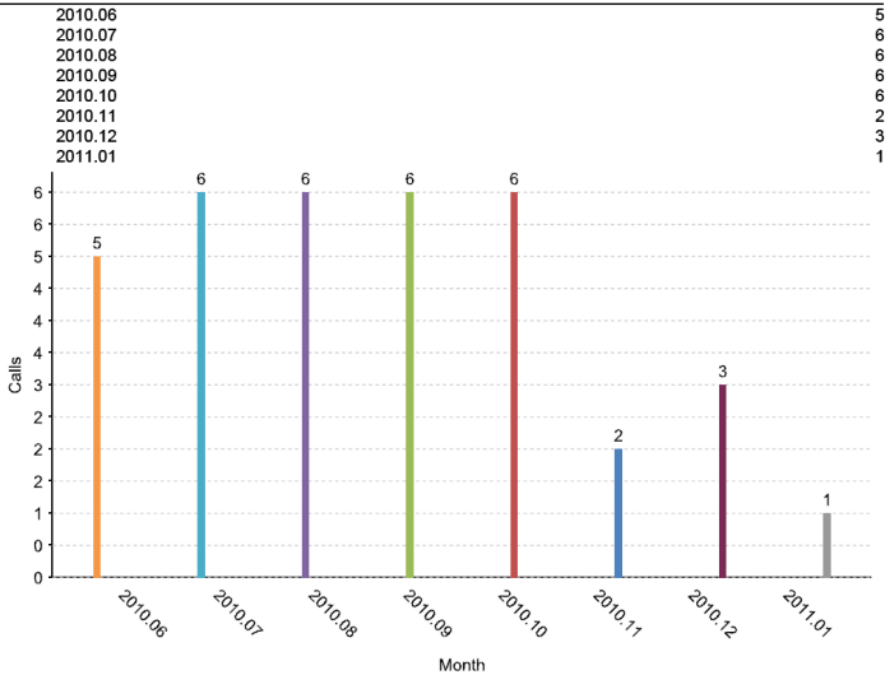
Query Interval: 6/1/10 4:11:00 PM - 12/31/10 4:11:00 PM

Print Date: March 22, 2011 4:14:10 PM

User: Verba Administrator

Europe/London

QM-SERVER



Not Recorded and Incorrect Conversation Details

Category: Conversation Activity Reports

Available in version 8.2 and later

Description

The Not Recorded and Incorrect Conversations Details report shows detailed information for each recorded user, providing the data collected from the conversations database. The report details not recorded conversations and conversations with incorrect media.

Filter options

User	Only conversations for the selected user(s) will be displayed
End Cause	Only conversations for the selected end cause(s) will be displayed
Group	Only conversations for the selected group(s) will be displayed
Media Check	Only conversations for the selected media check type(s) will be displayed.
To name	Only conversations for the selected called party name(s) will be displayed
To party	Only conversations for the selected called party number(s)/address(es) will be displayed
From name	Only conversations for the selected caller party name(s) will be displayed
From party	Only conversations for the selected caller party number(s)/address(es) will be displayed
Recording server	Only conversations for the selected recording server(s) will be displayed
Reconciliated, Not recorded Conversations	Only those conversations will be displayed where the "Not recorded" property set according to the filter
Source Platform	Only calls for the selected source platform(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Start Date, Time
- Caller Party
- Called Party
- Media Error
- Length Mismatch

Charts

- None

Report sample

N/A

CDR Reconciliation Summary

Category: Conversation Activity Reports

Available in version 8.2 and later

Description

The CDR Reconciliation Summary report shows summary information for each day in the query interval, providing the data collected from the conversations database. The report shows the total number of recorded, not recorded conversations, conversations with incorrect media, and not answered conversations.

Filter options

End Cause	Only conversations for the selected end cause(es) will be displayed
Media Check	Only conversations for the selected media check type(s) will be displayed.
To name	Only conversations for the selected called party name(s) will be displayed
To party	Only conversations for the selected called party number(s)/address(es) will be displayed
From name	Only conversations for the selected caller party name(s) will be displayed
From party	Only conversations for the selected caller party number(s)/address(es) will be displayed
Group	Only conversations for the selected group(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)
Recording server	Only conversations for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platform(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Day
- Total
- Recorded
- Incorrect Media
- Not Recorded
- Not Answered

Charts

- None

Report sample

N/A

CDR Reconciliation for Skype for Business Summary

Category: Conversation Activity Reports

AVAILABLE IN 9.7.5 AND ABOVE

Description

The CDR Reconciliation for Skype for Business Summary report shows summary information for each day in the query interval, providing the data collected from the conversations database. The report shows the total number of recorded, not recorded conversations, conversations with incorrect media, and not answered conversations. The report is also based on the information in the Skype for Business CDR metadata template which stores Skype for Business diagnostics data collected from the Skype for Business CDR databases during the CDR reconciliation process.

Filter options

End Cause	Only conversations for the selected end cause(es) will be displayed
Media Check	Only conversations for the selected media check type(s) will be displayed.
To name	Only conversations for the selected called party name(s) will be displayed
To party	Only conversations for the selected called party number(s)/address(es) will be displayed
From name	Only conversations for the selected caller party name(s) will be displayed
From party	Only conversations for the selected caller party number(s)/address(es) will be displayed
Group	Only conversations for the selected group(s) will be displayed
Recording server	Only conversations for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected source platform(s) will be displayed

Information

- Query Interval
- Print Date
- Record Count
- User
- Call ID (Recorder)
- Call ID (UC)
- Start Date, Time (Recorder)
- Start Date, Time (UC)
- Diagnostic ID (UC)
- Media Error (Recorder)
- Call Duration (Recorder)
- Call Duration (UC)
- Length Mismatch
- RTP Count (Recorder)
- RTP Count (UC)

Charts

- None

Report sample

Users

Verba lab.
VRBLB1848476762

Query Interval: 7/1/22, 3:32:00 PM - 8/31/22, 3:32:00 PM Print Date: August 5, 2022, 3:24:14 PM
Record Count: 1 User: Verba Administrator

Call ID (Recorder)	Call ID (UC)	Start Date, Time (Recorder)	Start Date, Time (UC)	Diagnostic ID (UC)	Media Error (Recorder)	Call Duration (Recorder)	Call Duration (UC)	Length Mismatch	RTP Count (Recorder)	RTP Count (UC)	Europe/Budapest
95d1963b-11a6-11ed-91a6-000c29b44976	d6264df9bdf4885aac97860868162a7	2022.08.01 14:31:10.413	2022.08.01 14:31:10.143	51004	One way media, Missing file, Corrupted file	48	48	No	2368	22372	

Verba lab. Total Number of Users: 1

End of Report

Users CDR Reconciliation Summary

Category: Conversation Activity Reports

Available in version 8.2 and later

Description

The Users CDR Reconciliation Summary report shows summary information for each recorded user, providing the data collected from the conversations database. The report shows the total number of recorded, not recorded conversations, conversations with incorrect media, and not answered conversations.

Filter options

End Cause	Only conversations for the selected end cause(es) will be displayed
Media Check	Only conversations for the selected media check type(s) will be displayed.
To name	Only conversations for the selected called party name(s) will be displayed
To party	Only conversations for the selected called party number(s)/address(es) will be displayed
From name	Only conversations for the selected caller party name(s) will be displayed
From party	Only conversations for the selected caller party number(s)/address(es) will be displayed
Group	Only conversations for the selected group(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)
Recording server	Only conversations for the selected recording server(s) will be displayed
Source Platform	Only conversations for the selected platform will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)

Information

- Query Interval
- Print Date
- Record Count
- User
- Total
- Recorded
- Incorrect Media
- Not Recorded
- Not Answered

Charts

- None

Report sample

N/A

User Instant Messaging Details

Category: Call Activity Reports

Description

The User Instant Messaging Details report shows detailed instant messaging activity information for each user, providing the data collected from recorded messages database. The report details various available information from the recorded messages including the date, platform, call id, names, etc.

Filter options

Call direction	Only messages for the selected call direction(s) will be displayed
From name	Only messages from the selected user(s) will be displayed
From party	Only messages for the selected party(s) will be displayed
Group	Only messages for the selected group(s) will be displayed
Recording Server	Only messages for the selected recording server(s) will be displayed
Source Platform	Only calls for the selected recording server(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)
To name	Only messages to the selected user(s) will be displayed
To party	Only messages to the selected party(s) will be displayed
User	Only messages for the selected user(s) will be displayed

Information

- Query Interval
- Print Date
- Record Count
- User
- Conversation Identifier
- Platform Call ID
- Date and time
- Participants
- Instant Messages

Charts

- None

Report sample

Agents Instant Messaging Activity Detail

Query Interval:	3/24/15 5:56:00 PM - 3/31/15 5:56:00 PM	Print Date:	March 31, 2015 5:56:05 PM
Record Count:	49	User:	Verba Administrator

Europe/Budapest

Bajzat Tamas

Conversation Identifier: 5b6f107b-023f-43b7-b888-d3ab0d6b2e34
Platform Call ID: AdBryaUd/uZlhAnYT2Vt8Wlh39q/dA==
Date and time: 3/31/15 5:47:00 PM - 3/31/15 5:55:06 PM
Participants: balazs@verbalabs.com; bajzat@verbalabs.com

balazs@verbalabs.com	Hi!(Lync IM recorder says: This conversation is recorded)	3/31/15 5:47:00 PM
bajzat@verbalabs.com	Hello Balazs, How are you?(Lync IM recorder says: This conversation is recorded)	3/31/15 5:47:15 PM
balazs@verbalabs.com	Very well thank you for asking. How are you today ?	3/31/15 5:47:53 PM
bajzat@verbalabs.com	I'm fine, thanks. How was the testing today? Did you find any issue regarding the IM recorder?	3/31/15 5:48:19 PM
balazs@verbalabs.com	Of course not.	3/31/15 5:48:33 PM
bajzat@verbalabs.com	Sounds awesome	3/31/15 5:48:40 PM
balazs@verbalabs.com	Bye :)	3/31/15 5:48:41 PM
bajzat@verbalabs.com	bye	3/31/15 5:48:45 PM

End of Conversation

Users Without Recording

Category: Call Activity Reports

AVAILABLE IN VERSION 8.5 AND LATER

Description

The Users Without Recording report shows detailed information about extensions with no recorded media in a given timewindow. The report details various available information including the list of users who have at least one extension with zero recorded media, user validity, extensions, extension validity ,recording mode, etc.

Filter options

Recording mode	Only extensions with the selected recording modes will be displayed
Source Platform	Only calls for the selected recording server(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)
Show invalid extensions	If no then only extensions that are valid will be displayed, otherwise valid and invalid extensions will be shown as well.

Information

- User
- User is invalid
- User's extensions
- Extension is invalid
- Recording Mode
- Number of records per extension (if any)

Charts

- None

Report sample

Users Speech Transcript Details

Category: Conversation Activity Reports

Available in version 8.2 and later

Description

Users Speech Transcript Details report shows speech transcript information for each user over a specified amount of time.

Filter options

Call Direction	Only conversations for the selected call direction(s) will be displayed.
Media Check	Only conversations for the selected media check type(s) will be displayed.
To name	Only conversations for the selected called party name(s) will be displayed
To party	Only conversations for the selected called party number(s)/address(es) will be displayed
From name	Only conversations for the selected caller party name(s) will be displayed
From party	Only conversations for the selected caller party number(s)/address(es) will be displayed
Label	Only conversations for the selected label(s) will be displayed
Group	Only conversations for the selected group(s) will be displayed
Source Platform	Only calls for the selected recording server(s) will be displayed (Filter is AVAILABLE IN VERSION 9.6.13 OR LATER)
Recording Server	Only calls for the selected recording server(s) will be displayed

Information

- Query Interval
- Print Date
- Record Count
- User
- Conversation Identifier
- Start Date, Time
- Participants
- Transcript

Charts

- None

Report sample

Users Speech Transcript Details

Sirius Cybernetics Corp.
SRSCYBRNTCSCR-1026597954

Query Interval:	1/1/18 12:00:00 AM - 12/31/18 11:59:59 PM	Print Date:	February 6, 2019 12:36:35 PM
Record Count:	8	User:	Verba Administrator

GMT

Scribe Demo User

Conversation Identifier: 576b1d79-2c3b-4184-ac24-bbb3d8814064
Date and time: 10/2/18 12:21:18 PM - 10/2/18 12:22:30 PM
Participants: 1-800-5551234; 5568

and he offered four point two and three quarters one to one and a half hour six and a quarters one oh nine and three quarters one ten and three eights massive on four and seven eights one oh one and three quarters three quarters one oh two no one and five eights two and a quarter sfr twenty twos one in four month eight twenty five spot nine to five softbank five and five a twenty four one oh seven spot one five point two eight forty five i didn't see and a half to twenty four one oh one oh seven five one eighty ninety call for more than twenty four ninety nine spot fifty five to ninety nine ninety five faurecia three and one eights twenty two when i see it for one eight federal mobiles four and seven eights twenty seven dec one one five eights all four one three one o six and a half seven full three and a half twenty one ten spot four seven five to one eleven fifty k twenty fours one eight two seven five one oh three oh i twenty fours when i two and three quarters one and four smurf two and three eights twenty four hundred fifty five one four

End of Transcript

Conversation Identifier: 7634fe96-8be0-4dbe-b5cb-0d7a7ea5546
Date and time: 10/5/18 12:24:11 PM - 10/5/18 12:27:12 PM
Participants: 1-800-5551234; 5568

so fast enough so lady seven sep gas nap trades eighty five seventy five eighty five offered on the follow sep gas nap trades eighty four and a quarter eighty four seventy five offer follower bal auggie sep mop j minus one bid by little he said mon minus seventy five flat south east west minus one sixty at minus one fifty sep oct mop j one twenty five bid sept mop j p one quarter set paul sandbox one quarter bid sa mo j. my fifty six ninety five a warm q four q one crack roll q four q one crack roll trades ninety seven ninety five one

End of Transcript

Conversation Identifier: bffbc93f-a195-4b17-9611-afc79c7af218
Date and time: 10/10/18 12:33:41 PM - 10/10/18 12:35:39 PM
Participants: 1-800-5551234; 5568

when i i for like three seats swanage yours twenty three four twenty seven spot one with year for twenty three four twenty seven one the year fifty i take a state for three year on thirty one six one twenty two sixes euro falling off but i have my year in and year out five eight nine offered overnight euro one yard fifty two offered threes euro two fifty if four pay sixes euro in five hundred so she offered threes euro forty or forty offered threes cable forty offered threes cable once you two are two offered one year sterling once he she said are two offered one year cable fossil full five five one year seven fossil far fourth one year said thirty eight seventy five tight six year seven seven seven one seven for one year seven thirty and seventy five hundred and ninety five one three year twenty eight twenty twenty point two to three zero twenty six point two to three year sixty two eight sixty three two threes sixes euro one twenty seven one twenty eight sixty seven year thirty eight and a half twenty nine one three cable three and a half full eighty three

End of Transcript

Conversation Identifier: cc46a57b-a970-4dad-a97d-19fe89fc8070
Date and time: 10/12/18 12:47:27 PM - 10/12/18 12:48:42 PM
Participants: 1-800-5551234; 5568

noise and a half bid nine ones threes cad twenty two and a half years and one threes cable thing and a half fourteen twos three seven eleven and a half twelve ones threes euro sterling eleven and a half twelve ones threes euro sterling five fifty five five seventy five feet three years said comment closely for that three to one the nineteen seventeen tom next kiwi four sixty seven four fifty five ones kiwi particularly forty nine fifty three forty nine submission while fifty four one forty nine one month one fifty four one forty nine one again

End of Transcript

Conversation Identifier: bac8645d-c191-4300-907a-0f0a12510bcc
Date and time: 10/14/18 1:17:27 PM - 10/14/18 1:20:00 PM
Participants: 1-800-5551234; 5568

your friday one seventies eighties found given at nine six. euro ones ats eight one two euro three month one fifteen seven eighty five figure looking for year stocky one week ats looking for euro sterling three week ninety two's euro sterling one year not fly one two one thirty five euro yen one month one twenty nine fifteen against twenty seventh sept one three one in evens please one shekel ats five ninety five seventy five once rand ats fourteen nine fifty nine all around the money fifteen seventy five sixty seventy five dollar turkey one month eight seventy five nine sixty five dollar thirty three month ats twenty four eleven two euro poll six month ats five nine six three one month euro poll twenty five delta riskies point nine one and a half cough looking for turkey yen friday thirty one forties points to around your turkey thirty one thirty first august four nine four thirty strikes sharing then eight five ten again follow choices six month euro huf at the monies four and a half five three so turkey twenty five delta riskies eight and then just three nine four and a quarter turkey yen one year ats fifteen to sixteen seventy five thursday turkey three doubles techno ten and a half three months euro ruble at the money top forty five thirteen and five nine month turkey currencies supply chain interest one to around six one dollar turkey ats eleven six twelve though twice against ten thirty five to ninety five the interest of the twentieth set fire to the club sixteen double at sixteen seven euro poll one week and the money sharing the figure at six point one

Users Conversation Volume

Category: Conversation Activity Reports

Description

The Users Conversation Volume report shows aggregated call volume information for each user, providing the data collected from the recorded calls database.

Filter options

- User
- Group

Information

- Query Interval
- Print Date
- Record Count
- Login ID
- Display name
- User Extensions
- User Groups
- User Email
- Total number of calls

User Instant Messaging Details - Advanced

Category: Call Activity Reports

Description

The Users Instant Messaging Details report shows detailed instant messaging activity information for each agent, providing the data collected from the recorded conversations database. The advanced report is specified to the rich content in the case of **Microsoft Teams** recordings.

Filter options

From name	Only messages from the selected user(s) will be displayed
From party	Only messages for the selected party(s) will be displayed
Group	Only messages for the selected group(s) will be displayed
Platform Conversation ID	Only messages for the provided platform conversation ID will be displayed
To name	Only messages to the selected user(s) will be displayed
To party	Only messages to the selected party(s) will be displayed
User	Only messages for the selected user(s) will be displayed

Report Specific Settings

Include message history: When ticked, the report will include the edit history of the messages.

Information

- Query Interval
- Print Date
- Channel/Group Count
- User
- Conversation Identifier
- Platform Call ID
- Date and time
- From Info
- To Info
- Participants
- Instant Messages

Charts

- None

Report sample

Users Instant Messaging Details

Verint Financial Compliance - Solutions\RN\FN\NCL\CMPL\NC-

Query Interval:	11/26/20, 6:57:20 PM - 11/26/20, 8:57:20 PM	Print Date:	November 26, 2020, 8:57:23 PM
Channel/Group Count	1	User:	Verba Administrator

Europe/Budapest

JB Test (jbttest)

Conversation Identifier	50521d83-300e-11eb-a81a-0022483fda0b
Platform Call ID	99d3dc49-7b51-43e7-99fe-17baa1d5924f_19.3e11b9aa1fb14753b1c251a87d1acb49@thread.tacv2
Creation Date	11/26/20, 6:39:29 PM
From Info	JB Teams Test User
To Info	TeamsExtendedQA/General

Participants

Approvals () Nov 26, 2020 6PM - Nov 26, 2020 6PM, Frank Smith (frank@verba.com) Nov 26, 2020 7PM - , Gabor Fenyyesi (gfenyyesi@verba.com), Gabor Moczar (moczar@verba.com), Gabor Vass (gabor.vass@verba.com), Janos Bodnar (janos.bodnar@verba.com), JB 2 Teams Test User (teamstestuser2@verba.com), JB 3 Teams Test User (teamstestuser3@verba.com), JB 4 Teams Test User (teamstestuser4@verba.com), JB 5 Teams Test User (teamstestuser5@verba.com), JB Teams Test User (teamstestuser@verba.com), Krisztián Papp (krisztian.papp@verba.com), Mate Kiss (mate@verba.com) Nov 26, 2020 6PM -

Mate Kiss 11/26/20, 7:45:00 PM

[attachment]
(Job losses may accelerate, experts warn, if Washington politicians fail to pass a stimulus bill by the end of the year. [r/n/r/n/n/CBS News | 11/26/2020 4:25 PM](#) Economists fear "double dip", recession is coming Open url)

Mate Kiss 11/26/20, 7:59:32 PM

Hi team, any news regarding the ticket 5445? (edited at 11/26/20, 7:59:46 PM)

Frank Smith 11/26/20, 8:33:22 PM

Hi team, any news regarding the ticket 5454? (edited at 11/26/20, 8:33:34 PM)

Mate Kiss 11/26/20, 8:34:12 PM

The customer complained yesterday

Frank Smith 11/26/20, 8:34:26 PM

And what happened?

Mate Kiss 11/26/20, 8:34:40 PM

All ok now

Mate Kiss 11/26/20, 8:34:53 PM

The issue is resolved (edited at 11/26/20, 8:35:03 PM)

Mate Kiss 11/26/20, 8:38:11 PM

The latest report for the QA project [attachment] (Performance test report webapp.docx) (surprised) (like) (edited at 11/26/20, 8:40:08 PM)

Frank Smith 11/26/20, 8:41:18 PM

Tomorrow there will be pancakes[laugh] [image] (tongueout) [image]

Conversations Legal Hold Status

Description

The Conversations Legal Hold Status report shows the number of calls under/not under Legal Hold in a given (configured) interval broken down into daily segments.

Filter options

Source Platform	Only calls for the selected source platforms will be displayed
Call direction	Only calls for the selected call direction(s) will be displayed
Label	Only calls with the selected label(s) will be displayed
Recording server	Only calls for the selected recording server(s) will be displayed

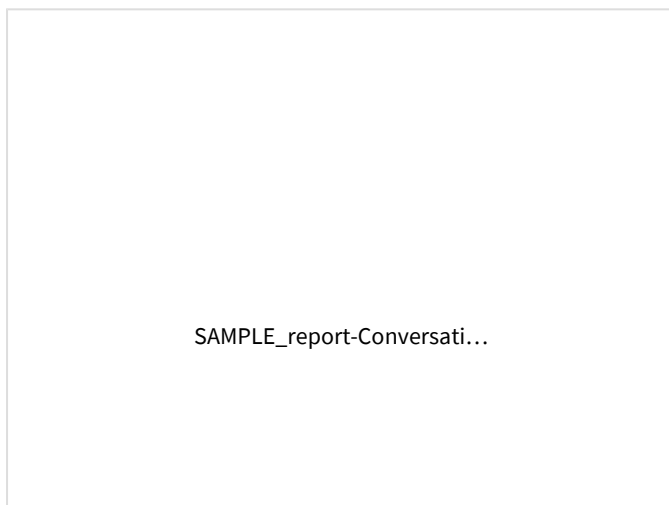
Information

- Query Interval
- Print Date
- Record Count
- Conversation Date
- # of Calls Under Legal Hold
- # of Calls Not Under Legal Hold

Charts

- None

Report sample



Advanced IM Export Summary

The Users Advanced IM Summary report showing the number of messages on a daily basis for every participant in a Microsoft Teams chat or channel.

Filter options

- None

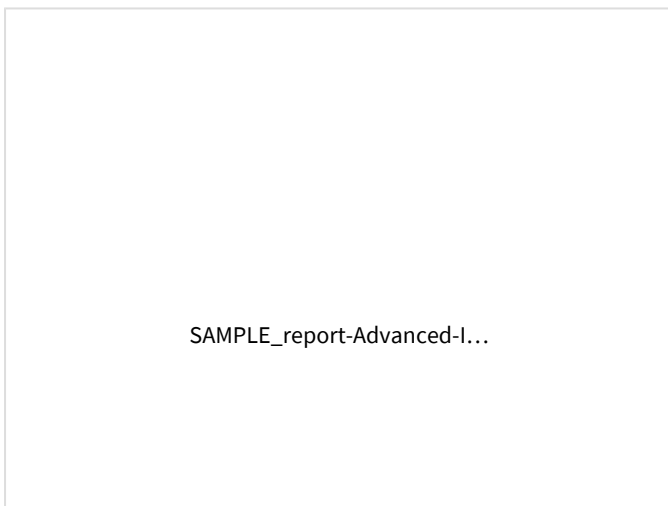
Information

- Query Interval
- Print Date
- Record Count
- First Send
- Last Send
- First Captured
- Last Captured
- # of Messages
- Recipient

Charts

- None

Report sample



Report types - Quality Management

- [Agents Evaluation Details](#)
- [Agents Evaluation Summary](#)
- [Agents Performance Summary](#)
- [Agents Performance Trend](#)
- [Agents Quality vs Productivity \(Average Call Duration\)](#)
- [Agents Quality vs Productivity \(Calls Handled\)](#)
- [Agents Skills Performance Summary](#)
- [Average Score by Question](#)
- [Evaluators Activity Summary](#)
- [Evaluators Productivity](#)
- [Evaluators Summary](#)
- [Groups Evaluation Summary](#)
- [Groups Performance Summary](#)
- [Groups Performance Trend](#)
- [Groups Quality vs Productivity \(Average Call Duration\)](#)
- [Groups Quality vs Productivity \(Calls Handled\)](#)
- [Scorecard Calibration](#)
- [Scorecard Calibration Details](#)
- [Score Distribution](#)
- [Skills Performance Summary](#)
- [Skills Performance Trend](#)
- [Agents Scoring Classifications](#)
- [Best Performing Agents](#)

Agents Evaluation Details

Category: Quality Management Reports

Description

The Agent Evaluation Details report shows detailed information for each evaluation for an agent, providing the data collected from scorecards. The report details all available information from the scorecard including agent name, evaluator name, supervisor name, evaluation date, call details, evaluation form, scoring information, classification, etc.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Agent Name
- Group Name
- Evaluation Project Name
- Evaluation Form Name
- Evaluated by
- Evaluation Date
- Call Duration
- Call Date and Time
- Classification

Charts

- None

Report sample

Agents Evaluation Details

Verba
VRB-564404290

Query Interval:	6/1/10 4:16:00 PM - 12/31/10 4:16:00 PM	Print Date:	March 22, 2011 4:19:22 PM
Record Count:	27,100	User:	Verba Administrator

Europe/London

Jerry Jones

62%

Group Name: Default
Evaluation Project Name: Project
Evaluation Form Name: Default scorecard
Evaluated by: Chad Gray
Evaluation Date: 2010-06-02 16:51:45.0
Call Duration: 0:03:45
Call Date and time: 2010-06-02 16:48:00.0
Classification: Unacceptable

330/621 (53%)

Handle contact

35/61 (57%)

Did the agent ask for / confirm the caller's company Name?	Communication	4/6 (67%)
Did the agent ask for / confirm the caller's telephone number?	Communication	3/5 (60%)
Did the agent ask for / confirm the caller's name?	Empathy	4/7 (57%)
Did the agent ask for / confirm the caller's telephone number?	Communication	4/8 (50%)
Did the agent ask for / confirm the caller's telephone number?	Communication	4/6 (67%)
Did the agent ask for / confirm the customer's account number?	Communication	3/5 (60%)
Did the agent ask for / confirm the customer's account number?	Communication	2/3 (67%)

Agents Evaluation Summary

Category: Quality Management Reports

Description

The Agents Evaluation Summary report shows aggregated information for each agent, providing the data collected from scorecards. The report details all available information from the scorecards including agent name, evaluator name, supervisor name, evaluation date, scoring information, classification, etc.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Agent Name
- Group name
- Form Name
- Evaluator Name
- Evaluation Date
- Call Duration
- Call Date
- Classification
- Score

Charts

- Agents Average Scores Comparison Chart

Report sample

Agents Evaluation Summary

Verba
VRB-56424899

Query Interval: 6/1/10 4:16:00 PM - 12/31/10 4:16:00 PM **Print Date:** March 22, 2011 4:20:51 PM
Record Count: 271 **User:** Verba Administrator

Europe/London

Jerry Jones	Default					62%
Form Name	Evaluator Name	Evaluation Date	Call Duration	Call Date	Classification	Score
Default scorecard	Chad Gray	6/2/10 4:51 PM	0:03:45	6/2/10 4:48 PM	Unacceptable	330/621 (53%)
Default scorecard	Corey Mendoza	6/5/10 4:20 AM	0:01:03	6/5/10 4:19 AM	Unacceptable	354/654 (54%)
Default scorecard	Corey Mendoza	6/7/10 7:01 AM	0:04:00	6/7/10 6:57 AM	Unacceptable	358/660 (54%)
Default scorecard	Carrie Reid	6/7/10 8:27 PM	0:03:54	6/7/10 8:24 PM	Unacceptable	343/632 (54%)
Default scorecard	Carrie Reid	6/9/10 5:48 AM	0:03:17	6/9/10 5:45 AM	Unacceptable	363/667 (54%)
Default scorecard	Chad Gray	6/22/10 11:48 AM	0:02:57	6/22/10 11:45 AM	Unacceptable	338/641 (53%)
Default scorecard	Chad Gray	7/20/10 11:47 AM	0:01:51	7/20/10 11:45 AM	Unacceptable	343/655 (52%)
Default scorecard	Corey Mendoza	7/23/10 1:42 PM	0:01:41	7/23/10 1:40 PM	Unacceptable	351/643 (55%)
Default scorecard	Corey Mendoza	7/25/10 6:03 AM	0:03:12	7/25/10 6:00 AM	Unacceptable	350/647 (54%)
Default scorecard	Carrie Reid	8/6/10 10:36 AM	0:02:33	8/6/10 10:33 AM	Average	751/1051 (71%)
Default scorecard	Carrie Reid	8/15/10 8:41 AM	0:03:25	8/15/10 8:38 AM	Average	751/1045 (72%)
Default scorecard	Corey Mendoza	8/15/10 3:22 PM	0:00:40	8/15/10 3:21 PM	Average	749/1048 (71%)
Default scorecard	Carrie Reid	8/16/10 3:11 AM	0:03:50	8/16/10 3:07 AM	Average	759/1063 (72%)
Default scorecard	Carrie Reid	8/18/10 2:28 PM	0:04:56	8/18/10 2:24 PM	Average	727/1023 (71%)
Default scorecard	Corey Mendoza	8/19/10 5:06 PM	0:03:46	8/19/10 5:02 PM	Average	756/1058 (71%)
Default scorecard	Chad Gray	8/20/10 5:02 AM	0:00:30	8/20/10 5:02 AM	Average	773/1074 (72%)
Default scorecard	Chad Gray	8/21/10 1:13 PM	0:01:12	8/21/10 1:12 PM	Average	748/1047 (71%)
Default scorecard	Corey Mendoza	8/25/10 10:38 PM	0:04:58	8/25/10 10:33 PM	Average	762/1046 (73%)
Default scorecard	Corey Mendoza	8/26/10 6:02 AM	0:02:53	8/26/10 6:00 AM	Average	773/1077 (72%)
Default scorecard	Carrie Reid	8/30/10 8:26 AM	0:02:41	8/30/10 8:24 AM	Average	759/1062 (71%)
Default scorecard	Carrie Reid	9/3/10 9:52 AM	0:02:15	9/3/10 9:50 AM	Unacceptable	438/748 (59%)
Default scorecard	Corey Mendoza	9/5/10 11:06 PM	0:03:46	9/5/10 11:02 PM	Unacceptable	423/727 (58%)
Default scorecard	Corey Mendoza	9/10/10 9:53 AM	0:03:11	9/10/10 9:50 AM	Unacceptable	427/719 (59%)

Agents Performance Summary

Category: Quality Management Reports

Description

The Agents Performance Summary report shows aggregated information for each agent, providing the data collected from scorecards. The report shows summarized scoring information for each agent and comparison for group and organization average scores.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Agent Name
- Agent Average Score
- Group Average Score
- Organization Average Score
- Agent - Group Average Score Difference
- Agent - Organization - Average Score Difference
- Number Of Evaluations
- Last Evaluation Date and Time

Charts

- Agents Average Scores Comparison Chart

Report sample

Agents Performance SummaryVerba
VRB-56396206**Query Interval:** 6/1/10 4:25:00 PM - 12/31/10 4:25:00 PM
Record Count: 7
Print Date: March 22, 2011 4:25:25 PM
User: Verba Administrator

Europe/London

Agent Name	Agent Average Score	Group Average Score	Organization Average Score	Agent - Group Average Score Difference	Agent - Organization Average Score Difference	Number of Evaluations	Last Evaluation Date and Time
Jerry Jones	61%	74%	74%	-13%	-13%	52	12/26/10 8:56 PM
Kenneth Franklin	72%	74%	74%	-2%	-2%	37	12/26/10 1:58 AM
Micheal Cohen	87%	74%	74%	13%	13%	37	12/19/10 5:17 PM
Sharon Harrington	86%	74%	74%	12%	12%	36	12/24/10 11:35 PM
Sue Mathis	81%	74%	74%	7%	7%	30	12/19/10 12:18 AM
Thomas Powell	85%	74%	74%	11%	11%	47	12/25/10 11:32 AM
Wesley Mack	77%	74%	74%	3%	3%	32	12/19/10 8:26 AM

Agents Performance Trend

Category: Quality Management Reports

Description

The Agents Performance Trend report shows the overall performance of one or more agents over a specified amount of time, providing the data collected from scorecards. The report shows the average scores for each agent on the configured time steps.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Time Step	Defines the resolution of the X axis. <ul style="list-style-type: none">■ Day■ Week■ Month■ Quarter■ Year
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Agent Average Score for each time step

Charts

- Agents Average Scores Comparison Chart

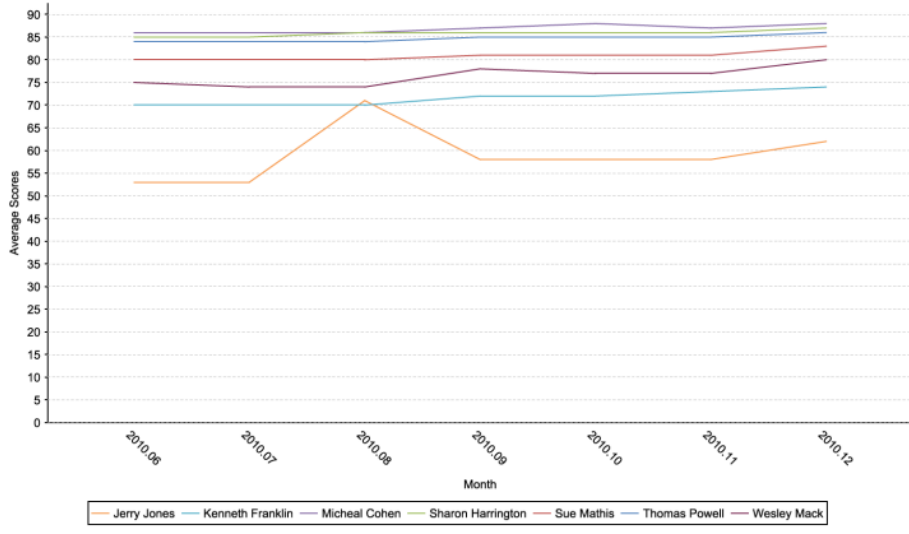
Report sample

Agents Performance Trend

Verba
VRB-563489968

Query Interval: 6/1/10 4:31:00 PM - 12/31/10 4:31:00 PM Print Date: March 22, 2011 4:33:20 PM
Record Count: 49 User: Verba Administrator

Europe/London



Agents Quality vs Productivity (Average Call Duration)

Category: Quality Management Reports

Description

The Agents Quality vs Productivity (Average Call Duration) report compares the quality of the agent and the productivity of the agent for each agent, providing the data collected from scorecards and call details information. The productivity of the agent is represented by the average duration of the handled calls. The report details information grouped by agent(s).

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

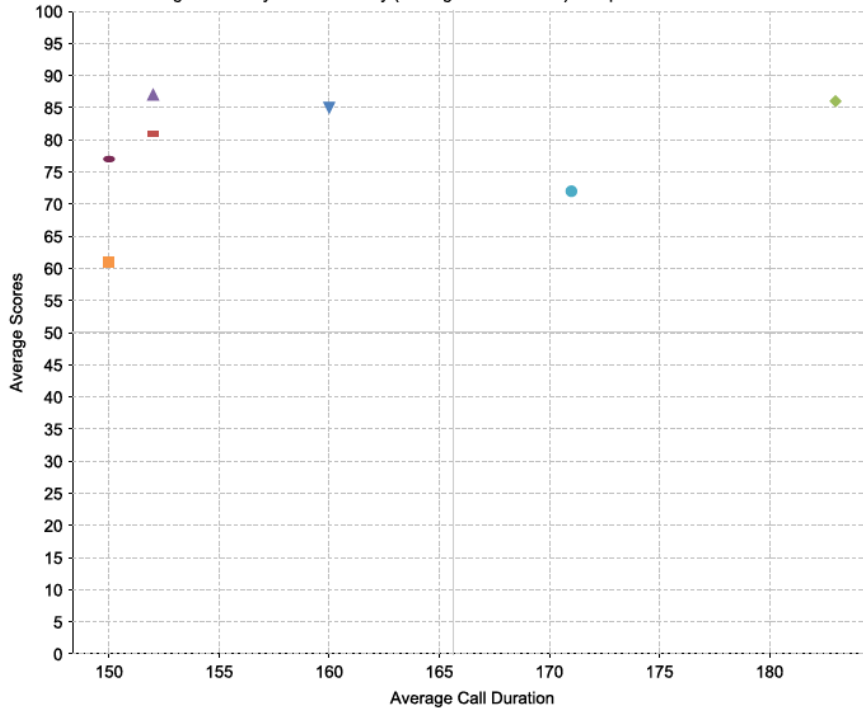
- Query Interval
- Print Date
- Record Count
- User
- Agent Name
- Group Name
- Number of Evaluations
- Average Call Duration
- Agent Average Score

Charts

- Agents Quality vs. Productivity (Average Call Duration) Comparison Chart

Report sample

Agents Quality vs. Productivity (Average Call Duration) Comparison Chart



- Jerry Jones
- Kenneth Franklin
- Micheal Cohen
- Sharon Harrington
- Sue Mathis
- Thomas Powell
- Wesley Mack

Agents Quality vs Productivity (Calls Handled)

Category: Quality Management Reports

Description

The Agents Quality vs Productivity (Calls Handled) report compares the quality of the agent and the productivity of the agent for each agent, providing the data collected from scorecards and call details information. The productivity of the agent is represented by the number of the handled calls. The report details information grouped by agent(s).

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

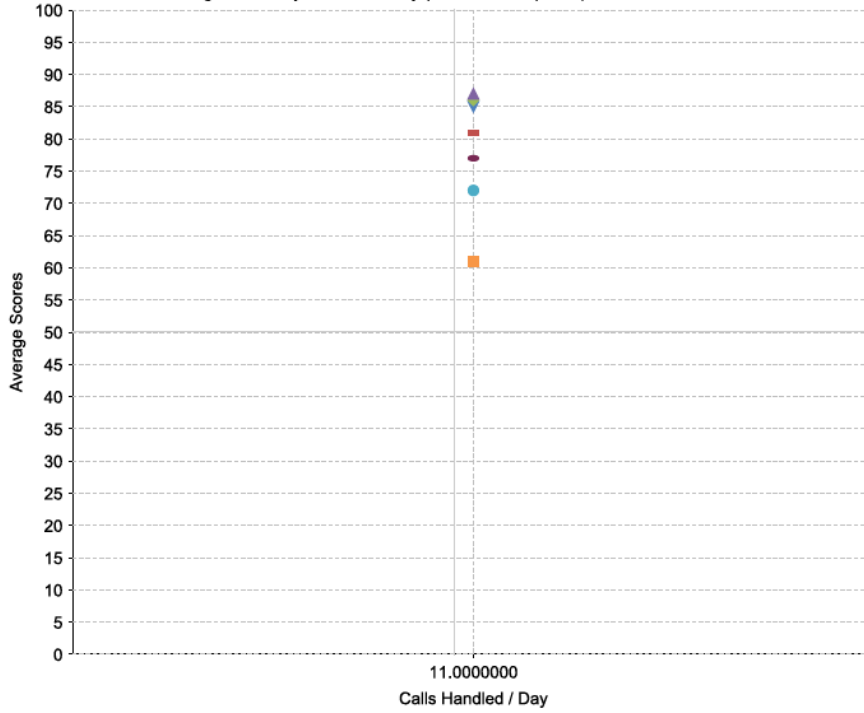
- Query Interval
- Print Date
- Record Count
- User
- Agent Name
- Group Name
- Number of Evaluations
- Average Call Duration
- Agent Average Score

Charts

- Agents Quality vs. Productivity (Calls Handled) Comparison Chart

Report sample

Agents Quality vs. Productivity (Calls Handled) Comparison Chart



- Jerry Jones
- Kenneth Franklin
- Micheal Cohen
- Sharon Harrington
- Sue Mathis
- Thomas Powell
- Wesley Mack

Agents Skills Performance Summary

Category: Quality Management Reports

Description

The Agents Skills Performance Summary report shows aggregated information for each agent, providing the data collected from scorecards. The report shows average score values of the skills for each agent.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Agent Name
- Group Name
- Number of Evaluations
- Agent Average Score
- Skill Name
- Skill Average Score

Charts

- None

Report sample

Agents Skills Performance Summary

Verba
VRB-314369672

Query Interval: 3/25/10 1:45:00 PM - 3/25/11 1:45:00 PM **Print Date:** March 25, 2011 1:45:22 PM
Record Count: 42 **User:** Verba Administrator

Europe/London

Agent Name	Group Name	Evaluations	Average
Jerry Jones	Default	107	52%
		Communication	56%
		Empathy	56%
		Ending	54%
		Greeting	55%
		Knowledge	55%
	Listening	57%	
Kenneth Franklin	Default	79	68%
		Communication	69%
		Empathy	69%
		Ending	69%
		Greeting	69%
		Knowledge	69%
	Listening	69%	

Average Score by Question

Category: Quality Management Reports

Description

The Average Score by Question report shows a list of average scores for each question in the scorecard of the Quality Management Projects currently in the system.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Number of Questions
- User
- Question
- Min
- Max
- Avg

Report sample

Average Score By Question

Verba
VRB914834284

Query Interval: 9/2/10 1:21:00 PM - 9/2/14 1:21:00 PM Print Date: September 2, 2014 1:21:49 PM
Number of questions: 158 User: Verba Administrator

GMT

Focusing on the agent - Default scorecard

1

Question	Min	Max	Avg
Did the agent ask for / confirm the caller's telephone number?	0	0	0.0
Did the agent ask for/ confirm the customer's account number?	0	0	0.0
Did the agent mention the company name?	0	0	0.0
Maintained a courteous, pleasant, and respectful tone throughout the call?	0	0	0.0
Did the agent demonstrate active listening?	0	0	0.0
Did the agent ask for / confirm the caller's name?	0	0	0.0
Did the agent use effective questioning skills?	0	0	0.0
Did the agent offer/ advise the contact reference number?	0	0	0.0
Did the agent sound clear and confident throughout the call?	0	0	0.0
Did the agent offer further assistance at the end of the call?	0	0	0.0
Did the agent offer the most appropriate solution to meet the caller's needs?	0	0	0.0
Conveyed information clearly and confidently and in a manner that was easily understood?	0	0	0.0
Efficiently managed time and call flow (call management)?	0	0	0.0
Did the agent avoid long silences during the call?	0	0	0.0
Did the agent interrupt or talk over the customer?	0	0	0.0
Did the agent follow the correct procedures for placing a customer on hold?	0	0	0.0
Did the agent follow the correct procedures for transferring a call?	0	0	0.0
Did the agent pro-actively add value throughout the call?	0	0	0.0
Expressed empathy and concern as appropriate?	0	0	0.0
Did the agent adapt to the customer?	0	0	0.0
Demonstrated professionalism (call etiquette)?	0	0	0.0
Did the agent mention his/ her name?	5	5	5.0
If the call was transferred did the agent adapt the greeting accordingly?	5	5	5.0
Did the agent say thank you for calling or apply a local greeting?	5	5	5.0
Did the agent sound friendly, polite and welcoming?	0	0	0.0
Did the agent notify the customer of relevant documentation?	0	0	0.0
Did the agent display a professional manner throughout the call?	0	0	0.0
Did the agent refrain from using jargon throughout the call?	0	0	0.0
Did the agent ask for/ confirm the caller's company Name?	0	0	0.0
Did the agent offer assistance to the caller?	0	0	0.0
Demonstrated effective listening skills?	0	0	0.0
Did the agent close the call in an appropriate manner?	0	0	0.0
Did the agent offer transaction confirmation?	0	0	0.0
Did the agent answer customer questions correctly?	0	0	0.0

Evaluators Activity Summary

Category: Quality Management Reports

Description

The Evaluators Activity Summary report shows aggregated information for each evaluator, providing the data collected from scorecards. The report details information about all scorecards for each evaluator showing various scorecard data like call details, score, evaluation date and duration, etc.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Evaluator Name
- Number of Evaluations
- Average Evaluation Time
- Average Score for the Evaluator
- Call Date
- Call Duration
- Agent
- Form
- Evaluation Date
- Evaluation Time (the length of the evaluation)
- Score

Charts

- None

Report sample

Evaluators Activity Summary

Verba
VRB-56266375

Query Interval: 6/1/10 4:41:00 PM - 12/31/10 4:41:00 PM **Print Date:** March 22, 2011 4:47:05 PM
Record Count: 271 **User:** Verba Administrator

Europe/London

Carrie Reid Call Date	Call Duration	Number of Evaluations: 88 Agent	Average Evaluation Time: 0:00:24 Form	Evaluation Date	Evaluation Time	78% Score
6/11/10 6:43 PM	0:01:25	Sharon Harrington	Default scorecard	6/11/10 6:44 PM	0:00:04	85%
6/7/10 8:24 PM	0:03:54	Jerry Jones	Default scorecard	6/7/10 8:27 PM	0:00:13	54%
6/11/10 1:26 PM	0:04:33	Micheal Cohen	Default scorecard	6/11/10 1:30 PM	0:00:38	87%
6/7/10 12:14 AM	0:00:35	Wesley Mack	Default scorecard	6/7/10 12:14 AM	0:00:09	76%
6/16/10 2:09 PM	0:00:47	Micheal Cohen	Default scorecard	6/16/10 2:10 PM	0:00:27	87%
6/2/10 12:00 AM	0:03:24	Sue Mathis	Default scorecard	6/2/10 12:03 AM	0:00:25	80%
6/3/10 8:09 PM	0:02:13	Kenneth Franklin	Default scorecard	6/3/10 8:11 PM	0:00:03	70%
6/29/10 12:43 PM	0:01:49	Micheal Cohen	Default scorecard	6/29/10 12:45 PM	0:00:05	87%
6/23/10 7:26 PM	0:02:03	Wesley Mack	Default scorecard	6/23/10 7:28 PM	0:00:33	76%
6/9/10 3:53 PM	0:04:24	Wesley Mack	Default scorecard	6/9/10 3:57 PM	0:00:07	76%
6/9/10 5:45 AM	0:03:17	Jerry Jones	Default scorecard	6/9/10 5:48 AM	0:00:50	54%
6/17/10 2:24 PM	0:03:01	Micheal Cohen	Default scorecard	6/17/10 2:27 PM	0:00:50	87%
6/5/10 11:02 AM	0:02:02	Micheal Cohen	Default scorecard	6/5/10 11:04 AM	0:00:34	87%
6/6/10 10:48 AM	0:01:23	Kenneth Franklin	Default scorecard	6/6/10 10:49 AM	0:00:06	70%

Evaluators Productivity

Category: Quality Management Reports

Description

The Evaluators Productivity report shows aggregated information for each evaluator, providing the data collected from scorecards. The report summarizes the performance of the evaluators by showing the number of evaluations, the average number of evaluations per hour, the comparison of the length of the evaluations to the length of the call, etc.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

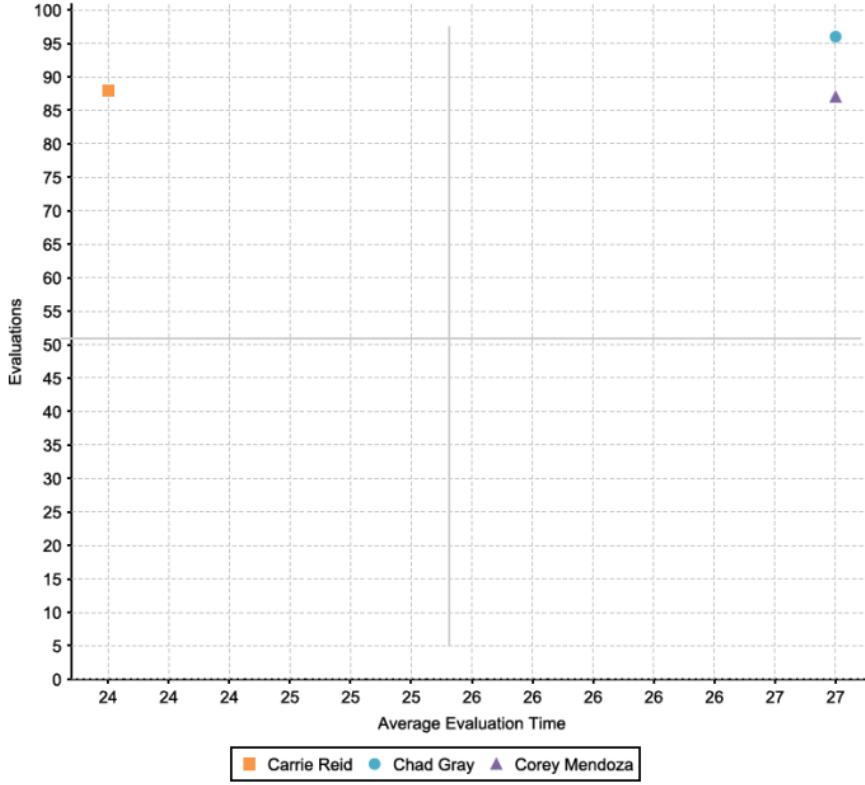
- Query Interval
- Print Date
- Record Count
- User
- Evaluator Name
- Evaluations
- Average Evaluations/hour
- Average Call Duration
- Average Evaluation Time
- Call length to Evaluation Time Ratio

Charts

- Evaluators Productivity Comparison Chart

Report sample

Evaluators Productivity Comparison Chart



Evaluators Summary

Category: Quality Management Reports

Description

The Evaluators Summary report shows aggregated information for each evaluator, providing the data collected from scorecards. The report summarizes the average score values for each evaluator and also displays group and organization average scores and the difference of these to the evaluator's score.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Evaluator Name
- Evaluator Average Score
- Group Average Score
- Organization Average Score
- Evaluator - Group Average Score Difference
- Evaluator - Organization Average Score Difference
- Number of Evaluations
- Last Evaluation Date and Time

Charts

- Evaluators Average Scores Comparison Chart

Report sample

Evaluators SummaryVerba
VRB-561992572**Query Interval:** 6/1/10 4:58:00 PM - 12/31/10 4:58:00 PM
Record Count: 3
Print Date: March 22, 2011 4:58:18 PM
User: Verba Administrator

Europe/London

Evaluator Name	Evaluator Average Score	Group Average Score	Organization Average Score	Evaluator - Group Average Score Difference	Evaluator - Organization Average Score Difference	Number of Evaluations	Last Evaluation Date and Time
Carrie Reid	78%	74%	74%	4%	4%	88	12/28/10 8:56 PM
Chad Gray	78%	74%	74%	4%	4%	96	12/28/10 8:14 AM
Corey Mendoza	77%	74%	74%	3%	3%	87	12/28/10 11:32 AM

Groups Evaluation Summary

Category: Quality Management Reports

Description

The Groups Evaluation Summary report shows aggregated information for each group, providing the data collected from scorecards. The report summarizes average score values, number of evaluations, etc.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Group Name
- Number of Agents in Group
- Number of Evaluations
- Average Score

Charts

- Groups Average Scores Comparison Chart

Report sample

Groups Evaluation Summary

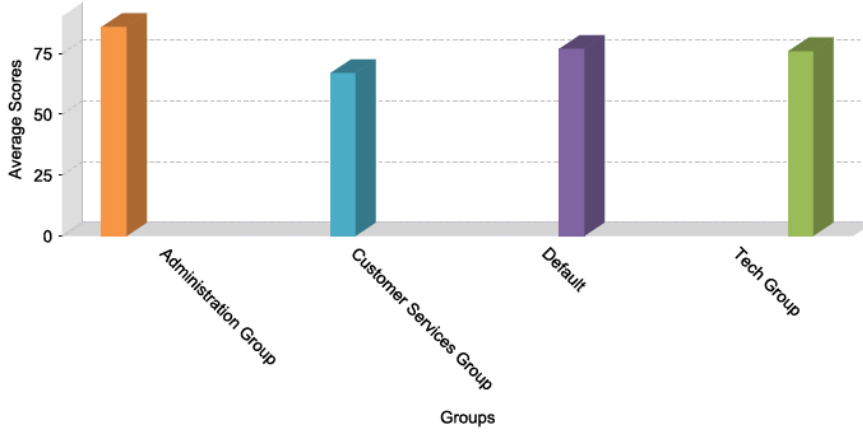
Verba
VRB-561817867

Query Interval:	6/1/10 4:58:00 PM - 12/31/10 4:58:00 PM	Print Date:	March 22, 2011 5:01:13 PM
Record Count:	4	User:	Verba Administrator

Europe/London

Group Name	Number of Agents in Group	Number of Evaluations	Average Score
Administration Group	4	246	86%
Customer Services Group	3	184	67%
Default	16	600	77%
Tech Group	3	170	76%

Groups Average Scores Comparison Chart



Groups Performance Summary

Category: Quality Management Reports

Description

The Groups Performance Summary report shows aggregated information for each group, providing the data collected from scorecards. The report shows summarized scoring information for each group and comparison for organization average scores.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Group Name
- Number of Agents in Group
- Group Average Score
- Organization Average Score
- Group - Organization Average Score Difference
- Number of Evaluations
- Last Evaluation Date and Time

Charts

- Groups Average Scores Comparison Chart

Report sample

Groups Performance Summary

Verba
VRB-561763631

Query Interval: 6/1/10 4:58:00 PM - 12/31/10 4:58:00 PM **Print Date:** March 22, 2011 5:02:35 PM
Record Count: 4 **User:** Verba Administrator

Europe/London

Group Name	Number of Agents in Group	Group Average Score	Organization Average Score	Group - Organization Average Score Difference	Number of Evaluations	Last Evaluation Date and Time
Administration Group	4	86%	74%	12%	246	12/25/10 11:32 AM
Customer Services Group	3	67%	74%	-7%	184	12/26/10 8:56 PM
Default	16	77%	74%	3%	600	12/26/10 8:56 PM
Tech Group	3	76%	74%	2%	170	12/25/10 1:58 AM

Groups Performance Trend

Category: Quality Management Reports

Description

The Groups Performance Trend report shows the overall performance of one or more groups over a specified amount of time, providing the data collected from scorecards. The report shows the average scores for each group on the configured time steps.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Time Step	Defines the resolution of the X axis. <ul style="list-style-type: none">■ Day■ Week■ Month■ Quarter■ Year
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Group Average Score for each time step

Charts

- Groups Average Scores Comparison Chart

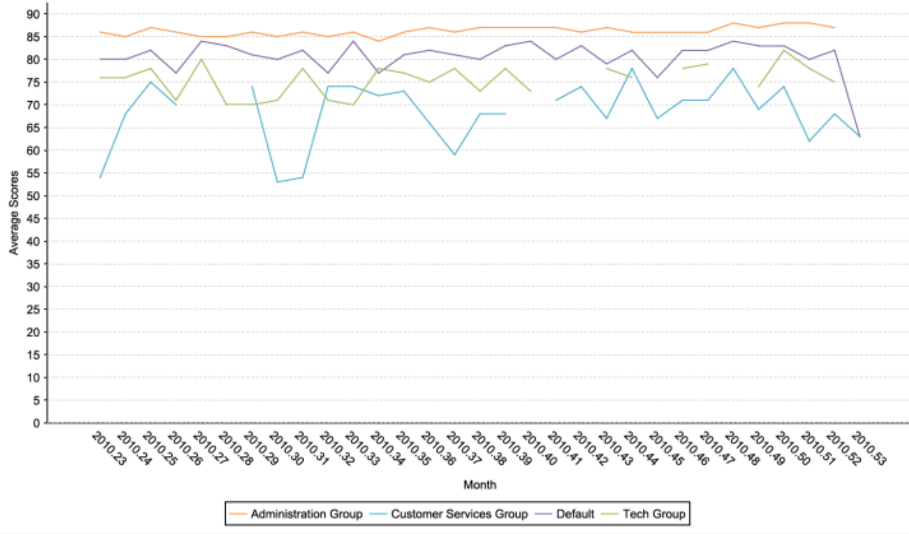
Report sample

Groups Performance Trend

Verba
YRB-561159417

Query Interval: 6/1/10 5:11:00 PM - 12/31/10 5:11:00 PM Print Date: March 22, 2011 5:12:40 PM
Record Count: 115 User: Verba Administrator

Europe/London



Groups Quality vs Productivity (Average Call Duration)

Category: Quality Management Reports

Description

The Groups Quality vs Productivity (Average Call Duration) report compares the quality of the group and the productivity of the group for each group, providing the data collected from scorecards and call details information. The productivity of the group is represented by the average duration of the handled calls. The report details information grouped by group(s).

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

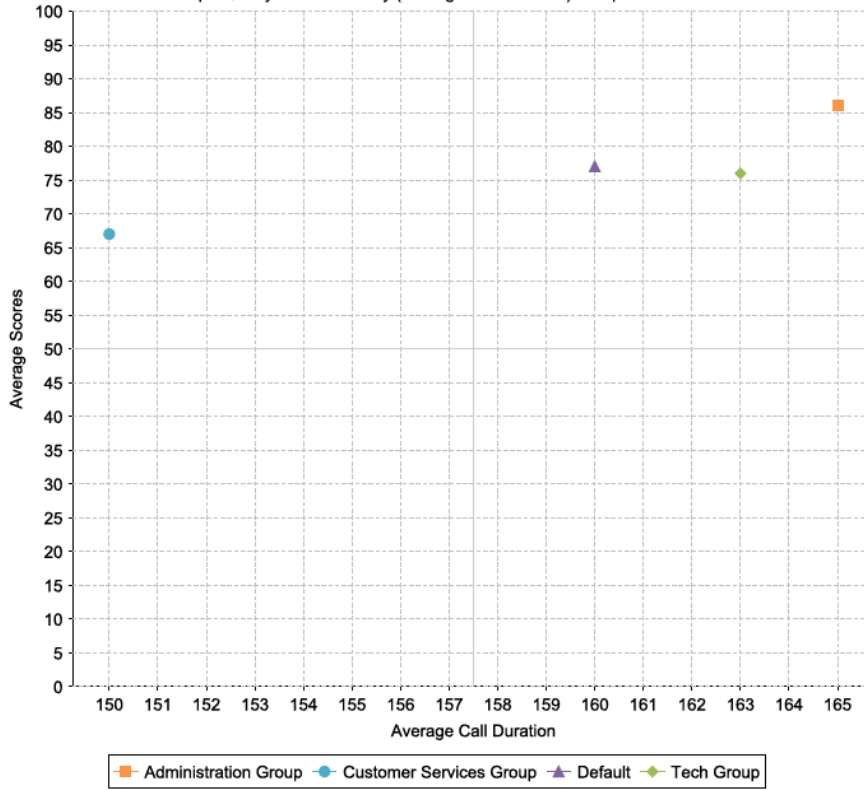
- Query Interval
- Print Date
- Record Count
- User
- Group Name
- Number of Evaluations
- Average Call Duration
- Group Average Score

Charts

- Groups Quality vs. Productivity (Average Call Duration) Comparison Chart

Report sample

Groups Quality vs. Productivity (Average Call Duration) Comparison Chart



Groups Quality vs Productivity (Calls Handled)

Category: Quality Management Reports

Description

The Groups Quality vs Productivity (Calls Handled) report compares the quality of the group and the productivity of the group for group agent, providing the data collected from scorecards and call details information. The productivity of the group is represented by the number of the handled calls. The report details information grouped by group(s).

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

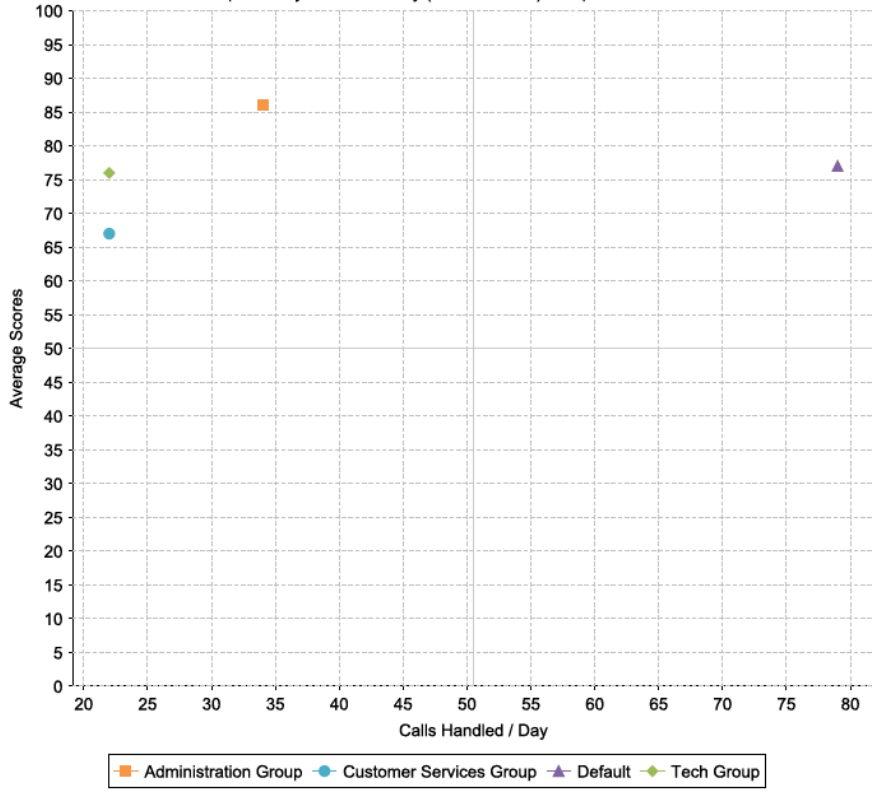
- Query Interval
- Print Date
- Record Count
- User
- Group Name
- Number of Evaluations
- Calls Handled / Day
- Group Average Score

Charts

- Groups Quality vs. Productivity (Calls Handled) Comparison Chart

Report sample

Groups Quality vs. Productivity (Calls Handled) Comparison Chart



Scorecard Calibration

Category: Quality Management Reports

Description

The Scorecard Calibration report shows calibration information for each calibrated scorecard. The report displays and compares the scores submitted by each evaluator for the given call.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Evaluator
- Evaluation Date
- Form
- Classification
- Evaluation Time
- Agent
- Score
- Population Standard Deviation

Charts

- None

Report sample

Scorecard Calibration

Verba
VRB-480456255

Query Interval: 3/23/10 3:32:00 PM - 3/23/11 3:32:00 PM Print Date: March 23, 2011 3:37:15 PM
Record Count: 94 User: Verba Administrator

Europe/London

Start Time: 3/27/10 3:50 PM		Caller Name:				
CCDR ID: 5661FFBA-D07E-4574-B315-E13199C32755		Called Name:		Micheal Cohen		
Evaluator	Evaluation Date	Form	Classification	Evaluation	Agent	Score
Carrie Reid	3/27/10 3:53 PM	Default scorecard	Good	0.00:06	Micheal Cohen	86%
Population Standard Deviation						0%

Start Time: 3/28/10 7:26 AM		Caller Name:				
CCDR ID: 4503BE64-F2FE-41B7-B69A-E712C0579281		Called Name:		Jerry Jones		
Evaluator	Evaluation Date	Form	Classification	Evaluation	Agent	Score
Corey Mendoza	3/28/10 7:29 AM	Default scorecard	Unacceptable	0:00:44	Jerry Jones	49%
Population Standard Deviation						0%

Start Time: 3/29/10 12:14 PM		Caller Name:				
CCDR ID: E59B0CAA-BC30-448E-9BFB-46D901CD69EF		Called Name:		Thomas Powell		
Evaluator	Evaluation Date	Form	Classification	Evaluation	Agent	Score

Scorecard Calibration Details

Category: Quality Management Reports

Description

The Scorecard Calibration Details report shows detailed information for each calibrated scorecard. The report details all available information from the scorecard including agent name, evaluator name, supervisor name, evaluation date, call details, evaluation form, scoring information, classification, etc.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Agent Name
- Group Name
- Evaluation Project Name
- Evaluation Form Name
- Evaluated by
- Evaluation Date
- Call Duration
- Call Date and Time
- Classification

Charts

- None

Report sample

Scorecard Calibration Details

Stark Industries
STRKINDSTRS1644640657

Query Interval: 4/22/16 12:38:00 PM - 4/29/16 12:38:00 PM **Print Date:** April 29, 2016 12:38:42 PM
Record Count: 170 **User:** Verba Administrator

GMT

c067b712-0ce4-11e6-8103-0050568be3e6 - Verba Administrator **125/170 (74%)**

Group Name: Default
Evaluation Project Name: Test
Evaluation Form Name: Default scorecard
Evaluated by: Verba Administrator
Evaluation Date: 2016-04-28 11:37:06.547
Call Duration: 0:03:01
Call Date and Time: 2016-04-28 01:58:22.11
Phone Numbers: verbauser89@verbalabs.com -> verbauser1003@verbalabs.com
Call Identifier: c067b712-0ce4-11e6-8103-0050568be3e6
Classification: Average

Did the agent say thank you for calling or apply a local greeting?	Greeting	0/5 (0%)
Did the agent mention the company name?	Greeting	5/5 (100%)
Did the agent mention his/ her name?	Greeting	0/5 (0%)
Did the agent offer assistance to the caller?	Empathy	5/5 (100%)

Score Distribution

Category: Quality Management Reports

Description

The Score Distribution report shows the distribution of the score values, providing the data collected from scorecards. The report displays the number of scorecards for each score value.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Standard Deviation
- Number of scorecards for each score value

Charts

- Score Distribution Chart

Report sample

Score Distribution

Verba

YRB-561334368

Query Interval: 6/1/10 5:03:00 PM - 12/31/10 5:03:00 PM
Record Count: 30

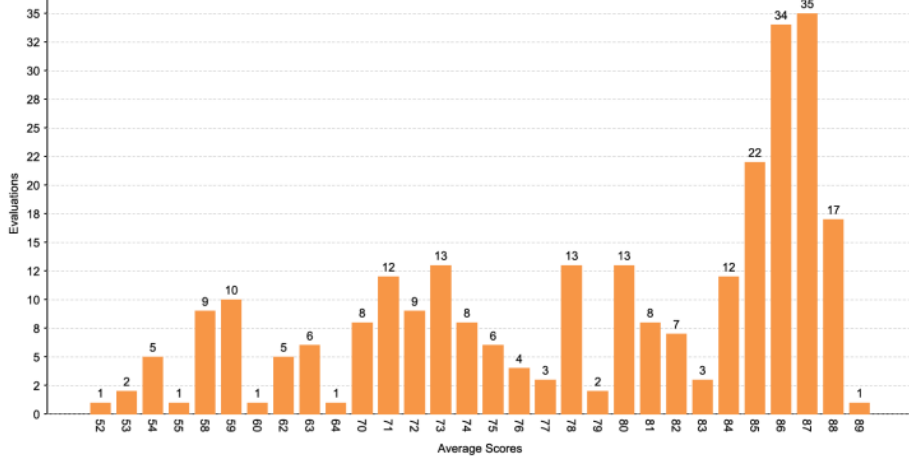
Print Date:
User:

March 22, 2011 5:09:16 PM
Verba Administrator

Europe/London

Standard Deviation:

11%



Skills Performance Summary

Category: Quality Management Reports

Description

The Skills Performance Summary report shows aggregated information for each skill, providing the data collected from scorecards. The report shows summarized scoring information for each skill.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Skill Name
- Skill Average Score

Charts

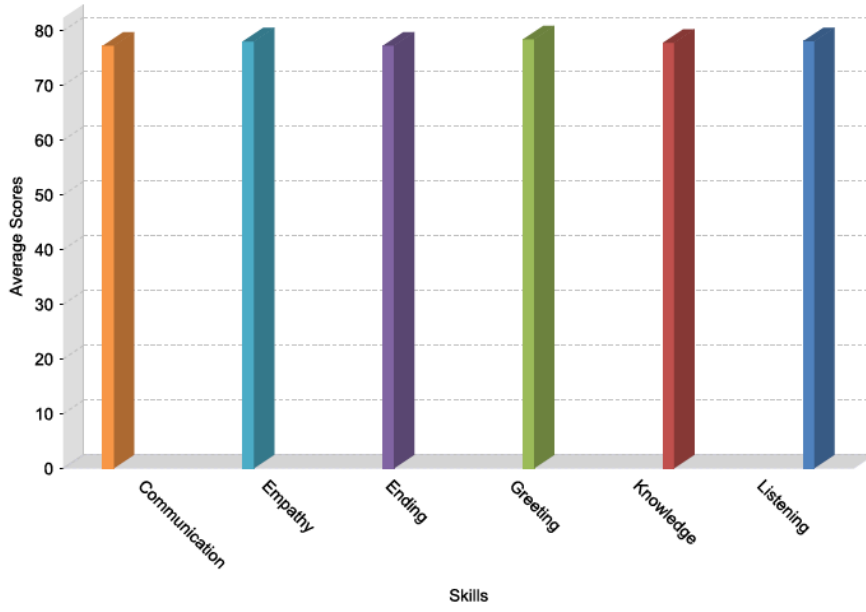
- Skills Average Scores Comparison Chart

Report sample

Skill Name
Communication
Empathy
Ending
Greeting
Knowledge
Listening

Skill Average Score
77%
78%
77%
78%
78%
78%

Skills Average Scores Comparison Chart



Skills Performance Trend

Category: Quality Management Reports

Description

The Skills Performance Trend report shows the overall performance of one or more skills over a specified amount of time, providing the data collected from scorecards. The report shows the average scores for each skill on the configured time steps.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Time Step	Defines the resolution of the X axis. <ul style="list-style-type: none">■ Day■ Week■ Month■ Quarter■ Year
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Record Count
- User
- Skill Average Score for each time step

Charts

- Skills Performance Trend Chart

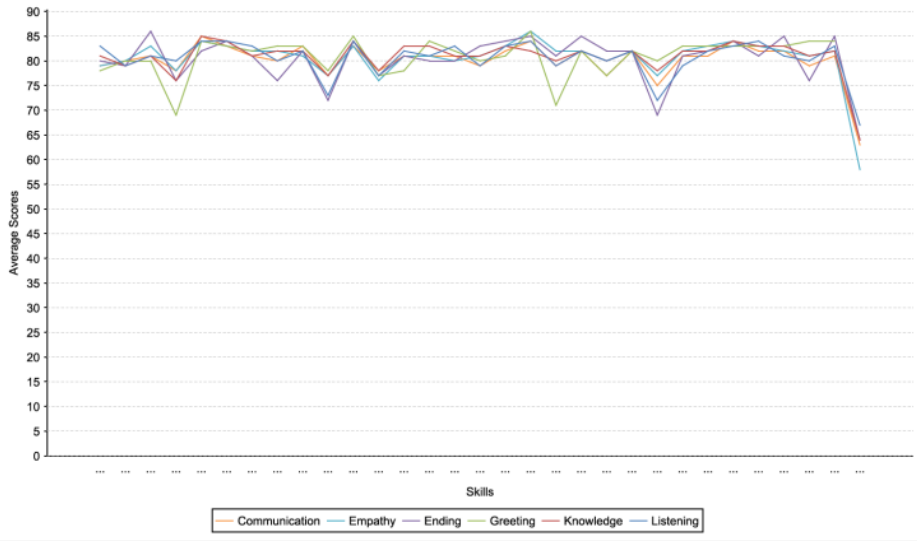
Report sample

Skills Performance Trend

Verba
YRB-561207993

Query Interval: 6/1/10 5:10:00 PM - 12/31/10 5:10:00 PM Print Date: March 22, 2011 5:11:27 PM
Record Count: 185 User: Verba Administrator

Europe/London



Agents Scoring Classifications

Category: Quality Management Reports

Description

Agents Scoring Classifications report shows earned classification information for each agent in each QM project. Available classifications can be set on the configuration page of each QM project. Usual values are: unacceptable, bad, good, excellent.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Project Name
- Agent Name
- Classification
- Number of Scorecards
- Percentage of scorecards

Best Performing Agents

Category: Quality Management Reports

Description

Shows the best-performing agents over a specified amount of time (minimum 2 months advised) based on monthly average scores.

Filter options

Agent	Only evaluations for the selected agent(s) will be displayed
Evaluated by	Only evaluations for the selected evaluator(s) will be displayed
Evaluation form	Only evaluations for the selected evaluation form(s) will be displayed
Evaluation project	Only evaluations for the selected evaluation project(s) will be displayed
Groups	Only evaluations for the selected group(s) will be displayed
Score	Only evaluations for the selected score(s) will be displayed
Question	Only evaluations containing the selected answer(s) for selected question(s) will be displayed.

Information

- Query Interval
- Print Date
- Project Name
- Agent Name
- Score History chart

Report Types - Communication Policies

- [Content Policy Details](#)
- [Content Policy Summary](#)
- [Session Blocking Details](#)
- [Session Blocking Summary](#)
- [Users Content Policies Summary](#)
- [Users Session Blocking Summary](#)

Content Policy Details

Category: Communication Policy Reports

Description

This report type displays every Content Policy event. For more information about the content policies please visit the [Content Policies](#) article.

Filter options

User	Only a specific user's Content Policy events will be displayed
Group	Only a specific group's Content Policy events will be displayed
Modality	Only events in relation to a certain modality will be displayed. Options are Instant Messaging and File Transfer

Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- Event
- Event Details

Charts

- None

Report sample

Content Policy Details				Verba Technologies Ltd. VRBTCHNLGSLTD1635946580
Query Interval:	8/22/94 2:01:10 PM - 8/22/18 2:01:10 PM	Print Date:	August 22, 2018 2:01:11 PM	
		User:	Verba Administrator	Europe/Budapest
thomas@verba.com / Corey Mendoza				
Timestamp	Event Type	Modality	Communication Policy	Content Policy
7/30/15 1:32:30 PM	redact	Instant Messaging	Redact Personally Identifiable Information	PII - Credit Card Number
jerry@verba.com				
Timestamp	Event Type	Modality	Communication Policy	Content Policy
7/30/15 1:32:30 PM	notify	Instant Messaging	Redact Personally Identifiable Information	

Content Policy Summary

Category: Communication Policy Reports

Description

This report type displays every Content Policy event summarized. For more information about the content policies please visit the [Content Policies](#) article.

Filter options

User	Only a specific user's Content Policy events will be displayed
Group	Only a specific group's Content Policy events will be displayed
Modality	Only events in relation to a certain modality will be displayed. Options are Instant Messaging and File Transfer

Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- Event
- Event Details

Charts

- None

Report sample

Session Blocking Details

Category: Communication Policy Reports

Description

This report type displays every Session Blocking event. For more information about the session policies please visit the [Session Policies](#) article.

Filter options

User	Only a specific user's Content Policy events will be displayed
Group	Only a specific group's Content Policy events will be displayed
Modality	Only events in relation to a certain modality will be displayed. Options are Instant Messaging and File Transfer

Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- Event
- Event Details

Charts

- None

Report sample

Session Blocking Details

Verba Technologies Ltd.
VRBTCHNLGSLTD1636100434

Query Interval:	8/22/08 2:03:43 PM - 8/22/18 2:03:43 PM	Print Date:	August 22, 2018 2:03:44 PM
		User:	Verba Administrator
			Europe/Budapest

thomas@verba.com / Corey Mendoza

Timestamp	Event Type	Modality	Communication Policy
7/30/15 1:32:00 PM	block	File Transfer	Allow only Instant Messaging and Screen Share between C-Level team members
7/30/15 1:30:00 PM	notify	Instant Messaging	Allow only Instant Messaging between C-Level team members Notify Subject: Session Warning Notify Message: Conversation is governed by a policy. From thomas@verba.com To jerry@verba.com At 2015-07-30 11:30:00.000 Please use only Instant Messaging and Screen Sharing modalities, others are not allowed.

Session Blocking Summary

Category: Communication Policy Reports

Description

This report type displays every Session Blocking event summarized. For more information about the session policies please visit the [Session Policies](#) article.

Filter options

User	Only a specific user's Content Policy events will be displayed
Group	Only a specific group's Content Policy events will be displayed
Modality	Only events in relation to a certain modality will be displayed. Options are Instant Messaging and File Transfer

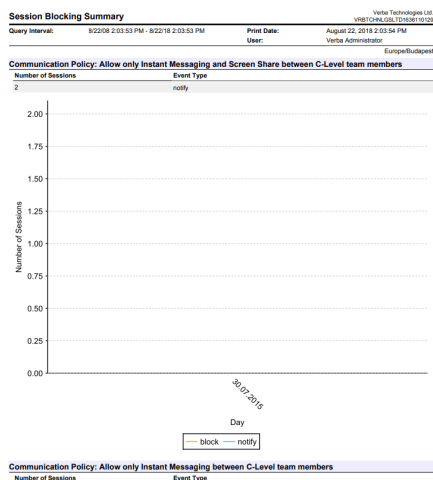
Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- Event
- Event Details

Charts

- None

Report sample



Users Content Policies Summary

Category: Communication Policy Reports

Description

This report type displays every Content Policy event, grouped by which user they affected. For more information about the content policies please visit the [Content Policies](#) article.

Filter options

User	Only a specific user's Content Policy events will be displayed
Group	Only a specific group's Content Policy events will be displayed
Modality	Only events in relation to a certain modality will be displayed. Options are Instant Messaging and File Transfer

Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- Event
- Event Details

Charts

- None

Report sample

Users Content Policies Summary		Verba Technologies Ltd. VRBTCHNLGSLTD1636230483	
Query Interval:	8/22/08 2:05:53 PM - 8/22/18 2:05:53 PM	Print Date:	August 22, 2018 2:05:54 PM
		User:	Verba Administrator
			Europe/Budapest
Corey Mendoza (corey)			
Event Type	Number of Sessions		
redact	1		

Users Session Blocking Summary

Category: Communication Policy Reports

Description

This report type displays every Session Blocking event grouped by which user they affected. For more information about the session policies please visit the [Session Policies](#) article.

Filter options

User	Only a specific user's Content Policy events will be displayed
Group	Only a specific group's Content Policy events will be displayed
Modality	Only events in relation to a certain modality will be displayed. Options are Instant Messaging and File Transfer

Information

- Query Interval
- Print Date
- Record Count
- User
- Timestamp
- Event
- Event Details

Charts

- None

Report sample

Users Session Blocking Summary		Verba Technologies Ltd. VRBTCHNLGSLTD1636236340	
Query Interval:	8/22/08 2:05:59 PM - 8/22/18 2:05:59 PM	Print Date:	August 22, 2018 2:06:01 PM
		User:	Verba Administrator
Europe/Budapest			
Unknown			
Event Type	Number of Sessions		
notify	2		
Corey Mendoza (corey)			
Event Type	Number of Sessions		
notify	1		
block	1		
test (test)			
Event Type	Number of Sessions		
block	1		

Creating custom reports

The Verba system provides a way to add new, custom report types to the factory defaults.

The custom report creation procedure consists of the following steps:

- Create a report definition in **JasperSoft Studio** (community edition), which results in a **.jasper** file.
- Create a **custom XML** file according to the guidelines in this part
- Copy the **.jasper** file to **C:/Program Files/Verba/tomcat/webapps/verba/reporting/report** (assuming default installation path)
- Copy the **XML** file to **C:/Program Files/Verba/tomcat/webapps/verba/reporting/xml** (assuming default installation path)

JasperSoft Studio is a free report designer environment where you can build reports from relational, non-relational and custom data sources, customize the look and feel, and also export to several formats. You can create the reports in the application easily, and they will be automatically recognized by the Verba system. You can download the JasperSoft Studio report designer preconfigured here: <https://community.jaspersoft.com/community-download>

These XML files **MUST** follow the structural and creational guidelines described in this guide. The wrong configuration might affect data processing, which affects the results and may lead to displaying incorrect data. Verba Technologies takes **no responsibilities** for any issues caused by neglecting these guidelines.

When the files describing the report are in place, the system automatically recognizes them and makes the new report type available on the web interface.

When a custom report is no longer needed, it can be removed simply by deleting its XML and .jasper file from the path described above.

Find more details in the topics below:

- [Creating custom XML files](#)
- [Node - report](#)
- [Node - repParams](#)
- [Node - specRepParams](#)

Creating custom XML files

The custom XML files of the Verba Recording System's Reporting module are to be designed by using the following elements, and also keeping these structural restrictions in mind.

Aside from the standard coding rules regarding the usage of special characters in XML, there are no additional coding regulations described in the Verba Recording System Reporting module.

The XML file consists of several nodes. Each node corresponds to one of the report type's main building bricks, the different configuration options.

XML nodes used in the custom report type files are described respectively in their own articles in this guide.

Node - report

Description

<report> is the main node, it is also called the document element. This element is mandatory, the XML document has to be started with **<report>** and ended with **</report>**. Report type configuration is stored between these tags.

Attributes

rid	Mandatory, has to be a unique number amongst the existing XML files, to identify the custom report type in the system.
repName	The name of the report that will appear in the Report Type drop-down list on the Report Generation screen. It must be a lang file name and a key name in that lang file separated by a dot.

Node - repParams

Description

You can control the replacement of the **@repparams** variable in the **Set Filtering Criteria and Report Configuration** section of the **Report Generation** screen.

Attributes

None

Sub node: repParam

Description

Each **repParam** sub node represents a selectable value of the first drop-down of the **Filter** section on the **Report Generation** screen. Commonly this is a column in a database table by which you want to filter.

Attributes

type	<p>Mandatory, you can specify any type that you want, but there are some special types.(These are only effective when the input attribute of the operation sub node is select or multiselect.)</p> <ul style="list-style-type: none">▪ agent: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [User] table's Name column of the database▪ user: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [User] table's Name column of the database▪ group: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [Group] table's Name column of the database▪ project: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [qa_project] table's name column of the database▪ form: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [qa_form] table's name column of the database▪ evaluator: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [User] table's Name column of the database, but only users with Quality Monitor Administrator or Quality Monitor Supervisor right will be added▪ skill: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [qa_skill] table's name column of the database▪ location: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [Location] table's Location column of the database▪ direction: the corresponding input box of the Set Filtering Criteria and Report Configuration section on the Report Generation screen will be filled in with values from the [String] table's Value column of the database, which is mapped with the Direction_ID column of the [Direction] table
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langName	This value will be seen in the first drop-down box of the Set Filtering Criteria and Report Configuration section in the Report Generation screen. The language settings are treated in the same way as with the repName attribute of the report node.
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Sub node: operation

Description

One **operation** sub node represents one selectable value in the second drop-down box in the **Set Filtering Criteria and Report Configuration** section on the **Report Generation** screen.

Attributes

operator	This is the actual SQL script what will be the replacement of the @filters variable in the WHERE SQL keyword. It has two variables called @value and @2value . The @value variable will be replaced by the selected value in the third input box of the Set Filtering Criteria and Report Configuration section of the Report Generation screen. The @2value variable is used only when the third input box allows two inputs like intervalbox . More information about this can be found in the description of the input attribute.
langName	This value will be seen in the second drop-down box of the Set Filtering Criteria and Report Configuration section of the Report Generation screen. The language settings are treated in the same way as with the repName attribute of the report node.
input	The input type of the third input of the Set Filtering Criteria and Report Configuration section on the Report Generation screen. <ul style="list-style-type: none"> ■ select: a single select drop-down ■ multiselect: a multi-select drop-down ■ textbox: a freely editable input box ■ textboxint: the same as textbox, but it only accepts numbers ■ intervalbox: two textboxint inputs next to each other which can be used to set intervals. The value of the second input box will be the replacement of the @2value variable of the operator attribute. ■ multitextbox: the same as the textbox input, but every time you fill it, a new textbox appears and so on. This allows you to define multiple freely editable inputs. These values will be the replacement of the @value variable in the operator attribute separated by commas. This is useful when you use IN or NOT IN SQL keywords in the operator attribute. ■ textboxdate: this is a textbox input and a datepicker next to it. You can set date and time with this.
id	A unique identifier for each operation sub node. This is used when you save your dashboard. Use unique values and numbers only.
useAposAroundValues	When this attribute is set to 1 , then apostrophes will be used around the input values from multiple input boxes (like multitextbox). This is useful when the SQL in the operator attribute needs it.

Node - specRepParams

Description

You can add special input boxes (textbox or checkbox) to the report, using the **specRepParams** node.

Attributes

None

Sub node: specRepParam

Description

Each **specRepParam** sub node represents a new input on the **Report Generation** screen in the **Set Filtering Criteria and Report Configuration** section.

Attributes

langName	This value will be seen next to the input box. It must be a lang file name and a key name in that lang file separated by a dot.
input	The type of the input. Potential values are the following: <ul style="list-style-type: none">▪ textbox▪ checkbox▪ textboxint
default	Gives a default value to the input. (E.g. '1' for a checked checkbox)
field	The parameter name that will carry the given value to the report. It must be specified in the report definition as 'IN' parameter in the Jasper report. It becomes an ingoing parameter and then its value can be used freely in the report.

Dashboard Guide

Overview

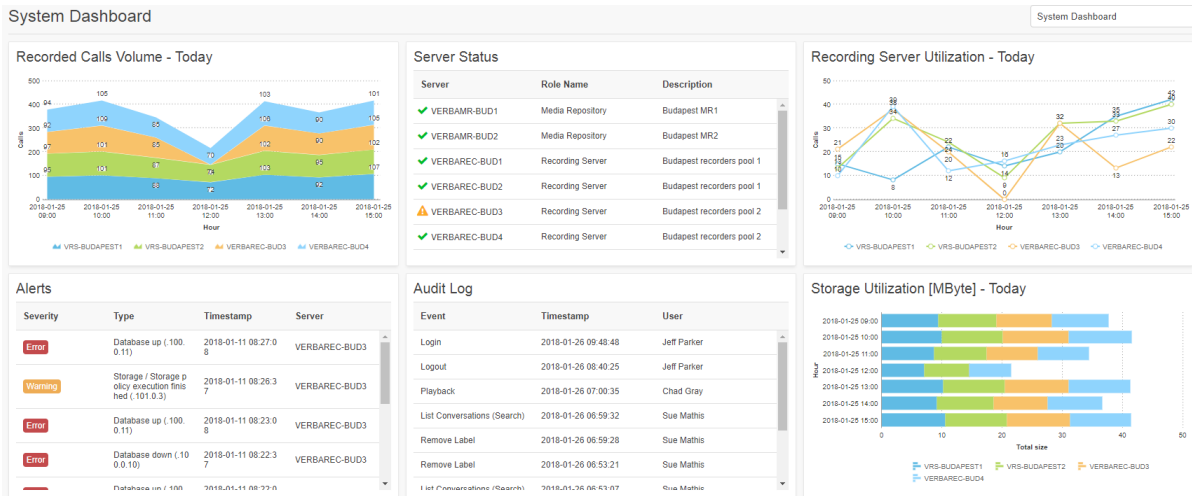
The Verint Verba solution includes two dashboard solutions:

- legacy dashboard capabilities as described in the [Legacy dashboards](#)
- the next generation dashboard framework with better real-time capabilities and usability, described in this guide

The next generation dashboard provides the following capabilities:

- Unlimited number of user-editable dashboards
- Reusable built-in dashboards
- Provides a long list of [built-in widget types](#)
- Security through role-based permission control for widgets types
- [Dashboard sharing](#) with users and groups
- Drill-down capability, everything is clickable
- Widgets can be dragged & dropped, resized
- Widgets can be [configured, customized](#)
- Custom widgets can be created

Sample dashboard



Dashboard widgets

Dashboard templates

The system offers predefined dashboard templates which include a predefined set of widgets with default settings. When a new dashboard is created, the system offers the ability to choose a template or create the dashboard from scratch.

The following dashboard templates are available:

- [System Dashboard](#)
- [Recording Assurance Dashboard](#)
- [Data Governance Dashboard](#)
- [eDiscovery Dashboard](#)
- [Pro-active Compliance Dashboard](#)
- [BT ITS Dashboard](#)

Widget types

The following widget types are available:

Category	Widget	Description
System	Alert Details	Shows a list of alerts. The data is collected from the alerts database, based on the configured filtering options.
	Alerts Summary	By clicking on an item in the list, the user is redirected to the alert list page showing the list of alerts with the selected severity.
	Audit Log	Shows a list of audit log items related to user actions. The data is collected from the audit log database, based on the configured filtering options.
	Background Tasks	Shows the list of background tasks. The data is collected from the tasks database, based on the configured filtering options.
	Server Status	Displays the list of servers indicating the overall status of the services running on the server.
	Storage Usage Trend	Shows information about the total size of the recorded conversations. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.
Recording Assurance	Conversations Count Trend	Displays the number of conversations on the selected time scale. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.
	Conversations Length Trend	Shows information about the total length of the recorded conversations. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.
	Incorrect Conversations Trend	Displays the number of conversations on the selected time scale which were not recorded properly and there were errors detected during the recording process. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.
	Not Recorded Conversations Trend	Displays the number of conversations on the selected time scale which were not recorded and imported by the CDR reconciliation process. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.
	Peak Concurrent Conversations Trend	Shows information about the number of peak concurrent recorded conversations. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.

	Voice Quality Check Trend	Displays the number of conversations on the selected time scale where the voice quality score is below a configurable threshold. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.
	Users Without Any Recording	Displays the list of configured users and extensions which are not associated with any recorded conversation. The data is collected from the recorded conversations, users and extensions database, based on the configured filtering options.
Data Governance	Data Retention Policies	Shows a summary of the policies and the status of the last execution. The data is collected from the tasks database, based on the configured filtering options.
	Disposal Log	Shows the number of records deleted on time and overdue. The data is collected from the disposal log database which has to be enabled.
	Encryption Summary	Shows the number of encryption and not encrypted conversations. The data is collected from the recorded conversations database, based on the configured filtering options.
	Recorded Platform Summary	Shows the number of conversations grouped by the recorded platforms. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.
	Storage Targets Summary	Shows the number and the total duration of the conversations for the storage targets. The data is collected from the recorded conversations database, based on the configured filtering options.
	Transcription Summary	Shows the number of conversation with transcripts available and not available. The data is collected from the recorded conversations database, based on the configured filtering options.
	Upload Status	Shows status of the upload process for the Recording Servers.
eDiscovery	Authorization Requests List	Shows the authorization requests (playback approvals) for the user.
	Authorization Requests Summary by User	Shows the number of authorization requests submitted by the users.
	Case Status	Shows the cases for the user.
	Exports	Shows summary of the exports and the status of the last execution. The data is collected from the tasks database, based on the configured filtering options.
	Legal Hold Status	Shows the active legal holds for the user.
	Workflow Summary	Shows summary information about the workflows such as the total number of requests, the number of approved, rejected, escalated requests.
Proactive Compliance	Content Policy Violations by Action	Shows the number of content policy violations for each content policy action type. The data is collected from the ethical wall audit log database, based on the configured filtering options.
	Content Policy Violations by Type	Shows the number of content policy violations for each content policy type. The data is collected from the ethical wall audit log database, based on the configured filtering options.
	Ethical Wall Audit Log	Shows summary information about the audit log entries. The data is collected from the ethical wall audit log database, based on the configured filtering options.

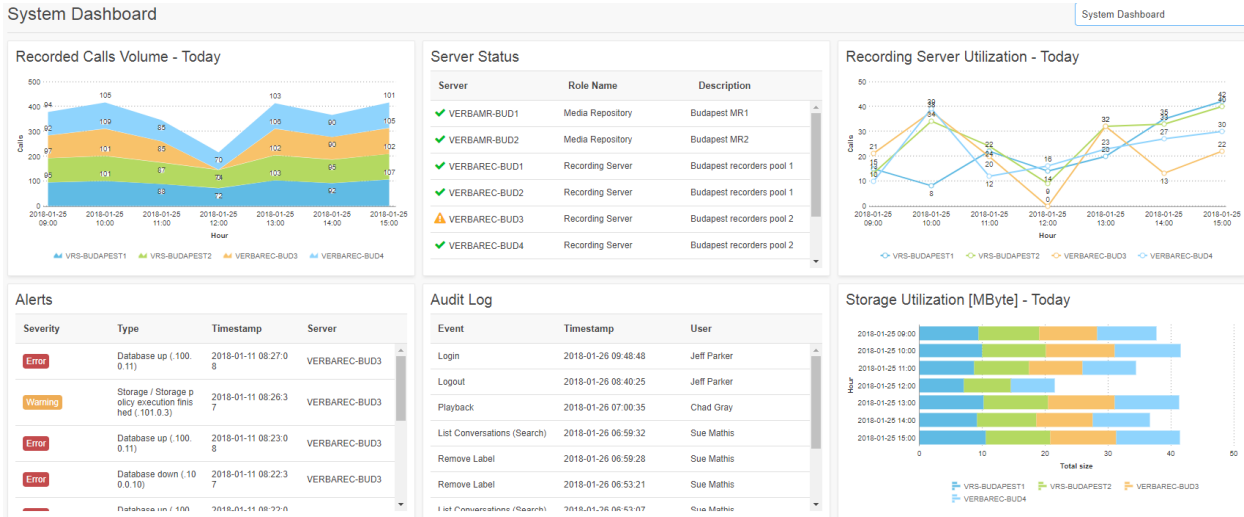
	Ethical Wall Status	Shows summary information about communication policies.
	Session Policy Violations by Action	Shows the number of session policy violations for each session policy action type. The data is collected from the ethical wall audit log database, based on the configured filtering options.
	Session Policy Violations by Modality	Shows the number of session policy violations for each session policy type. The data is collected from the ethical wall audit log database, based on the configured filtering options.
	Top Users Violating Content Policies	Shows the list of top users violating content policies. The data is collected from the ethical wall audit log database, based on the configured filtering options.
	Top Users Violating Session Policies	Shows the list of top users violating session policies. The data is collected from the ethical wall audit log database, based on the configured filtering options.
BT ITS	BT ITS - CTI Status	Shows the ITSLink CTI connection statistics for the selected Recording Director server.
	BT ITS - TTP Status	Shows the status of all registered TTPs for the selected Recording Director server.
	BT ITS - TTP Summary	Shows the summary status of all registered TTPs for the selected Recording Director server.

New widget types are added to the solution in upcoming releases.

System Dashboard

The System Dashboard visualizes information related to server status, storage utilization, recording server utilization, audit log, alerts summary and details, etc..

The dashboard is provided as a template, users can clone the template and change or build their own dashboards from the available widgets.



- [Alert Details](#)
- [Alerts Summary](#)
- [Audit Log](#)
- [Background Tasks](#)
- [Server Status](#)
- [Storage Usage Trend](#)

Alert Details

Name	Alert Details																								
Description	Shows a list of alerts. The data is collected from the alerts database, based on the configured filtering options.																								
Filters	<ul style="list-style-type: none">• Server• Type• Service• Severity• Status																								
Drill Down	By clicking on an item in the list, the user is redirected to the alert entry page.																								
Sample	<div><h3>Alerts</h3><table border="1"><thead><tr><th>Severity</th><th>Type</th><th>Timestamp</th><th>Server</th></tr></thead><tbody><tr><td>Error</td><td>Database up (.100.0.11)</td><td>2018-01-11 08:27:08</td><td>VERBAREC-BUD3</td></tr><tr><td>Warning</td><td>Storage / Storage policy execution finished (.101.0.3)</td><td>2018-01-11 08:26:37</td><td>VERBAREC-BUD3</td></tr><tr><td>Error</td><td>Database up (.100.0.11)</td><td>2018-01-11 08:23:08</td><td>VERBAREC-BUD3</td></tr><tr><td>Error</td><td>Database down (.100.0.10)</td><td>2018-01-11 08:22:37</td><td>VERBAREC-BUD3</td></tr><tr><td>Error</td><td>Database up / 100</td><td>2018-01-11 08:22:0</td><td></td></tr></tbody></table></div>	Severity	Type	Timestamp	Server	Error	Database up (.100.0.11)	2018-01-11 08:27:08	VERBAREC-BUD3	Warning	Storage / Storage policy execution finished (.101.0.3)	2018-01-11 08:26:37	VERBAREC-BUD3	Error	Database up (.100.0.11)	2018-01-11 08:23:08	VERBAREC-BUD3	Error	Database down (.100.0.10)	2018-01-11 08:22:37	VERBAREC-BUD3	Error	Database up / 100	2018-01-11 08:22:0	
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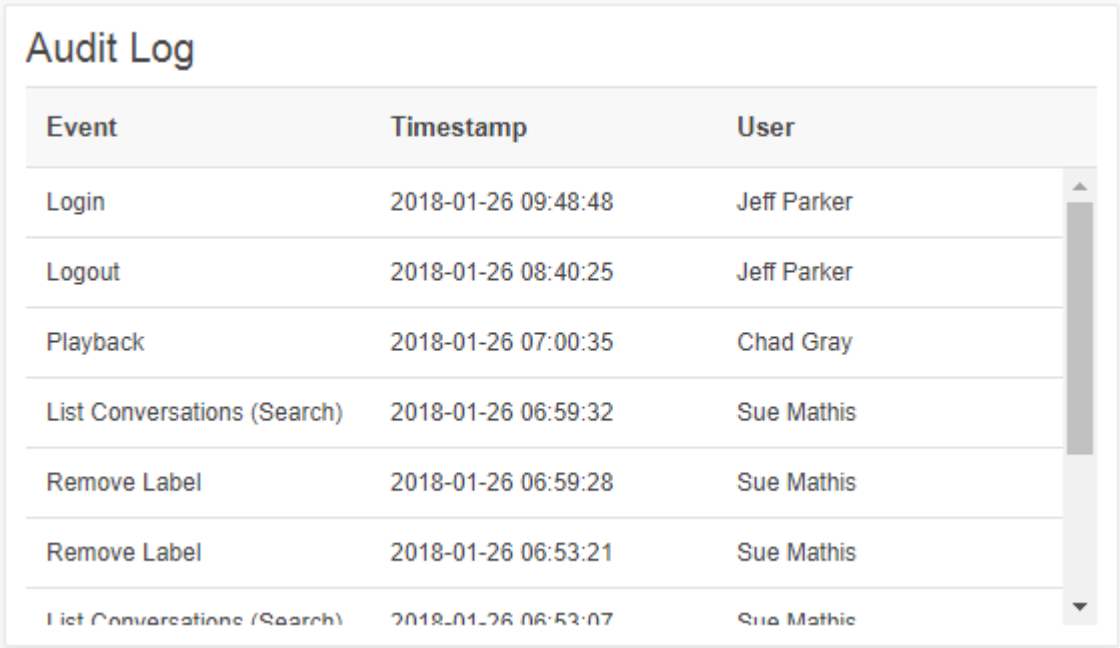
For detailed information on the configuration options, see [Widget configuration](#).

Alerts Summary

Name	Alerts Summary												
Description	Shows the number of alerts for each severity. The data is collected from the alerts database, based on the configured filtering options.												
Filters	<ul style="list-style-type: none">• Server• Type• Service• Severity• Status												
Drill Down	By clicking on an item in the list, the user is redirected to the alert list page showing the list of alerts with the selected severity.												
Sample	<div><h3>Alerts Summary</h3><table><thead><tr><th>Severity</th><th>Count</th></tr></thead><tbody><tr><td>Fatal</td><td>598</td></tr><tr><td>Critical</td><td>1692</td></tr><tr><td>Error</td><td>46</td></tr><tr><td>Warning</td><td>28</td></tr><tr><td>Notification</td><td>4</td></tr></tbody></table></div>	Severity	Count	Fatal	598	Critical	1692	Error	46	Warning	28	Notification	4
Severity	Count												
Fatal	598												
Critical	1692												
Error	46												
Warning	28												
Notification	4												

For detailed information on the configuration options, see [Widget configuration](#).

Audit Log

Name	Audit Log																								
Description	Shows a list of audit log items related to user actions. The data is collected from the audit log database, based on the configured filtering options.																								
Filters	<ul style="list-style-type: none">• User• Event																								
Drill Down	By clicking on an item in the list, the user is redirected to the audit log entry page.																								
Sample	 <p>The screenshot shows a widget titled "Audit Log" containing a table with the following data:</p> <table border="1"><thead><tr><th>Event</th><th>Timestamp</th><th>User</th></tr></thead><tbody><tr><td>Login</td><td>2018-01-26 09:48:48</td><td>Jeff Parker</td></tr><tr><td>Logout</td><td>2018-01-26 08:40:25</td><td>Jeff Parker</td></tr><tr><td>Playback</td><td>2018-01-26 07:00:35</td><td>Chad Gray</td></tr><tr><td>List Conversations (Search)</td><td>2018-01-26 06:59:32</td><td>Sue Mathis</td></tr><tr><td>Remove Label</td><td>2018-01-26 06:59:28</td><td>Sue Mathis</td></tr><tr><td>Remove Label</td><td>2018-01-26 06:53:21</td><td>Sue Mathis</td></tr><tr><td>List Conversations (Search)</td><td>2018-01-26 06:53:07</td><td>Sue Mathis</td></tr></tbody></table>	Event	Timestamp	User	Login	2018-01-26 09:48:48	Jeff Parker	Logout	2018-01-26 08:40:25	Jeff Parker	Playback	2018-01-26 07:00:35	Chad Gray	List Conversations (Search)	2018-01-26 06:59:32	Sue Mathis	Remove Label	2018-01-26 06:59:28	Sue Mathis	Remove Label	2018-01-26 06:53:21	Sue Mathis	List Conversations (Search)	2018-01-26 06:53:07	Sue Mathis
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List Conversations (Search)	2018-01-26 06:53:07	Sue Mathis																							

For detailed information on the configuration options, see [Widget configuration](#).

Background Tasks

Name	Background Tasks																														
Description	Shows the list of background tasks. The data is collected from the tasks database, based on the configured filtering options.																														
Filters	<ul style="list-style-type: none">• Server• Type• Service• Severity• Status																														
Drill Down	By clicking on an item in the list, the user is redirected to the background tasks page.																														
Sample	<div><h3>Background Tasks</h3><table border="1"><thead><tr><th>Name</th><th>Task Type</th><th>Processed</th><th>Total</th><th>Failed</th><th>Status</th></tr></thead><tbody><tr><td>Export out all</td><td>Conversation Export</td><td>58</td><td>58</td><td>38</td><td>✖ Error</td></tr><tr><td>test22</td><td>Conversation Export</td><td>14</td><td>14</td><td>0</td><td>✔ Done</td></tr><tr><td>Test by Balazs 006</td><td>Conversation Export</td><td>7</td><td>7</td><td>0</td><td>✔ Done</td></tr><tr><td>Test by Balazs 005</td><td>Conversation Export</td><td>7</td><td>7</td><td>7</td><td>✖ Error</td></tr></tbody></table></div>	Name	Task Type	Processed	Total	Failed	Status	Export out all	Conversation Export	58	58	38	✖ Error	test22	Conversation Export	14	14	0	✔ Done	Test by Balazs 006	Conversation Export	7	7	0	✔ Done	Test by Balazs 005	Conversation Export	7	7	7	✖ Error
Name	Task Type	Processed	Total	Failed	Status																										
Export out all	Conversation Export	58	58	38	✖ Error																										
test22	Conversation Export	14	14	0	✔ Done																										
Test by Balazs 006	Conversation Export	7	7	0	✔ Done																										
Test by Balazs 005	Conversation Export	7	7	7	✖ Error																										

For detailed information on the configuration options, see [Widget configuration](#).

Server Status

Name	Server Status																																					
Description	Displays the list of servers indicating the overall status of the services running on the server.																																					
Filters	<ul style="list-style-type: none"> • Server 																																					
Drill Down	<p>By moving the mouse over an item in the list, the list of services displayed with status information.</p> <p>By clicking on an item in the list, the user is redirected to the server configuration page.</p>																																					
Sample	<div style="border: 1px solid #ccc; padding: 10px;"> <h3>Server Status</h3> <table border="1"> <thead> <tr> <th>Server</th> <th>Role Name</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>✓ VERBAMR-BUD1</td> <td>Media Repository</td> <td>Budapest MR1</td> </tr> <tr> <td>✓ VERBAMR-BUD2</td> <td>Media Repository</td> <td>Budapest MR2</td> </tr> <tr> <td>✓ VERBAREC-BUD1</td> <td>Recording Server</td> <td>Budapest recorders pool 1</td> </tr> <tr> <td>✓ VERBAREC-BUD2</td> <td>Recording Server</td> <td>Budapest recorders pool 1</td> </tr> <tr> <td>⚠ VERBAREC-BUD3</td> <td>Recording Server</td> <td>Budapest recorders pool 2</td> </tr> <tr> <td>✓ VERBAREC-BUD4</td> <td>Recording Server</td> <td>Budapest recorders pool 2</td> </tr> </tbody> </table> <table border="1"> <tbody> <tr> <td>✓ Verba System Monitor Service</td> <td>(Running)</td> </tr> <tr> <td>✓ Verba Node Manager Agent</td> <td>(Running)</td> </tr> <tr style="background-color: #f2f2f2;"> <td>✗ Verba Storage Management Service</td> <td>(Stopped)</td> </tr> <tr> <td>✓ Verba Media Utility Service</td> <td>(Running)</td> </tr> <tr> <td>✓ Verba Web Application Service</td> <td>(Running)</td> </tr> <tr> <td>✓ Verba Media Streamer and Content Server Service</td> <td>(Running)</td> </tr> <tr> <td>✓ Microsoft SQL Server Service</td> <td>(Running)</td> </tr> <tr> <td>✓ Microsoft SQL Server Browser Service</td> <td>(Running)</td> </tr> </tbody> </table> </div>	Server	Role Name	Description	✓ VERBAMR-BUD1	Media Repository	Budapest MR1	✓ VERBAMR-BUD2	Media Repository	Budapest MR2	✓ VERBAREC-BUD1	Recording Server	Budapest recorders pool 1	✓ VERBAREC-BUD2	Recording Server	Budapest recorders pool 1	⚠ VERBAREC-BUD3	Recording Server	Budapest recorders pool 2	✓ VERBAREC-BUD4	Recording Server	Budapest recorders pool 2	✓ Verba System Monitor Service	(Running)	✓ Verba Node Manager Agent	(Running)	✗ Verba Storage Management Service	(Stopped)	✓ Verba Media Utility Service	(Running)	✓ Verba Web Application Service	(Running)	✓ Verba Media Streamer and Content Server Service	(Running)	✓ Microsoft SQL Server Service	(Running)	✓ Microsoft SQL Server Browser Service	(Running)
Server	Role Name	Description																																				
✓ VERBAMR-BUD1	Media Repository	Budapest MR1																																				
✓ VERBAMR-BUD2	Media Repository	Budapest MR2																																				
✓ VERBAREC-BUD1	Recording Server	Budapest recorders pool 1																																				
✓ VERBAREC-BUD2	Recording Server	Budapest recorders pool 1																																				
⚠ VERBAREC-BUD3	Recording Server	Budapest recorders pool 2																																				
✓ VERBAREC-BUD4	Recording Server	Budapest recorders pool 2																																				
✓ Verba System Monitor Service	(Running)																																					
✓ Verba Node Manager Agent	(Running)																																					
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✓ Microsoft SQL Server Browser Service	(Running)																																					

For detailed information on the configuration options, see [Widget configuration](#).

Storage Usage Trend

Name	Storage Usage Trend																																																
Description	Shows information about the total size of the recorded conversations. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.																																																
Filters	<ul style="list-style-type: none"> • Server • Modality • Storage Target 																																																
Group By	<ul style="list-style-type: none"> • No grouping • Server 																																																
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.																																																
Sample	<p>Storage Utilization [MByte] - Today</p> <table border="1"> <thead> <tr> <th>Hour</th> <th>VRS-BUDAPEST1</th> <th>VRS-BUDAPEST2</th> <th>VERBAREC-BUD3</th> <th>VERBAREC-BUD4</th> <th>Total size</th> </tr> </thead> <tbody> <tr> <td>2018-01-25 09:00</td> <td>10</td> <td>10</td> <td>10</td> <td>8</td> <td>38</td> </tr> <tr> <td>2018-01-25 10:00</td> <td>10</td> <td>10</td> <td>11</td> <td>11</td> <td>42</td> </tr> <tr> <td>2018-01-25 11:00</td> <td>9</td> <td>8</td> <td>8</td> <td>9</td> <td>34</td> </tr> <tr> <td>2018-01-25 12:00</td> <td>7</td> <td>8</td> <td>0</td> <td>7</td> <td>22</td> </tr> <tr> <td>2018-01-25 13:00</td> <td>10</td> <td>10</td> <td>11</td> <td>11</td> <td>42</td> </tr> <tr> <td>2018-01-25 14:00</td> <td>9</td> <td>9</td> <td>9</td> <td>9</td> <td>36</td> </tr> <tr> <td>2018-01-25 15:00</td> <td>10</td> <td>10</td> <td>11</td> <td>11</td> <td>42</td> </tr> </tbody> </table>	Hour	VRS-BUDAPEST1	VRS-BUDAPEST2	VERBAREC-BUD3	VERBAREC-BUD4	Total size	2018-01-25 09:00	10	10	10	8	38	2018-01-25 10:00	10	10	11	11	42	2018-01-25 11:00	9	8	8	9	34	2018-01-25 12:00	7	8	0	7	22	2018-01-25 13:00	10	10	11	11	42	2018-01-25 14:00	9	9	9	9	36	2018-01-25 15:00	10	10	11	11	42
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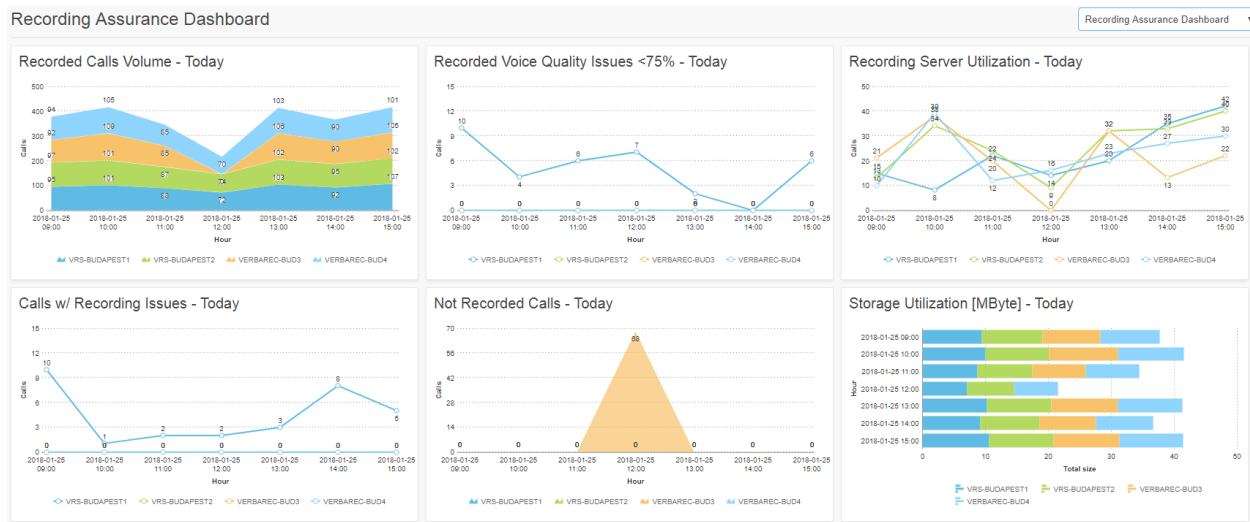
For detailed information on the configuration options, see [Widget configuration](#).

Recording Assurance Dashboard

The Recording Assurance dashboard visualizes information related to recorder health, CDR reconciliation and voice quality check.

This kind of dashboard is used by compliance operations staff to quickly understand the current status and health of their recording estate.

The dashboard is provided as a template, users can clone the template and change or build their own dashboards from the available widgets.



- [Conversations Count Trend](#)
- [Conversations Length Trend](#)
- [Incorrect Conversations Trend](#)
- [Not Recorded Conversations Trend](#)
- [Peak Concurrent Conversations Trend](#)
- [Voice Quality Check Trend](#)
- [Users Without Any Recording](#)

Conversations Count Trend

Name	Conversations Count Trend																																								
Description	Displays the number of conversations on the selected time scale. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.																																								
Filters	<ul style="list-style-type: none"> • Server • Modality 																																								
Group By	<ul style="list-style-type: none"> • No grouping • Server 																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.																																								
Sample	<p>Recorded Calls Volume - Today</p> <table border="1"> <thead> <tr> <th>Hour</th> <th>VRS-BUDAPEST1</th> <th>VRS-BUDAPEST2</th> <th>VERBAREC-BUD3</th> <th>VERBAREC-BUD4</th> </tr> </thead> <tbody> <tr> <td>2018-01-25 09:00</td> <td>95</td> <td>97</td> <td>92</td> <td>94</td> </tr> <tr> <td>2018-01-25 10:00</td> <td>101</td> <td>101</td> <td>109</td> <td>105</td> </tr> <tr> <td>2018-01-25 11:00</td> <td>88</td> <td>87</td> <td>85</td> <td>85</td> </tr> <tr> <td>2018-01-25 12:00</td> <td>72</td> <td>74</td> <td>70</td> <td>70</td> </tr> <tr> <td>2018-01-25 13:00</td> <td>103</td> <td>102</td> <td>108</td> <td>103</td> </tr> <tr> <td>2018-01-25 14:00</td> <td>92</td> <td>95</td> <td>90</td> <td>90</td> </tr> <tr> <td>2018-01-25 15:00</td> <td>107</td> <td>102</td> <td>105</td> <td>101</td> </tr> </tbody> </table>	Hour	VRS-BUDAPEST1	VRS-BUDAPEST2	VERBAREC-BUD3	VERBAREC-BUD4	2018-01-25 09:00	95	97	92	94	2018-01-25 10:00	101	101	109	105	2018-01-25 11:00	88	87	85	85	2018-01-25 12:00	72	74	70	70	2018-01-25 13:00	103	102	108	103	2018-01-25 14:00	92	95	90	90	2018-01-25 15:00	107	102	105	101
Hour	VRS-BUDAPEST1	VRS-BUDAPEST2	VERBAREC-BUD3	VERBAREC-BUD4																																					
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2018-01-25 15:00	107	102	105	101																																					

For detailed information on the configuration options, see [Widget configuration](#).

Conversations Length Trend

Name	Conversations Length Trend
Description	Shows information about the total length of the recorded conversations. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.
Filters	<ul style="list-style-type: none">• Server• Modality
Group By	<ul style="list-style-type: none">• No grouping• Server
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.
Sample	

For detailed information on the configuration options, see [Widget configuration](#).

Incorrect Conversations Trend

Name	Incorrect Conversations Trend																																								
Description	Displays the number of conversations on the selected time scale which were not recorded properly and there were errors detected during the recording process. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.																																								
Filters	<ul style="list-style-type: none"> • Server • Modality 																																								
Group By	<ul style="list-style-type: none"> • No grouping • Server 																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.																																								
Sample	<p>Calls w/ Recording Issues - Today</p> <table border="1"> <thead> <tr> <th>Hour</th> <th>VRS-BUDAPEST1</th> <th>VRS-BUDAPEST2</th> <th>VERBAREC-BUD3</th> <th>VERBAREC-BUD4</th> </tr> </thead> <tbody> <tr> <td>2018-01-25 09:00</td> <td>10</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 10:00</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 11:00</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 12:00</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 13:00</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 14:00</td> <td>8</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 15:00</td> <td>5</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Hour	VRS-BUDAPEST1	VRS-BUDAPEST2	VERBAREC-BUD3	VERBAREC-BUD4	2018-01-25 09:00	10	0	0	0	2018-01-25 10:00	1	0	0	0	2018-01-25 11:00	2	0	0	0	2018-01-25 12:00	2	0	0	0	2018-01-25 13:00	3	0	0	0	2018-01-25 14:00	8	0	0	0	2018-01-25 15:00	5	0	0	0
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2018-01-25 14:00	8	0	0	0																																					
2018-01-25 15:00	5	0	0	0																																					

For detailed information on the configuration options, see [Widget configuration](#).

Not Recorded Conversations Trend

Name	Not Recorded Conversations Trend																																								
Description	Displays the number of conversations on the selected time scale which were not recorded and imported by the CDR reconciliation process. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.																																								
Filters	<ul style="list-style-type: none"> • Server • Modality 																																								
Group By	<ul style="list-style-type: none"> • No grouping • Server 																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.																																								
Sample	<p>Not Recorded Calls - Today</p> <table border="1"> <thead> <tr> <th>Hour</th> <th>VRS-BUDAPEST1</th> <th>VRS-BUDAPEST2</th> <th>VERBAREC-BUD3</th> <th>VERBAREC-BUD4</th> </tr> </thead> <tbody> <tr> <td>2018-01-25 09:00</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 10:00</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 11:00</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 12:00</td> <td>0</td> <td>0</td> <td>68</td> <td>0</td> </tr> <tr> <td>2018-01-25 13:00</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 14:00</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 15:00</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Hour	VRS-BUDAPEST1	VRS-BUDAPEST2	VERBAREC-BUD3	VERBAREC-BUD4	2018-01-25 09:00	0	0	0	0	2018-01-25 10:00	0	0	0	0	2018-01-25 11:00	0	0	0	0	2018-01-25 12:00	0	0	68	0	2018-01-25 13:00	0	0	0	0	2018-01-25 14:00	0	0	0	0	2018-01-25 15:00	0	0	0	0
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2018-01-25 14:00	0	0	0	0																																					
2018-01-25 15:00	0	0	0	0																																					

For detailed information on the configuration options, see [Widget configuration](#).

Peak Concurrent Conversations Trend

Name	Peak Concurrent Conversations Trend																																								
Description	Shows information about the number of peak concurrent recorded conversations. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.																																								
Filters	<ul style="list-style-type: none"> • Server • Modality 																																								
Group By	<ul style="list-style-type: none"> • No grouping • Server 																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.																																								
Sample	<p>Recording Server Utilization - Today</p> <table border="1"> <thead> <tr> <th>Time</th> <th>VRS-BUDAPEST1</th> <th>VRS-BUDAPEST2</th> <th>VERBAREC-BUD3</th> <th>VERBAREC-BUD4</th> </tr> </thead> <tbody> <tr> <td>09:00</td> <td>10</td> <td>13</td> <td>21</td> <td>15</td> </tr> <tr> <td>10:00</td> <td>8</td> <td>34</td> <td>39</td> <td>34</td> </tr> <tr> <td>11:00</td> <td>12</td> <td>24</td> <td>22</td> <td>20</td> </tr> <tr> <td>12:00</td> <td>16</td> <td>14</td> <td>0</td> <td>9</td> </tr> <tr> <td>13:00</td> <td>20</td> <td>32</td> <td>23</td> <td>32</td> </tr> <tr> <td>14:00</td> <td>27</td> <td>33</td> <td>13</td> <td>35</td> </tr> <tr> <td>15:00</td> <td>30</td> <td>40</td> <td>22</td> <td>42</td> </tr> </tbody> </table>	Time	VRS-BUDAPEST1	VRS-BUDAPEST2	VERBAREC-BUD3	VERBAREC-BUD4	09:00	10	13	21	15	10:00	8	34	39	34	11:00	12	24	22	20	12:00	16	14	0	9	13:00	20	32	23	32	14:00	27	33	13	35	15:00	30	40	22	42
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15:00	30	40	22	42																																					

For detailed information on the configuration options, see [Widget configuration](#).

Voice Quality Check Trend

Name	Voice Quality Check Trend																																								
Description	Displays the number of conversations on the selected time scale where the voice quality score is below a configurable threshold. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.																																								
Filters	<ul style="list-style-type: none"> • Server • Modality 																																								
Voice Quality Score	Defines the voice quality score threshold, only conversations with a voice quality score less or equal then the configured value will be displayed.																																								
Group By	<ul style="list-style-type: none"> • No grouping • Server 																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.																																								
Sample	<p>Recorded Voice Quality Issues <75% - Today</p> <table border="1"> <thead> <tr> <th>Hour</th> <th>VRS-BUDAPEST1</th> <th>VRS-BUDAPEST2</th> <th>VERBAREC-BUD3</th> <th>VERBAREC-BUD4</th> </tr> </thead> <tbody> <tr> <td>2018-01-25 09:00</td> <td>10</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 10:00</td> <td>4</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 11:00</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 12:00</td> <td>7</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 13:00</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 14:00</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-25 15:00</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Hour	VRS-BUDAPEST1	VRS-BUDAPEST2	VERBAREC-BUD3	VERBAREC-BUD4	2018-01-25 09:00	10	0	0	0	2018-01-25 10:00	4	0	0	0	2018-01-25 11:00	6	0	0	0	2018-01-25 12:00	7	0	0	0	2018-01-25 13:00	2	0	0	0	2018-01-25 14:00	0	0	0	0	2018-01-25 15:00	6	0	0	0
Hour	VRS-BUDAPEST1	VRS-BUDAPEST2	VERBAREC-BUD3	VERBAREC-BUD4																																					
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For detailed information on the configuration options, see [Widget configuration](#).

Users Without Any Recording

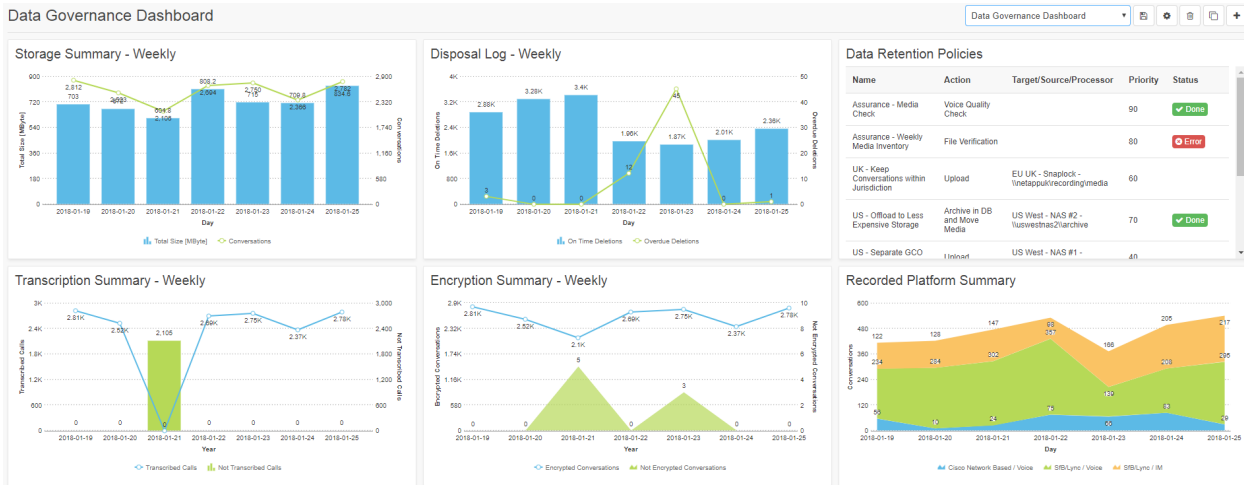
Name	Users Without Recording
Description	Displays the list of configured users and extensions which are not associated with any recorded conversation. The data is collected from the recorded conversations, users and extensions database, based on the configured filtering options.
Filters	<ul style="list-style-type: none">• Is Extension Valid• Recording Mode• Only show extension with no recording
Drill Down	By clicking on an item in the list, the user is redirected to the user configuration page
Sample	N/A

For detailed information on the configuration options, see [Widget configuration](#).

Data Governance Dashboard

The Data Governance dashboard gives a snapshot view of the data management status across the system. It shows trends and administrator can spot any anomalies and outliers that may cause concern.

The dashboard is provided as a template, users can clone the template and change or build their own dashboards from the available widgets.



- [Data Retention Policies](#)
- [Disposal Log Widget](#)
- [Encryption Summary](#)
- [Recorded Platform Summary](#)
- [Storage Targets Summary](#)
- [Transcription Summary](#)
- [Upload Status](#)

Data Retention Policies

Name	Data Retention Policies																														
Description	Shows a summary of the policies and the status of the last execution. The data is collected from the tasks database, based on the configured filtering options.																														
Filters	<ul style="list-style-type: none">• Status• Task Type																														
Drill Down	By clicking on an item in the list, the user is redirected to the data management policy configuration page.																														
Sample	<div><h3>Data Retention Policies</h3><table border="1"><thead><tr><th>Name</th><th>Action</th><th>Target/Source/Processor</th><th>Priority</th><th>Status</th></tr></thead><tbody><tr><td>SuperDooperStorage</td><td>Upload</td><td>SuperDooperStorage - c:\windows\temp</td><td>100</td><td></td></tr><tr><td>Assurance - Media Check</td><td>Voice Quality Check</td><td></td><td>90</td><td>✓ Done</td></tr><tr><td>Assurance - Weekly Media Inventory</td><td>File Verification</td><td></td><td>80</td><td>✗ Error</td></tr><tr><td>Assurance - Weekly Media Inventory</td><td>File Verification</td><td></td><td>80</td><td>✓ Done</td></tr><tr><td>UK - Keep Conversations within</td><td>Upload</td><td>EU UK - Snaplock - \wotapp\droccordinalmedia</td><td>60</td><td></td></tr></tbody></table></div>	Name	Action	Target/Source/Processor	Priority	Status	SuperDooperStorage	Upload	SuperDooperStorage - c:\windows\temp	100		Assurance - Media Check	Voice Quality Check		90	✓ Done	Assurance - Weekly Media Inventory	File Verification		80	✗ Error	Assurance - Weekly Media Inventory	File Verification		80	✓ Done	UK - Keep Conversations within	Upload	EU UK - Snaplock - \wotapp\droccordinalmedia	60	
Name	Action	Target/Source/Processor	Priority	Status																											
SuperDooperStorage	Upload	SuperDooperStorage - c:\windows\temp	100																												
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UK - Keep Conversations within	Upload	EU UK - Snaplock - \wotapp\droccordinalmedia	60																												

For detailed information on the configuration options, see [Widget configuration](#).

Disposal Log Widget

Name	Disposal Log																								
Description	Shows the number of records deleted on time and overdue. The data is collected from the disposal log database which has to be enabled.																								
Filters	<ul style="list-style-type: none"> • User Location • Modality 																								
Drill Down	N/A																								
Sample	<p>The chart displays two data series: On Time Deletions (represented by blue bars) and Overdue Deletions (represented by a green line with markers). The x-axis shows dates from 2018-01-19 to 2018-01-25. The left y-axis represents On Time Deletions in thousands (K), ranging from 0 to 4K. The right y-axis represents Overdue Deletions, ranging from 0 to 50. Data points are as follows:</p> <table border="1"> <thead> <tr> <th>Day</th> <th>On Time Deletions (K)</th> <th>Overdue Deletions</th> </tr> </thead> <tbody> <tr> <td>2018-01-19</td> <td>2.88K</td> <td>3</td> </tr> <tr> <td>2018-01-20</td> <td>3.28K</td> <td>0</td> </tr> <tr> <td>2018-01-21</td> <td>3.4K</td> <td>0</td> </tr> <tr> <td>2018-01-22</td> <td>1.96K</td> <td>12</td> </tr> <tr> <td>2018-01-23</td> <td>1.87K</td> <td>45</td> </tr> <tr> <td>2018-01-24</td> <td>2.01K</td> <td>0</td> </tr> <tr> <td>2018-01-25</td> <td>2.36K</td> <td>1</td> </tr> </tbody> </table>	Day	On Time Deletions (K)	Overdue Deletions	2018-01-19	2.88K	3	2018-01-20	3.28K	0	2018-01-21	3.4K	0	2018-01-22	1.96K	12	2018-01-23	1.87K	45	2018-01-24	2.01K	0	2018-01-25	2.36K	1
Day	On Time Deletions (K)	Overdue Deletions																							
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2018-01-23	1.87K	45																							
2018-01-24	2.01K	0																							
2018-01-25	2.36K	1																							

For detailed information on the configuration options, see [Widget configuration](#).

Encryption Summary

Name	Encryption Summary																								
Description	Shows the number of encryption and not encrypted conversations. The data is collected from the recorded conversations database, based on the configured filtering options.																								
Filters	<ul style="list-style-type: none"> • Server • Modality • Storage Target 																								
Drill Down	N/A																								
Sample	<div data-bbox="256 645 1495 1285"> <h3>Encryption Summary - Weekly</h3> <table border="1"> <thead> <tr> <th>Date</th> <th>Encrypted Conversations</th> <th>Not Encrypted Conversations</th> </tr> </thead> <tbody> <tr> <td>2018-01-19</td> <td>2.81K</td> <td>0</td> </tr> <tr> <td>2018-01-20</td> <td>2.52K</td> <td>0</td> </tr> <tr> <td>2018-01-21</td> <td>2.1K</td> <td>5</td> </tr> <tr> <td>2018-01-22</td> <td>2.69K</td> <td>0</td> </tr> <tr> <td>2018-01-23</td> <td>2.75K</td> <td>3</td> </tr> <tr> <td>2018-01-24</td> <td>2.37K</td> <td>0</td> </tr> <tr> <td>2018-01-25</td> <td>2.78K</td> <td>0</td> </tr> </tbody> </table> </div>	Date	Encrypted Conversations	Not Encrypted Conversations	2018-01-19	2.81K	0	2018-01-20	2.52K	0	2018-01-21	2.1K	5	2018-01-22	2.69K	0	2018-01-23	2.75K	3	2018-01-24	2.37K	0	2018-01-25	2.78K	0
Date	Encrypted Conversations	Not Encrypted Conversations																							
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2018-01-20	2.52K	0																							
2018-01-21	2.1K	5																							
2018-01-22	2.69K	0																							
2018-01-23	2.75K	3																							
2018-01-24	2.37K	0																							
2018-01-25	2.78K	0																							

For detailed information on the configuration options, see [Widget configuration](#).

Recorded Platform Summary

Name	Recorded Platform Summary																																								
Description	Shows the number of conversations grouped by the recorded platforms. The data is collected from the recorded conversations database, based on the configured filtering and grouping options.																																								
Filters	<ul style="list-style-type: none"> • Server • Modality 																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.																																								
Sample	<p>Recorded Platform Summary</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Cisco Network Based / Voice</th> <th>SfB/Lync / Voice</th> <th>SfB/Lync / IM</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2018-01-19</td> <td>56</td> <td>234</td> <td>122</td> <td>412</td> </tr> <tr> <td>2018-01-20</td> <td>10</td> <td>284</td> <td>128</td> <td>422</td> </tr> <tr> <td>2018-01-21</td> <td>24</td> <td>302</td> <td>147</td> <td>473</td> </tr> <tr> <td>2018-01-22</td> <td>75</td> <td>357</td> <td>98</td> <td>530</td> </tr> <tr> <td>2018-01-23</td> <td>66</td> <td>139</td> <td>166</td> <td>371</td> </tr> <tr> <td>2018-01-24</td> <td>83</td> <td>208</td> <td>205</td> <td>496</td> </tr> <tr> <td>2018-01-25</td> <td>29</td> <td>295</td> <td>217</td> <td>541</td> </tr> </tbody> </table>	Day	Cisco Network Based / Voice	SfB/Lync / Voice	SfB/Lync / IM	Total	2018-01-19	56	234	122	412	2018-01-20	10	284	128	422	2018-01-21	24	302	147	473	2018-01-22	75	357	98	530	2018-01-23	66	139	166	371	2018-01-24	83	208	205	496	2018-01-25	29	295	217	541
Day	Cisco Network Based / Voice	SfB/Lync / Voice	SfB/Lync / IM	Total																																					
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2018-01-24	83	208	205	496																																					
2018-01-25	29	295	217	541																																					

For detailed information on the configuration options, see [Widget configuration](#).

Storage Targets Summary

Name	Storage Targets Summary																								
Description	Shows the number and the total duration of the conversations for the storage targets. The data is collected from the recorded conversations database, based on the configured filtering options.																								
Filters	<ul style="list-style-type: none"> Storage Target Server Modality 																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the search page showing the list of conversations for the selected data point.																								
Sample	<p>The chart displays two data series over a seven-day period. The left Y-axis represents Total Size in MBytes (0 to 900), and the right Y-axis represents the number of Conversations (0 to 2,900). Blue bars represent Total Size, and a green line with markers represents Conversations. Data values are as follows:</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Total Size [MByte]</th> <th>Conversations</th> </tr> </thead> <tbody> <tr> <td>2018-01-19</td> <td>2,812</td> <td>703</td> </tr> <tr> <td>2018-01-20</td> <td>2,652.3</td> <td>2,320</td> </tr> <tr> <td>2018-01-21</td> <td>604.8</td> <td>2,108</td> </tr> <tr> <td>2018-01-22</td> <td>808.2</td> <td>2,694</td> </tr> <tr> <td>2018-01-23</td> <td>2,750</td> <td>715</td> </tr> <tr> <td>2018-01-24</td> <td>2,366</td> <td>708.8</td> </tr> <tr> <td>2018-01-25</td> <td>2,782</td> <td>834.6</td> </tr> </tbody> </table>	Day	Total Size [MByte]	Conversations	2018-01-19	2,812	703	2018-01-20	2,652.3	2,320	2018-01-21	604.8	2,108	2018-01-22	808.2	2,694	2018-01-23	2,750	715	2018-01-24	2,366	708.8	2018-01-25	2,782	834.6
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For detailed information on the configuration options, see [Widget configuration](#).







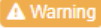










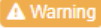










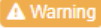




Transcription Summary

Name	Transcription Summary																								
Description	Shows the number of conversation with transcripts available and not available. The data is collected from the recorded conversations database, based on the configured filtering options.																								
Filters	<ul style="list-style-type: none"> • Storage Target • Server • Modality 																								
Drill Down	N/A																								
Sample	<p>Transcription Summary - Weekly</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Transcribed Calls</th> <th>Not Transcribed Calls</th> </tr> </thead> <tbody> <tr> <td>2018-01-19</td> <td>2.81K</td> <td>0</td> </tr> <tr> <td>2018-01-20</td> <td>2.52K</td> <td>0</td> </tr> <tr> <td>2018-01-21</td> <td>2,105</td> <td>2,105</td> </tr> <tr> <td>2018-01-22</td> <td>2.69K</td> <td>0</td> </tr> <tr> <td>2018-01-23</td> <td>2.75K</td> <td>0</td> </tr> <tr> <td>2018-01-24</td> <td>2.37K</td> <td>0</td> </tr> <tr> <td>2018-01-25</td> <td>2.78K</td> <td>0</td> </tr> </tbody> </table>	Date	Transcribed Calls	Not Transcribed Calls	2018-01-19	2.81K	0	2018-01-20	2.52K	0	2018-01-21	2,105	2,105	2018-01-22	2.69K	0	2018-01-23	2.75K	0	2018-01-24	2.37K	0	2018-01-25	2.78K	0
Date	Transcribed Calls	Not Transcribed Calls																							
2018-01-19	2.81K	0																							
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2018-01-22	2.69K	0																							
2018-01-23	2.75K	0																							
2018-01-24	2.37K	0																							
2018-01-25	2.78K	0																							

For detailed information on the configuration options, see [Widget configuration](#).

Upload Status

AVAILABLE IN VERSION 9.4 AND LATER

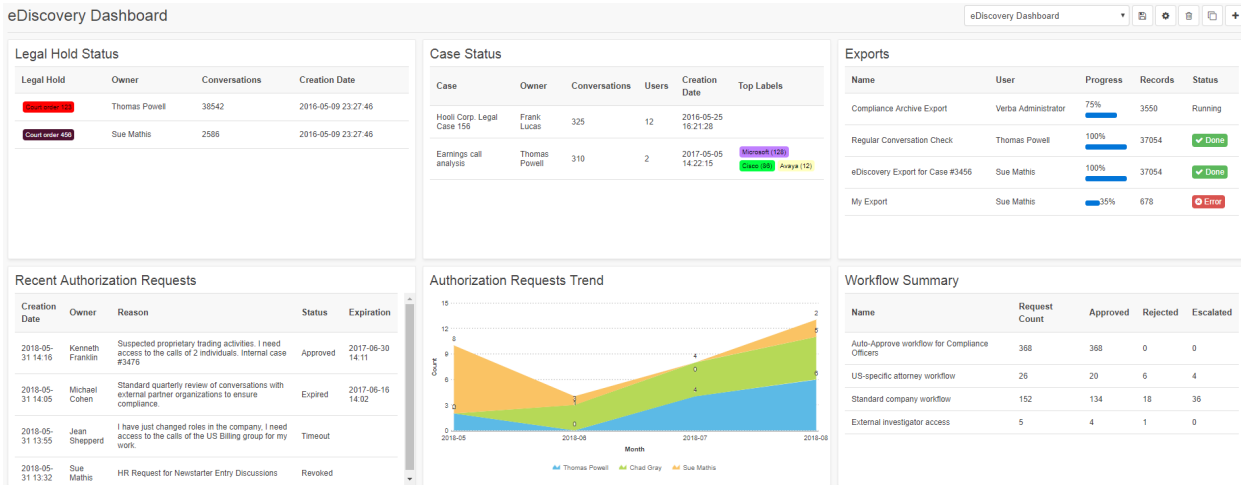
Name	Upload Status																																																						
Description	Shows status of the upload process for the Recording Servers.																																																						
Filters	<ul style="list-style-type: none">• Server• Record Type																																																						
Group By	<ul style="list-style-type: none">• No grouping• Server																																																						
Drill Down	N/A																																																						
Sample	<div><h3>Upload Status</h3><table border="1"><thead><tr><th>Status</th><th>Server</th><th>Upload Ratio</th><th>Uploaded</th><th>Not Uploaded</th><th>Day</th></tr></thead><tbody><tr><td></td><td>dev-rs1.VERBALABS.COM</td><td>100% </td><td>935135</td><td>0</td><td>2019-04-29</td></tr><tr><td></td><td>dev-rs2.VERBALABS.COM</td><td>100% </td><td>933325</td><td>0</td><td>2019-04-29</td></tr><tr><td></td><td>dev-rs2.VERBALABS.COM</td><td>100% </td><td>911264</td><td>0</td><td>2019-04-30</td></tr><tr><td> Warning</td><td>dev-rs1.VERBALABS.COM</td><td>98% </td><td>950240</td><td>18080</td><td>2019-04-30</td></tr><tr><td></td><td>dev-rs2.VERBALABS.COM</td><td>100% </td><td>52448</td><td>0</td><td>2019-05-01</td></tr><tr><td> Warning</td><td>dev-rs1.VERBALABS.COM</td><td>0% </td><td>0</td><td>52448</td><td>2019-05-01</td></tr><tr><td></td><td>dev-rs2.VERBALABS.COM</td><td>100% </td><td>52448</td><td>0</td><td>2019-05-02</td></tr><tr><td> Warning</td><td>dev-rs1.VERBALABS.COM</td><td>0% </td><td>0</td><td>52448</td><td>2019-05-02</td></tr></tbody></table></div>	Status	Server	Upload Ratio	Uploaded	Not Uploaded	Day		dev-rs1.VERBALABS.COM	100% 	935135	0	2019-04-29		dev-rs2.VERBALABS.COM	100% 	933325	0	2019-04-29		dev-rs2.VERBALABS.COM	100% 	911264	0	2019-04-30	 Warning	dev-rs1.VERBALABS.COM	98% 	950240	18080	2019-04-30		dev-rs2.VERBALABS.COM	100% 	52448	0	2019-05-01	 Warning	dev-rs1.VERBALABS.COM	0% 	0	52448	2019-05-01		dev-rs2.VERBALABS.COM	100% 	52448	0	2019-05-02	 Warning	dev-rs1.VERBALABS.COM	0% 	0	52448	2019-05-02
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For detailed information on the configuration options, see [Widget configuration](#).

eDiscovery Dashboard

The eDiscovery dashboard gives a snapshot view of the compliance workload, status, and risk across the organization. It shows trends and compliance officers can spot any anomalies and outliers that may cause concern.

The dashboard is provided as a template, users can clone the template and change or build their own dashboards from the available widgets.



- [Authorization Requests List](#)
- [Authorization Requests Summary by User](#)
- [Case Status](#)
- [Exports](#)
- [Legal Hold Status](#)
- [Workflow Summary](#)

Authorization Requests List

Name	Authorization Requests List																									
Description	Shows the authorization requests (playback approvals) for the user.																									
Filters	<ul style="list-style-type: none">User																									
Drill Down	By clicking on an item in the list, the user is redirected to the authorization request configuration page.																									
Sample	<div><h3>Recent Authorization Requests</h3><table border="1"><thead><tr><th>Creation Date</th><th>Owner</th><th>Reason</th><th>Status</th><th>Expiration</th></tr></thead><tbody><tr><td>2018-05-31 14:16</td><td>Kenneth Franklin</td><td>Suspected proprietary trading activities. I need access to the calls of 2 individuals. Internal case #3476</td><td>Approved</td><td>2017-06-30 14:11</td></tr><tr><td>2018-05-31 14:05</td><td>Michael Cohen</td><td>Standard quarterly review of conversations with external partner organizations to ensure compliance.</td><td>Expired</td><td>2017-06-16 14:02</td></tr><tr><td>2018-05-31 13:55</td><td>Jean Shepperd</td><td>I have just changed roles in the company, I need access to the calls of the US Billing group for my work.</td><td>Timeout</td><td></td></tr><tr><td>2018-05-</td><td>Sue</td><td>HR Request for Newstarter Entry Discussions</td><td>Revoked</td><td></td></tr></tbody></table></div>	Creation Date	Owner	Reason	Status	Expiration	2018-05-31 14:16	Kenneth Franklin	Suspected proprietary trading activities. I need access to the calls of 2 individuals. Internal case #3476	Approved	2017-06-30 14:11	2018-05-31 14:05	Michael Cohen	Standard quarterly review of conversations with external partner organizations to ensure compliance.	Expired	2017-06-16 14:02	2018-05-31 13:55	Jean Shepperd	I have just changed roles in the company, I need access to the calls of the US Billing group for my work.	Timeout		2018-05-	Sue	HR Request for Newstarter Entry Discussions	Revoked	
Creation Date	Owner	Reason	Status	Expiration																						
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2018-05-	Sue	HR Request for Newstarter Entry Discussions	Revoked																							

For detailed information on the configuration options, see [Widget configuration](#).

Authorization Requests Summary by User

Name	Authorization Requests Summary by User																									
Description	Shows the number of authorization requests submitted by the users.																									
Filters	<ul style="list-style-type: none">User																									
Drill Down	By clicking on an item in the list, the user is redirected to the authorization requests list page.																									
Sample	<div data-bbox="256 555 1497 1189"><h3>Authorization Requests Trend</h3><p>The chart displays the number of authorization requests (conversations) submitted by three users over a four-month period. The Y-axis represents the number of conversations, ranging from 0 to 15. The X-axis represents the month, from 2018-05 to 2018-08. The data is stacked by user: Thomas Powell (blue), Chad Gray (green), and Sue Mathis (orange). The total number of conversations increases from 8 in May to 15 in August.</p><table border="1"><thead><tr><th>Month</th><th>Thomas Powell</th><th>Chad Gray</th><th>Sue Mathis</th><th>Total</th></tr></thead><tbody><tr><td>2018-05</td><td>2</td><td>1</td><td>5</td><td>8</td></tr><tr><td>2018-06</td><td>0</td><td>3</td><td>1</td><td>4</td></tr><tr><td>2018-07</td><td>4</td><td>4</td><td>0</td><td>8</td></tr><tr><td>2018-08</td><td>6</td><td>5</td><td>2</td><td>15</td></tr></tbody></table></div>	Month	Thomas Powell	Chad Gray	Sue Mathis	Total	2018-05	2	1	5	8	2018-06	0	3	1	4	2018-07	4	4	0	8	2018-08	6	5	2	15
Month	Thomas Powell	Chad Gray	Sue Mathis	Total																						
2018-05	2	1	5	8																						
2018-06	0	3	1	4																						
2018-07	4	4	0	8																						
2018-08	6	5	2	15																						

For detailed information on the configuration options, see [Widget configuration](#).

Case Status

Name	Case Status																		
Description	Shows the cases for the user.																		
Filters	<ul style="list-style-type: none">• Label• User																		
Drill Down	By clicking on an item in the list, the user is redirected to the case configuration page.																		
Sample	<div><h3>Case Status</h3><table border="1"><thead><tr><th>Case</th><th>Owner</th><th>Conversations</th><th>Users</th><th>Creation Date</th><th>Top Labels</th></tr></thead><tbody><tr><td>Hooli Corp. Legal Case 156</td><td>Frank Lucas</td><td>325</td><td>12</td><td>2016-05-25 16:21:28</td><td></td></tr><tr><td>Earnings call analysis</td><td>Thomas Powell</td><td>310</td><td>2</td><td>2017-05-05 14:22:15</td><td></td></tr></tbody></table></div>	Case	Owner	Conversations	Users	Creation Date	Top Labels	Hooli Corp. Legal Case 156	Frank Lucas	325	12	2016-05-25 16:21:28		Earnings call analysis	Thomas Powell	310	2	2017-05-05 14:22:15	
Case	Owner	Conversations	Users	Creation Date	Top Labels														
Hooli Corp. Legal Case 156	Frank Lucas	325	12	2016-05-25 16:21:28															
Earnings call analysis	Thomas Powell	310	2	2017-05-05 14:22:15															

For detailed information on the configuration options, see [Widget configuration](#).

Exports

Name	Exports																									
Description	Shows summary of the exports and the status of the last execution. The data is collected from the tasks database, based on the configured filtering options.																									
Filters	<ul style="list-style-type: none">• Status• User																									
Drill Down	By clicking on an item in the list, the user is redirected to the export configuration page.																									
Sample	<div><h2>Exports</h2><table border="1"><thead><tr><th>Name</th><th>User</th><th>Progress</th><th>Records</th><th>Status</th></tr></thead><tbody><tr><td>Compliance Archive Export</td><td>Verba Administrator</td><td>75% <div style="width: 75%;"><div style="width: 75%;"></div></div></td><td>3550</td><td>Running</td></tr><tr><td>Regular Conversation Check</td><td>Thomas Powell</td><td>100% <div style="width: 100%;"><div style="width: 100%;"></div></div></td><td>37054</td><td>✓ Done</td></tr><tr><td>eDiscovery Export for Case #3456</td><td>Sue Mathis</td><td>100% <div style="width: 100%;"><div style="width: 100%;"></div></div></td><td>37054</td><td>✓ Done</td></tr><tr><td>My Export</td><td>Sue Mathis</td><td>35% <div style="width: 35%;"><div style="width: 35%;"></div></div></td><td>678</td><td>✗ Error</td></tr></tbody></table></div>	Name	User	Progress	Records	Status	Compliance Archive Export	Verba Administrator	75% <div style="width: 75%;"><div style="width: 75%;"></div></div>	3550	Running	Regular Conversation Check	Thomas Powell	100% <div style="width: 100%;"><div style="width: 100%;"></div></div>	37054	✓ Done	eDiscovery Export for Case #3456	Sue Mathis	100% <div style="width: 100%;"><div style="width: 100%;"></div></div>	37054	✓ Done	My Export	Sue Mathis	35% <div style="width: 35%;"><div style="width: 35%;"></div></div>	678	✗ Error
Name	User	Progress	Records	Status																						
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Regular Conversation Check	Thomas Powell	100% <div style="width: 100%;"><div style="width: 100%;"></div></div>	37054	✓ Done																						
eDiscovery Export for Case #3456	Sue Mathis	100% <div style="width: 100%;"><div style="width: 100%;"></div></div>	37054	✓ Done																						
My Export	Sue Mathis	35% <div style="width: 35%;"><div style="width: 35%;"></div></div>	678	✗ Error																						

For detailed information on the configuration options, see [Widget configuration](#).

Legal Hold Status

Name	Legal Hold Status												
Description	Shows the active legal holds for the user.												
Filters	<ul style="list-style-type: none">• Status• User												
Drill Down	By clicking on an item in the list, the user is redirected to the legal hold configuration page.												
Sample	<div><h3>Legal Hold Status</h3><table border="1"><thead><tr><th>Legal Hold</th><th>Owner</th><th>Conversations</th><th>Creation Date</th></tr></thead><tbody><tr><td>Court order 123</td><td>Thomas Powell</td><td>38542</td><td>2016-05-09 23:27:46</td></tr><tr><td>Court order 456</td><td>Sue Mathis</td><td>2586</td><td>2016-05-09 23:27:46</td></tr></tbody></table></div>	Legal Hold	Owner	Conversations	Creation Date	Court order 123	Thomas Powell	38542	2016-05-09 23:27:46	Court order 456	Sue Mathis	2586	2016-05-09 23:27:46
Legal Hold	Owner	Conversations	Creation Date										
Court order 123	Thomas Powell	38542	2016-05-09 23:27:46										
Court order 456	Sue Mathis	2586	2016-05-09 23:27:46										

For detailed information on the configuration options, see [Widget configuration](#).

Workflow Summary

Name	Workflow Summary																									
Description	Shows summary information about the workflows such as the total number of requests, the number of approved, rejected, escalated requests.																									
Filters	N/A																									
Drill Down	By clicking on an item in the list, the user is redirected to the workflow configuration page.																									
Sample	<div><h3>Workflow Summary</h3><table border="1"><thead><tr><th>Name</th><th>Request Count</th><th>Approved</th><th>Rejected</th><th>Escalated</th></tr></thead><tbody><tr><td>Auto-Approve workflow for Compliance Officers</td><td>368</td><td>368</td><td>0</td><td>0</td></tr><tr><td>US-specific attorney workflow</td><td>26</td><td>20</td><td>6</td><td>4</td></tr><tr><td>Standard company workflow</td><td>152</td><td>134</td><td>18</td><td>36</td></tr><tr><td>External investigator access</td><td>5</td><td>4</td><td>1</td><td>0</td></tr></tbody></table></div>	Name	Request Count	Approved	Rejected	Escalated	Auto-Approve workflow for Compliance Officers	368	368	0	0	US-specific attorney workflow	26	20	6	4	Standard company workflow	152	134	18	36	External investigator access	5	4	1	0
Name	Request Count	Approved	Rejected	Escalated																						
Auto-Approve workflow for Compliance Officers	368	368	0	0																						
US-specific attorney workflow	26	20	6	4																						
Standard company workflow	152	134	18	36																						
External investigator access	5	4	1	0																						

For detailed information on the configuration options, see [Widget configuration](#).

Pro-active Compliance Dashboard

The Pro-active Compliance dashboard gives a snapshot view of the ethical wall Status, # of violations, the type of violations and who are the worst offenders. It shows trends and administrator can spot any anomalies and outliers that may cause concern.

The dashboard is provided as a template, users can clone the template and change or build their own dashboards from the available widgets.



- [Content Policy Violations by Action](#)
- [Content Policy Violations by Type](#)
- [Ethical Wall Audit Log](#)
- [Ethical Wall Status](#)
- [Session Policy Violations by Action](#)
- [Session Policy Violations by Modality](#)
- [Top Users Violating Content Policies](#)
- [Top Users Violating Session Policies](#)

Content Policy Violations by Action

Name	Content Policy Violations by Action
Description	Shows the number of content policy violations for each content policy action type. The data is collected from the ethical wall audit log database, based on the configured filtering options.
Filters	<ul style="list-style-type: none">• Event
Drill Down	By clicking on a data point on the chart, the user is redirected to the ethical wall audit page showing the list of entries for the selected data point.
Sample	N/A

For detailed information on the configuration options, see [Widget configuration](#).

Content Policy Violations by Type

Name	Content Policy Violations by Type																																								
Description	Shows the number of content policy violations for each content policy type. The data is collected from the ethical wall audit log database, based on the configured filtering options.																																								
Filters	<ul style="list-style-type: none">Content Policy Type																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the ethical wall audit page showing the list of entries for the selected data point.																																								
Sample	<div data-bbox="261 618 1498 1263"><h3>Content Policy Violations by Type - Weekly</h3><table border="1"><thead><tr><th>Day</th><th>Regex filter</th><th>Phrase filter</th><th>File DLP check</th><th>Total</th></tr></thead><tbody><tr><td>2018-01-19</td><td>2</td><td>13</td><td>0</td><td>15</td></tr><tr><td>2018-01-20</td><td>1</td><td>20</td><td>2</td><td>23</td></tr><tr><td>2018-01-21</td><td>5</td><td>9</td><td>0</td><td>14</td></tr><tr><td>2018-01-22</td><td>15</td><td>15</td><td>1</td><td>31</td></tr><tr><td>2018-01-23</td><td>6</td><td>24</td><td>0</td><td>30</td></tr><tr><td>2018-01-24</td><td>0</td><td>2</td><td>1</td><td>3</td></tr><tr><td>2018-01-25</td><td>3</td><td>42</td><td>2</td><td>47</td></tr></tbody></table></div>	Day	Regex filter	Phrase filter	File DLP check	Total	2018-01-19	2	13	0	15	2018-01-20	1	20	2	23	2018-01-21	5	9	0	14	2018-01-22	15	15	1	31	2018-01-23	6	24	0	30	2018-01-24	0	2	1	3	2018-01-25	3	42	2	47
Day	Regex filter	Phrase filter	File DLP check	Total																																					
2018-01-19	2	13	0	15																																					
2018-01-20	1	20	2	23																																					
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2018-01-22	15	15	1	31																																					
2018-01-23	6	24	0	30																																					
2018-01-24	0	2	1	3																																					
2018-01-25	3	42	2	47																																					

For detailed information on the configuration options, see [Widget configuration](#).

Ethical Wall Audit Log

Name	Ethical Wall Audit Log																									
Description	Shows summary information about the audit log entries. The data is collected from the ethical wall audit log database, based on the configured filtering options.																									
Filters	N/A																									
Drill Down	By clicking on an item in the list, the user is redirected to the ethical wall audit log page showing the related entry.																									
Sample	<div><h3>Ethical Wall Audit Log</h3><table border="1"><thead><tr><th>Event Group</th><th>Event Type</th><th>Timestamp</th><th>Communication Policies</th><th>User Name</th></tr></thead><tbody><tr><td>Session</td><td>Notify</td><td>2018-01-25 11:32:44</td><td>Allow only Instant Messaging and Screen Share between C-Level team members</td><td>Chad Grey</td></tr><tr><td>Content</td><td>Redact</td><td>2018-01-25 11:32:30</td><td>Redact Personally Identifiable Information</td><td>Corey Mendoza</td></tr><tr><td>Session</td><td>Block</td><td>2018-01-25 10:32:00</td><td>Allow only Instant Messaging and Screen Share between C-Level team members</td><td>Corey Mendoza (corey)</td></tr><tr><td>Session</td><td>Notify</td><td>2018-01-25 09:30:00</td><td>Allow only Instant Messaging between C-Level team members</td><td>Corey Mendoza (corey)</td></tr></tbody></table></div>	Event Group	Event Type	Timestamp	Communication Policies	User Name	Session	Notify	2018-01-25 11:32:44	Allow only Instant Messaging and Screen Share between C-Level team members	Chad Grey	Content	Redact	2018-01-25 11:32:30	Redact Personally Identifiable Information	Corey Mendoza	Session	Block	2018-01-25 10:32:00	Allow only Instant Messaging and Screen Share between C-Level team members	Corey Mendoza (corey)	Session	Notify	2018-01-25 09:30:00	Allow only Instant Messaging between C-Level team members	Corey Mendoza (corey)
Event Group	Event Type	Timestamp	Communication Policies	User Name																						
Session	Notify	2018-01-25 11:32:44	Allow only Instant Messaging and Screen Share between C-Level team members	Chad Grey																						
Content	Redact	2018-01-25 11:32:30	Redact Personally Identifiable Information	Corey Mendoza																						
Session	Block	2018-01-25 10:32:00	Allow only Instant Messaging and Screen Share between C-Level team members	Corey Mendoza (corey)																						
Session	Notify	2018-01-25 09:30:00	Allow only Instant Messaging between C-Level team members	Corey Mendoza (corey)																						

For detailed information on the configuration options, see [Widget configuration](#).

Ethical Wall Status

Name	Ethical Wall Status												
Description	Shows summary information about communication policies.												
Filters	N/A												
Drill Down	By clicking on an item in the list, the user is redirected to the communication policy configuration page.												
Sample	<div><h3>Ethical Wall Status</h3><table border="1"><thead><tr><th>Name</th><th>Modalities</th><th>Content Policies</th></tr></thead><tbody><tr><td>Redact Personal Information data</td><td></td><td>Finance - Australia - Bank Account Number, Finance - Global - International Banking Account Number (IBAN), Finance - Global - Credit/Debit Card Number (Visa, MasterCard), PII - UK - Driver's License Number</td></tr><tr><td>Disable Video Conferencing in Peak Hour</td><td>Video</td><td></td></tr><tr><td>Allow Presence Inside the C-Level Team</td><td>Presence (Allow)</td><td></td></tr></tbody></table></div>	Name	Modalities	Content Policies	Redact Personal Information data		Finance - Australia - Bank Account Number, Finance - Global - International Banking Account Number (IBAN), Finance - Global - Credit/Debit Card Number (Visa, MasterCard), PII - UK - Driver's License Number	Disable Video Conferencing in Peak Hour	Video		Allow Presence Inside the C-Level Team	Presence (Allow)	
Name	Modalities	Content Policies											
Redact Personal Information data		Finance - Australia - Bank Account Number, Finance - Global - International Banking Account Number (IBAN), Finance - Global - Credit/Debit Card Number (Visa, MasterCard), PII - UK - Driver's License Number											
Disable Video Conferencing in Peak Hour	Video												
Allow Presence Inside the C-Level Team	Presence (Allow)												

For detailed information on the configuration options, see [Widget configuration](#).

Session Policy Violations by Action

Name	Session Policy Violations by Action																																								
Description	Shows the number of session policy violations for each session policy action type. The data is collected from the ethical wall audit log database, based on the configured filtering options.																																								
Filters	<ul style="list-style-type: none"> Event 																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the ethical wall audit page showing the list of entries for the selected data point.																																								
Sample	<p>Session Policy Violations by Action - Weekly</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Block</th> <th>Notify</th> <th>Block and Notify</th> <th>Block and Notifyg</th> </tr> </thead> <tbody> <tr> <td>2018-01-19</td> <td>2</td> <td>1</td> <td>10</td> <td>0</td> </tr> <tr> <td>2018-01-20</td> <td>8</td> <td>35</td> <td>35</td> <td>0</td> </tr> <tr> <td>2018-01-21</td> <td>6</td> <td>15</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018-01-22</td> <td>12</td> <td>30</td> <td>20</td> <td>0</td> </tr> <tr> <td>2018-01-23</td> <td>8</td> <td>35</td> <td>0</td> <td>30</td> </tr> <tr> <td>2018-01-24</td> <td>8</td> <td>8</td> <td>2</td> <td>0</td> </tr> <tr> <td>2018-01-25</td> <td>4</td> <td>32</td> <td>12</td> <td>0</td> </tr> </tbody> </table>	Day	Block	Notify	Block and Notify	Block and Notifyg	2018-01-19	2	1	10	0	2018-01-20	8	35	35	0	2018-01-21	6	15	0	0	2018-01-22	12	30	20	0	2018-01-23	8	35	0	30	2018-01-24	8	8	2	0	2018-01-25	4	32	12	0
Day	Block	Notify	Block and Notify	Block and Notifyg																																					
2018-01-19	2	1	10	0																																					
2018-01-20	8	35	35	0																																					
2018-01-21	6	15	0	0																																					
2018-01-22	12	30	20	0																																					
2018-01-23	8	35	0	30																																					
2018-01-24	8	8	2	0																																					
2018-01-25	4	32	12	0																																					

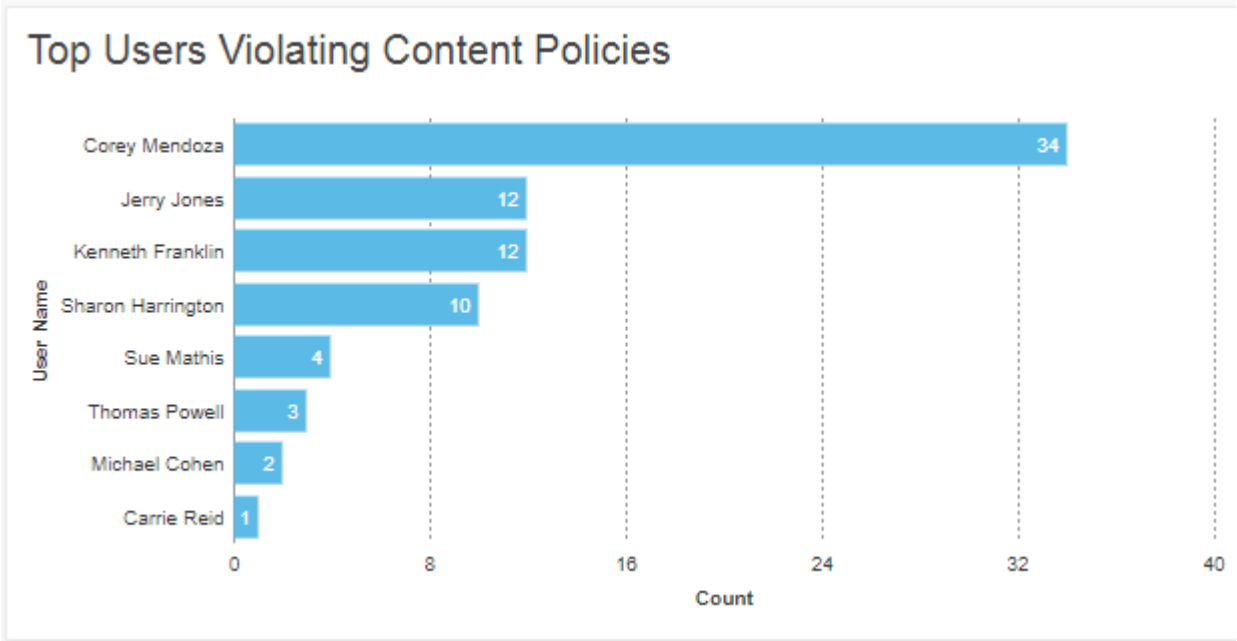
For detailed information on the configuration options, see [Widget configuration](#).

Session Policy Violations by Modality

Name	Session Policy Violations by Modality																																								
Description	Shows the number of session policy violations for each session policy type. The data is collected from the ethical wall audit log database, based on the configured filtering options.																																								
Filters	<ul style="list-style-type: none"> Modality 																																								
Drill Down	By clicking on a data point on the chart, the user is redirected to the ethical wall audit page showing the list of entries for the selected data point.																																								
Sample	<p>The chart displays the number of session policy violations by modality over a seven-day period. The total number of violations peaks on 2018-01-23 at approximately 75. The modalities are stacked as follows: Voice (bottom), Video, Screen Sharing, and File Transfer (top).</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Voice</th> <th>Video</th> <th>Screen Sharing</th> <th>File Transfer</th> </tr> </thead> <tbody> <tr> <td>2018-01-19</td> <td>2</td> <td>1</td> <td>5</td> <td>3</td> </tr> <tr> <td>2018-01-20</td> <td>8</td> <td>12</td> <td>18</td> <td>2</td> </tr> <tr> <td>2018-01-21</td> <td>5</td> <td>5</td> <td>10</td> <td>10</td> </tr> <tr> <td>2018-01-22</td> <td>12</td> <td>15</td> <td>10</td> <td>10</td> </tr> <tr> <td>2018-01-23</td> <td>8</td> <td>15</td> <td>18</td> <td>25</td> </tr> <tr> <td>2018-01-24</td> <td>8</td> <td>3</td> <td>2</td> <td>1</td> </tr> <tr> <td>2018-01-25</td> <td>5</td> <td>25</td> <td>5</td> <td>10</td> </tr> </tbody> </table>	Day	Voice	Video	Screen Sharing	File Transfer	2018-01-19	2	1	5	3	2018-01-20	8	12	18	2	2018-01-21	5	5	10	10	2018-01-22	12	15	10	10	2018-01-23	8	15	18	25	2018-01-24	8	3	2	1	2018-01-25	5	25	5	10
Day	Voice	Video	Screen Sharing	File Transfer																																					
2018-01-19	2	1	5	3																																					
2018-01-20	8	12	18	2																																					
2018-01-21	5	5	10	10																																					
2018-01-22	12	15	10	10																																					
2018-01-23	8	15	18	25																																					
2018-01-24	8	3	2	1																																					
2018-01-25	5	25	5	10																																					

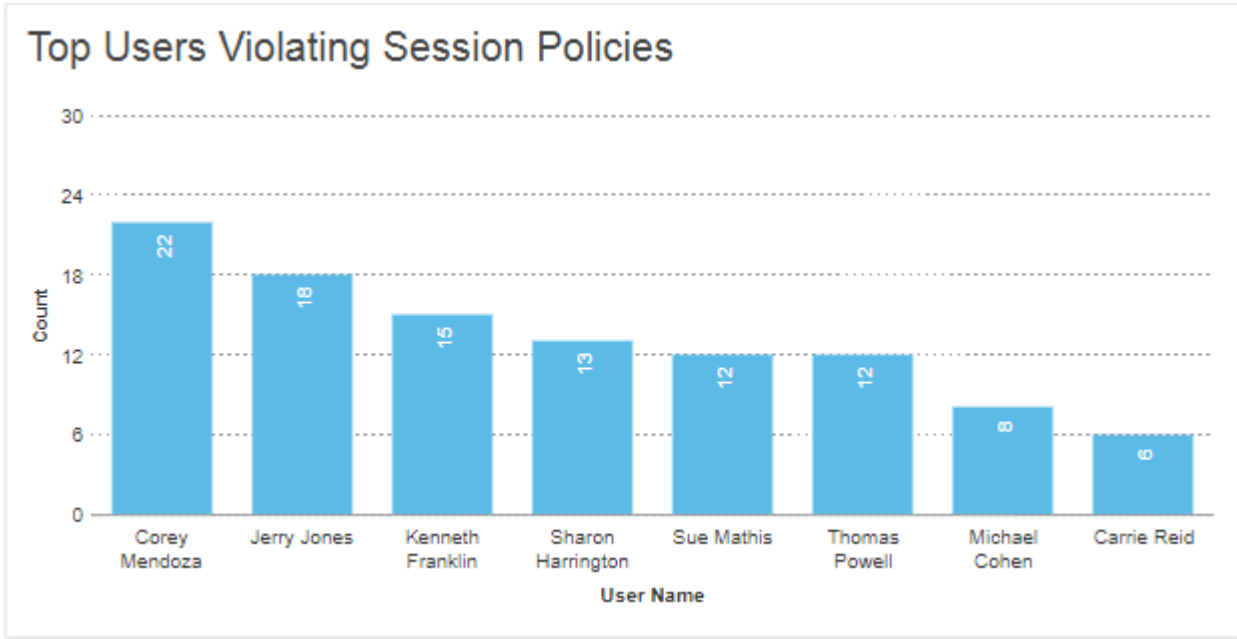
For detailed information on the configuration options, see [Widget configuration](#).

Top Users Violating Content Policies

Name	Top Users Violating Content Policies																		
Description	Shows the list of top users violating content policies. The data is collected from the ethical wall audit log database, based on the configured filtering options.																		
Filters	N/A																		
Drill Down	By clicking on a data point on the chart, the user is redirected to the ethical wall audit page showing the list of entries for the selected data point.																		
Sample	 <p>The chart displays the top users violating content policies. The x-axis represents the count, ranging from 0 to 40 in increments of 8. The y-axis lists the user names. The data points are as follows:</p> <table border="1"><thead><tr><th>User Name</th><th>Count</th></tr></thead><tbody><tr><td>Corey Mendoza</td><td>34</td></tr><tr><td>Jerry Jones</td><td>12</td></tr><tr><td>Kenneth Franklin</td><td>12</td></tr><tr><td>Sharon Harrington</td><td>10</td></tr><tr><td>Sue Mathis</td><td>4</td></tr><tr><td>Thomas Powell</td><td>3</td></tr><tr><td>Michael Cohen</td><td>2</td></tr><tr><td>Carrie Reid</td><td>1</td></tr></tbody></table>	User Name	Count	Corey Mendoza	34	Jerry Jones	12	Kenneth Franklin	12	Sharon Harrington	10	Sue Mathis	4	Thomas Powell	3	Michael Cohen	2	Carrie Reid	1
User Name	Count																		
Corey Mendoza	34																		
Jerry Jones	12																		
Kenneth Franklin	12																		
Sharon Harrington	10																		
Sue Mathis	4																		
Thomas Powell	3																		
Michael Cohen	2																		
Carrie Reid	1																		

For detailed information on the configuration options, see [Widget configuration](#).

Top Users Violating Session Policies

Name	Top Users Violating Content Policies																		
Description	Shows the list of top users violating session policies. The data is collected from the ethical wall audit log database, based on the configured filtering options.																		
Filters	N/A																		
Drill Down	By clicking on a data point on the chart, the user is redirected to the ethical wall audit page showing the list of entries for the selected data point.																		
Sample	 <table border="1"><caption>Top Users Violating Session Policies</caption><thead><tr><th>User Name</th><th>Count</th></tr></thead><tbody><tr><td>Corey Mendoza</td><td>22</td></tr><tr><td>Jerry Jones</td><td>18</td></tr><tr><td>Kenneth Franklin</td><td>15</td></tr><tr><td>Sharon Harrington</td><td>13</td></tr><tr><td>Sue Mathis</td><td>12</td></tr><tr><td>Thomas Powell</td><td>12</td></tr><tr><td>Michael Cohen</td><td>8</td></tr><tr><td>Carrie Reid</td><td>6</td></tr></tbody></table>	User Name	Count	Corey Mendoza	22	Jerry Jones	18	Kenneth Franklin	15	Sharon Harrington	13	Sue Mathis	12	Thomas Powell	12	Michael Cohen	8	Carrie Reid	6
User Name	Count																		
Corey Mendoza	22																		
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Kenneth Franklin	15																		
Sharon Harrington	13																		
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Thomas Powell	12																		
Michael Cohen	8																		
Carrie Reid	6																		

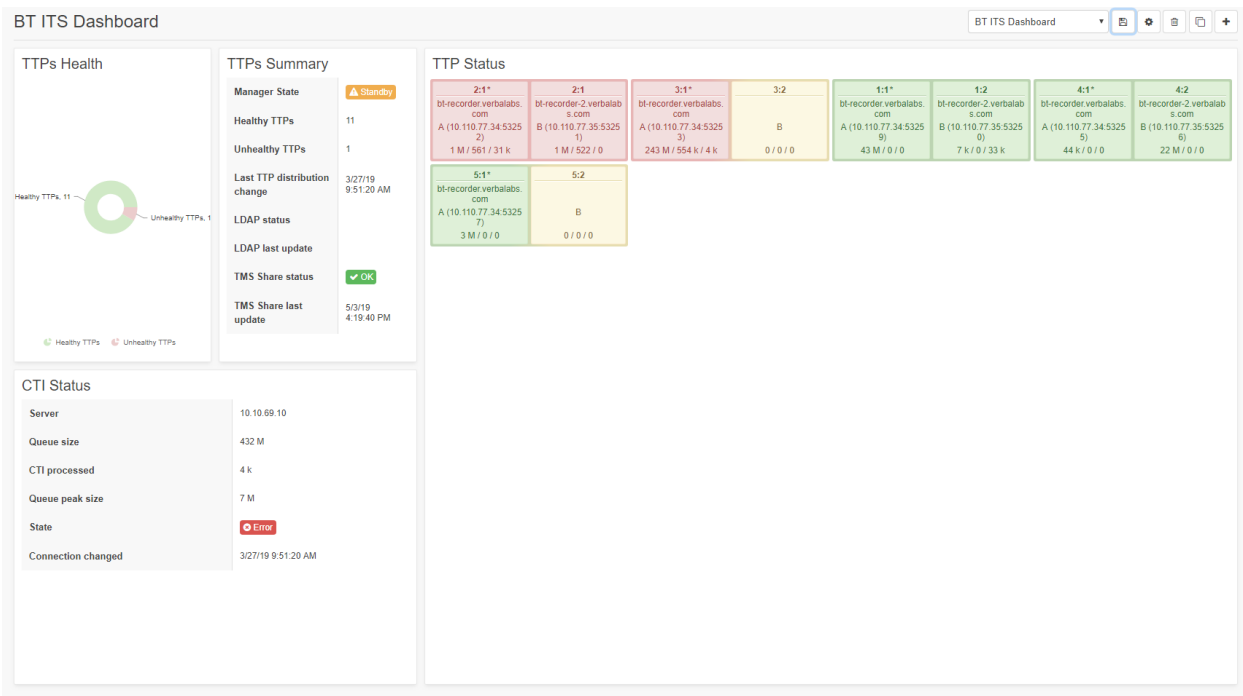
For detailed information on the configuration options, see [Widget configuration](#).

BT ITS Dashboard

AVAILABLE IN VERSION 9.4 AND LATER

The BT ITS Dashboard visualizes information related to CTI messages, the status of individual TTPs and TTP summary information.

The dashboard is provided as a template, users can clone the template and change or build their own dashboards from the available widgets.



- [BT ITS - CTI Status](#)
- [BT ITS - TTP Status](#)
- [BT ITS - TTP Summary](#)

BT ITS - CTI Status

Name	CTI Status												
Description	Shows the ITSLink CTI connection statistics for the selected Recording Director server.												
Filters	N/A												
Drill Down	N/A												
Sample	<div><h3>CTI Status</h3><table><tr><td>Server</td><td>dev-rs1.verbalabs.com</td></tr><tr><td>Queue size</td><td>0</td></tr><tr><td>CTI processed</td><td>3242093</td></tr><tr><td>Queue peak size</td><td>235057</td></tr><tr><td>State</td><td>✖ Error</td></tr><tr><td>Connection changed</td><td>5/3/19, 7:33:03 AM</td></tr></table></div>	Server	dev-rs1.verbalabs.com	Queue size	0	CTI processed	3242093	Queue peak size	235057	State	✖ Error	Connection changed	5/3/19, 7:33:03 AM
Server	dev-rs1.verbalabs.com												
Queue size	0												
CTI processed	3242093												
Queue peak size	235057												
State	✖ Error												
Connection changed	5/3/19, 7:33:03 AM												







For detailed information on the configuration options, see [Widget configuration](#).

BT ITS - TTP Status

Name	TTP Status																								
Description	<p>Shows the status of all registered TTPs for the selected Recording Director server. Each colored box represents a single TTP, 2N TTP pairs are displayed next to each other. For each TTP, the following information is displayed:</p> <ul style="list-style-type: none"> • TTP Voice Recorder ID : Trunk ID* (e.g. 1:1*), where * shows the primary TTP in case of 2N configurations • Hostname or IP address of the Media Recorder assigned to the TTP (e.g. bt-recorder.contoso.com) • Voice VLAN ID (TTP local IP address : port on the Media Recorder) (e.g. A (10.110.23.78:53251)) • Number of RTP packets received / Number of RTP packets lost / Number of duplicated RTP packets 																								
Filters	<ul style="list-style-type: none"> • Server • Status 																								
Drill Down	N/A																								
Sample	<div style="border: 1px solid #ccc; padding: 10px;"> <p>TTP Status</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; color: #800000;">2:1*</td> <td style="text-align: center; color: #800000;">2:2</td> <td style="text-align: center; color: #800000;">3:1*</td> <td style="text-align: center; color: #800000;">3:2</td> </tr> <tr> <td style="text-align: center;">bt-recorder.verbalabs.com A (10.110.77.34:53252) 10 M / 3 k / 33 M</td> <td style="text-align: center;">bt-recorder-2.verbalabs.com B (10.110.77.35:53252) 5 k / 115 / 14 M</td> <td style="text-align: center;">bt-recorder.verbalabs.com B (10.110.77.34:53253) 167 M / 42 k / 0</td> <td style="text-align: center;">bt-recorder-2.verbalabs.com A (10.110.77.35:53253) 244 M / 12 k / 0</td> </tr> <tr> <td style="text-align: center; color: #008000;">5:1*</td> <td style="text-align: center; color: #FFD700;">5:2</td> <td style="text-align: center; color: #008000;">1:2*</td> <td style="text-align: center; color: #008000;">1:1</td> </tr> <tr> <td style="text-align: center;">bt-recorder.verbalabs.com A (10.110.77.34:53255) 10 k / 0 / 0</td> <td style="text-align: center;">bt-recorder-2.verbalabs.com 0 / 0 / 0</td> <td style="text-align: center;">bt-recorder.verbalabs.com B (10.110.77.34:53251) 872 k / 762 / 10</td> <td style="text-align: center;">bt-recorder-2.verbalabs.com A (10.110.77.35:53251) 70 M / 24 k / 0</td> </tr> <tr> <td style="text-align: center; color: #008000;">4:1*</td> <td style="text-align: center; color: #008000;">4:2</td> <td colspan="2"></td> </tr> <tr> <td style="text-align: center;">bt-recorder.verbalabs.com B (10.110.77.34:53254) 567 M / 456 / 0</td> <td style="text-align: center;">bt-recorder-2.verbalabs.com A (10.110.77.35:53254) 334 M / 12 / 0</td> <td colspan="2"></td> </tr> </table> </div>	2:1*	2:2	3:1*	3:2	bt-recorder.verbalabs.com A (10.110.77.34:53252) 10 M / 3 k / 33 M	bt-recorder-2.verbalabs.com B (10.110.77.35:53252) 5 k / 115 / 14 M	bt-recorder.verbalabs.com B (10.110.77.34:53253) 167 M / 42 k / 0	bt-recorder-2.verbalabs.com A (10.110.77.35:53253) 244 M / 12 k / 0	5:1*	5:2	1:2*	1:1	bt-recorder.verbalabs.com A (10.110.77.34:53255) 10 k / 0 / 0	bt-recorder-2.verbalabs.com 0 / 0 / 0	bt-recorder.verbalabs.com B (10.110.77.34:53251) 872 k / 762 / 10	bt-recorder-2.verbalabs.com A (10.110.77.35:53251) 70 M / 24 k / 0	4:1*	4:2			bt-recorder.verbalabs.com B (10.110.77.34:53254) 567 M / 456 / 0	bt-recorder-2.verbalabs.com A (10.110.77.35:53254) 334 M / 12 / 0		
2:1*	2:2	3:1*	3:2																						
bt-recorder.verbalabs.com A (10.110.77.34:53252) 10 M / 3 k / 33 M	bt-recorder-2.verbalabs.com B (10.110.77.35:53252) 5 k / 115 / 14 M	bt-recorder.verbalabs.com B (10.110.77.34:53253) 167 M / 42 k / 0	bt-recorder-2.verbalabs.com A (10.110.77.35:53253) 244 M / 12 k / 0																						
5:1*	5:2	1:2*	1:1																						
bt-recorder.verbalabs.com A (10.110.77.34:53255) 10 k / 0 / 0	bt-recorder-2.verbalabs.com 0 / 0 / 0	bt-recorder.verbalabs.com B (10.110.77.34:53251) 872 k / 762 / 10	bt-recorder-2.verbalabs.com A (10.110.77.35:53251) 70 M / 24 k / 0																						
4:1*	4:2																								
bt-recorder.verbalabs.com B (10.110.77.34:53254) 567 M / 456 / 0	bt-recorder-2.verbalabs.com A (10.110.77.35:53254) 334 M / 12 / 0																								

For detailed information on the configuration options, see [Widget configuration](#).

BT ITS - TTP Summary

Name	TTP Summary												
Description	Shows the summary status of all registered TTPs for the selected Recording Director server.												
Filters	<ul style="list-style-type: none">• Server												
Drill Down	N/A												
Sample	<div data-bbox="256 562 1339 1352"><h3>TTP Summary</h3><table><tr><td>Manager State</td><td></td></tr><tr><td>Healthy TTPs</td><td>1</td></tr><tr><td>Unhealthy TTPs</td><td>0</td></tr><tr><td>Last TTP distribution change</td><td>4/30/19, 6:19:49 AM</td></tr><tr><td>LDAP status</td><td></td></tr><tr><td>LDAP last update</td><td></td></tr></table></div>	Manager State		Healthy TTPs	1	Unhealthy TTPs	0	Last TTP distribution change	4/30/19, 6:19:49 AM	LDAP status		LDAP last update	
Manager State													
Healthy TTPs	1												
Unhealthy TTPs	0												
Last TTP distribution change	4/30/19, 6:19:49 AM												
LDAP status													
LDAP last update													

For detailed information on the configuration options, see [Widget configuration](#).

Widget configuration

Widgets can be configured individually. Various widget types support additional parameters, others might support fewer options.

The following options might be available:

Caption	Title of the widget
Widget Type	Type of the selected widget. The list includes all widget types available for the user. Users might not have access to all widget types. Access to widget types is controlled through role and permission configuration.
Display Method	Specifies the available display method for the widget, the available options depend on if grouping is configured or not. Without grouping: <ul style="list-style-type: none">• Line chart• Area chart• Bar chart• Column chart• Spline chart• Spline area chart When grouping configured: <ul style="list-style-type: none">• Stacked area chart• Stacked bar chart• Stacked column chart• Multiseriesarea chart• Multiseriesline chart• Multiseries spline chart• Multiseries spline area chart
Date Interval	Specifies how data is grouped on the timeline. For each option, the system limits the maximum number of data points on the timeline which can be entered in the Last input field: <ul style="list-style-type: none">• Hour: 1 to 72• Day 1 to 31• Week: 1 to 12• Month: 1 to 12• Quarter: 1 to 12• Year: 1 to 7
Filters	Data can be filtered using the available fields. Use the drop-down field to select the field you want to use then select the operation and finally the value. You can add multiple filter option by pressing the plus icon.
Max Rows	Defines the maximum number of items displayed on lists.
Group By	Specifies the grouping option for the data. When grouping is configured, data will be displayed separately for each group available.
Timezone	Defines the timezone used to display data. By default, the system uses the timezone configured for the user.
Refresh	Defines the automatic refresh interval for the widget: <ul style="list-style-type: none">• No refresh• 15 minutes• 30 minutes• 45 minutes• 90 minutes• 120 minutes <p>The data shown in the widget is cached for the configured amount of minutes before a potentially time and resource consuming data refresh. Use this capability to find a good balance between fast dashboard rendering and data freshness.</p>

The following widget configuration shows a widget used for recording assurance. The widget is an area chart, showing information from the last 7 days, without filters and grouping:

Widget Configuration

Caption	<input type="text" value="Incorrect Conversations Trend"/>
Widget Type	<input style="border-bottom: 1px solid #ccc;" type="text" value="Incorrect Conversations Trend"/>
Display Method	<input style="border-bottom: 1px solid #ccc;" type="text" value="Area chart"/>
Date Interval	<input style="border-bottom: 1px solid #ccc;" type="text" value="Day"/>
	<input style="border-bottom: 1px solid #ccc;" type="text" value="LAST 7"/> <input style="border-bottom: 1px solid #ccc;" type="text" value="Day"/>
	<small>If DAY is selected, Date Increment field must be between 1 and 31.</small>
Filters	<input style="border-bottom: 1px solid #ccc;" type="text" value="+"/>
Group by	<input style="border-bottom: 1px solid #ccc;" type="text" value="No grouping"/>
Timezone	<input style="border-bottom: 1px solid #ccc;" type="text" value="GMT-06:00 - America/Chicago"/>
Refresh	<input style="border-bottom: 1px solid #ccc;" type="text" value="15"/> <input style="border-bottom: 1px solid #ccc;" type="text" value="Minutes"/>

Dashboard sharing

Dashboards can be shared with various audiences.

The following options are available:

- **Share with everyone** - all users in the system will have access to the dashboard
- **User(s)** - specified users will have access to the dashboard
- **Group(s)** - all members of the specified groups will have access to the dashboard
- **Grant Edit right** - members of the audience will be able to edit the dashboard, and changes will apply to all other members
- **Grant Delete right** - members of the audience will be able to edit the dashboard, and changes will apply to all other members

In this screenshot a dashboard called Recording Assurance is shared to members of two groups with edit right:

Dashboard Share Configuration

Name

Share with everyone

User(s)

Group(s) ×
 ×

Grant Edit right

Grant Delete right

Dashboard snapshots

The system allows sending a snapshot of any of the dashboards to one more email addresses based a defined schedule automatically. The email can include the dashboards as a PDF file attachment or the individual widgets as inline images in the body of the email or both.

In order to configure dashboard snapshots, follow the steps below:

Step 1 - Validate email sending configuration.

Step 2 - Select the dashboard under **Reports \ Dashboards**.

Step 3 - Click on the



icon to open dashboard configuration on the top right corner on the page.

Step 4 - Under the **Snapshot** section, enable the **Send Snapshot** option and configure the snapshot generation and sending.

Configuration	Description
Send on Each Period Day at	Defines the hour and minute when the dashboard will be generated on the defined period day. The dashboards will reflect the same information as it would be opened by the user manually.
Period Settings	Defines the frequency of the periods, the following valid values apply: <ul style="list-style-type: none">• Daily• Weekly, select the desired day• Monthly, select the desired day, make sure you select a valid day for each month
Include	Defines the format of the dashboards included in the emails, the following valid values apply: <ul style="list-style-type: none">• Both PDF Attachment and Inline Images• PDF Attachment• Inline Images
Recipient Email Address	Defines the email addresses of the recipients, multiple email addresses can be defined.

Snapshot

Send Snapshot

Send on Each Period Day at Hour: 09 Minute: 00 Europe/Budapest

Period Settings Daily

Include Both PDF Attachment and Inline Images


Recipient Email Address + john.doe@verint.com

Step 5 - Click on the **Save** button to save the configuration. The system will start generating and sending the snapshot at the next applicable period.

Legacy dashboards

Overview

This guide explains how to [use the dashboard](#) and [configure widgets](#).

 The Verint Verba solution includes a **next-generation dashboard framework**, that over time will replace the current solution. See [Next Generation Dashboard](#) for more details.

The Verba Recording System dashboards provide an at a glance view of agent performance and other various metrics of the recording system for many individuals in an organization. They give companies a factual and timely window into performance, they help them identify anomalies that could turn into significant business issues, and provide an entry point for digging deeper into root causes.

Users with proper authorization can access their dashboard, which can be personalized by adding new widgets, changing the layout structure, etc.

Widget categories

In the Verba Recording System the following dashboard widget categories are available:

- [Call Activity Widgets](#)
- [Quality Management Widgets](#)

Available configuration options

Widgets available in the system can be configured easily and quickly. Just move your cursor over the top right corner of the widget and click on the Configure Widget icon.

Title	The title of the widget displayed in the header of the widget window
Widget type	Here you can select from the numerous widget templates
Display method	Chart or table
Filter options	Here you can define optional filtering

Call Activity Widgets

- [Simultaneous Calls Trend widget](#)
- [Overall Call Counts Trend widget](#)
- [Average Call Durations Trend widget](#)
- [Overall Call Directions Trend widget](#)

Quality Management Widgets

- [Overall Performance Trend widget](#)
- [Top Performing Agents widget](#)
- [Top Performing Groups widget](#)
- [Low Performing Agents widget](#)
- [Low Performing Groups widget](#)
- [Agents Overall Performance widget](#)
- [Agents Performance Trend widget](#)
- [Agents Quality vs Productivity \(Average Call Duration\) widget](#)
- [Agents Quality vs Productivity \(Calls Handled\) widget](#)
- [Groups Overall Performance widget](#)
- [Groups Performance Trend widget](#)
- [Groups Quality vs Productivity \(Average Call Duration\) widget](#)
- [Groups Quality vs Productivity \(Calls Handled\) widget](#)
- [Supervisors Productivity Trend widget](#)
- [Score Distribution widget](#)
- [Skills Performance Trend widget](#)
- [Skills Overall Performance widget](#)

Creating new widget types

- [Creating new widget types overview](#)
- [Creating custom XML files for widgets](#)
- [Node - dash](#)
- [Node - sql](#)

Creating new widget types overview

Verba Recording System provides a way to add new, custom widget types by creating an XML file describing the widget.

- ⚠ These XML files **MUST** follow the structural and creational guidelines described in this guide. Wrong configuration might affect data processing which effects the results and may lead to displaying incorrect data. Verba Technologies takes **no responsibilities** for any issues caused by the neglecton of these guidelines.

The custom widgets can be added to the system, by copying the XML files to **C:\Program Files\Verba\tomcat\webapps\verba\dashboard** (assuming default installation path), where the system automatically recognizes them, and makes them available on the web interface.

When a custom widget is no longer needed, it can be removed simply by deleting its XML file from the path described above.

- ℹ After the widget is deleted, the displayed data and the widget itself becomes unavailable, even on a previously saved dashboard layout.

Creating custom XML files for widgets

The custom XML files of the Verba Recording System's Dashboard are to be designed by using the following elements, and also keeping these structural restrictions in mind.

Aside from the standard coding rules regarding the usage of special characters in XML, there are no additional coding regulations described in the Verba Recording System Dashboard.

The XML file consists of several nodes. Each node corresponds to one of the widget's main building bricks, the different configuration options.

XML nodes used in the custom widget type files are described respectively in their own articles in this guide.

Node - dash

Description

<dash> is the main node, it is also called the document element. This element is mandatory, the XML document has to be started with **<dash>** and ended with **</dash>**. Widget configuration is stored between these tags.

Attributes

id	Mandatory, has to be a unique number amongst the existing XML files, to identify the widget on a saved dashboard.
widgetTypeLangName	The name of the widget that will appear in the Widget Type drop-down list on the Dashboard Widget Configuration panel. It must be a lang file name and a key name in that lang file separated by a dot.
xAxis	A column name in the result set of the SQL query, which makes up the X-axis values of the chart.
yAxis	A column name in the result set of the SQL query, which makes up the Y-axis values of the chart.
xAxisLangName	The label of the X-axis, treated in the same way as the widgetTypeLangName attribute. This text is displayed under the X-axis of the chart.
yAxisLangName	The label of the Y-axis, treated in the same way as the widgetTypeLangName attribute. This text is displayed under the Y-axis of the chart.
zAxisLangName	Used only with the Table display method, where three columns are required. Available only when Scatter chart is defined, this attribute represents the name of the third column. For further information, check out the displayMethods node.
seriesId	<p>Mandatory, has to be a column name from the result set of the SQL query. This is used by charts with multiple series (like the Group Performance Trend), and represents the third dimension of the chart.</p> <p>This is mandatory, even when the chart is made of one series (like Top Performing Agents). A fix value has to be used from the result set, like in Top Performing Agents the seriesId='id' is mapped to the column generated by this SQL '1 as id'. This way you will only have one series.</p>
seriesName	<p>Mandatory, has to be a column name from the result set of the SQL query, used by charts with multiple series.</p> <p>If the chart is made of only one series, a dummy value has to be used, like in Top Performing Agents: seriesName='series_name' and the SQL mapped to this is : " as series_name".</p> <p>If the chart is made of multiple series, the seriesName will represent the name of each series, like in Groups Performance Trend: seriesName='group_name' and the column of the result set mapped to this is "(SELECT name FROM [Group] g WHERE g.Group_ID=ug.Group_ID) as group_name)"</p>
numberSuffix	This sign will be displayed after each value of the Y-axis. (e.g.: '%' or '\$').
category	Mandatory, can be 'qm' or 'call', depending on whether the category of the Widget Type drop-down where the widget belongs to is Quality Management Widgets or Call Activity Widgets .

Node - sql

Description

This node contains the SQL query that provides data for of the axis of the chart.

Attributes

None

SELECT

Mandatory columns

- the column that is mapped with the **xAxis** attribute of the **dash** node
- the column that is mapped with the **yAxis** attribute of the **dash** node
- the column that is mapped with the **seriesId** attribute of the **dash** node
- the column that is mapped with the **seriesName** attribute of the **dash** node

Additional columns

- if you want to group your query with the **GROUP BY** SQL clause, you have to add this column to your result set, because of the SQL restrictions (like the **qv.user_id** column in **Top Performing Agents**)
- if you want to control the size of the result set, you can use the **@topX** variable after the **SELECT TOP** SQL keywords. This causes the **Number of items to be selected** input box to appear in the widget configuration popup to provide an input for defining the size of the result set. The **@topX** variable will be replaced with the value typed into this input box before the SQL query is executed.
- in trend charts, you may want to group the result set by some time step (weeks, months etc.). This can be achieved by using the **@tim ause** variable which has to be added to the query in two places. Once after the **GROUP BY** SQL clause (to group the result set) and once more among the columns, to retrieve the values for the X-axis. More information about this can be found in the description of the **tim /b>** node.

WHERE

Number of WHERE clauses is not limited, you can use as many as you want.

Available variables include the following:

@filters	defines the filters for the widget, which can be set on the Widget Configuration panel under the Filter section. The variable will be replaced by the values set in this section. More information about this can be found in the description of the filters node.
@tzId	this variable will be replaced by the time zone identifier selected in the drop-down menu in the Date Interval section of the Widget Configuration popup, named Display results according to time zone . You can use this option to control the time zone in which you want to see your chart. You can also use this along with the timezones table in the database to retrieve time offsets for each time zone.
@fromDate	this variable will be replaced with the start date and time set in the Date Interval section of the Widget Configuration popup
@toDate	this variable will be replaced with the end date and time set in the Date Interval section of the Widget Configuration popup
@eid	this variable will be replaced with the environment identifier of the logged in user

GROUP BY

Number of GROUP BY clauses is not limited, you can use as many as you want.

Available variables include the following:

@time	When you use trend reports, you can use this variable to control the timestep of the x-axis. This variable will be replaced with the value provided by the Time Axis drop-down in the Widget Configuration popup. More information about this can be found in the description of the time /b> node .
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Dashboard widget types

Using the dashboard




- [Creating and saving the dashboard](#)
- [Configuring and modifying the dashboard](#)
- [Managing widgets on the dashboard](#)

Creating and saving the dashboard

The Verba Recording System dashboard is accessible via the Dashboard menu on the main navigation. Initially the dashboard is empty, it doesn't contain any widgets upon first start.

The dashboard is easily operated by the controls in the top-right corner of the dashboard itself.

Dashboard controls include the following:

Control	Name	Function
	Save dashboard	Saves the current dashboard layout and all widget settings of the current user for future use.
	Configure dashboard	Displays the "Dashboard Configuration" panel.
	Add new widget to dashboard	Adds a new, non-configured widget to the next empty widget holder box on the dashboard.

Configuring and modifying the dashboard

When a user logs in to the Verba Recording System Web Interface, and goes to the Dashboard, the last saved version of the dashboard is automatically loaded with all the saved widgets and their custom configurations. Widget data is automatically generated every time the user opens the dashboard.

The users can customize their dashboards with the "Configure dashboard" control.

Dashboard configuration options include the following:

Name	Function
Title	Defines a custom dashboard title.
Layout	Customizes the display of the dashboard widgets, by using the 1, 2 and 3 column layouts. The widgets are displayed in 1, 2, and 3 column rows in the table, according to the layout names.
Height	Sets the height for the widgets on the dashboard. This setting is effective for all displayed dashboard widgets, and is to be provided in pixels.

Managing widgets on the dashboard







Adding widgets to the dashboard

Every time a user operates the "Add new widget" control of the dashboard, a new, default widget is automatically added to the next empty widget holder box. The added widget is non-configured in its initial state, and doesn't display any data.

Controlling widgets

The Verba Recording System dashboard widgets display their controls in the right corner of their title bar when the mouse cursor is over them. Every widget on the dashboard has its own controls, independently from each other.

Dashboard widget controls include the following:

Control	Name	Function
	Configure widget	Displays the "Dashboard Widget Configuration" panel.
	Refresh widget	Refreshes the widget by recalculating data, and displaying the new results.
	Fullscreen	Displayed only in normal (e.g. dashboard) view, this control maximizes the selected widget, to fit the whole browser screen.
	Restore fullscreen	Displayed only in fullscreen mode, this control returns to the dashboard view and restores the selected widget to its normal size.
	Close widget	Removes the widget from the dashboard, and automatically moves the widget below, to the removed one's widget holder box.
	Cancel query	Displayed only during the processing and calculation period, this control provides a way to cancel a running query. This function is very useful when a query takes considerably more time to execute.

Configuring widgets

The users can customize their dashboards widgets using the "Configure widget" control.

Individual widget configuration values are detailed further in [Dashboard widget types](#) for every widget type, however every widget shares the same configuration options.

Widget configuration options

Common widget configuration options include the following:

Name	Function
Title	Defines a custom widget title.
Widget type	Defines the type of the widget. Users can select from the existing widget types using this drop-down menu on the configuration panel.
Display method	Sets the widget's display method accordingly. (This option varies per widget.)

Date interval	Sets the date interval for the query.
Filter	Provides means for enabling multiple different filtering options. (This option varies per widget.)

Additional widget configuration options

Certain widgets utilize additional configuration options.

Additional widget configuration options include the following:

Name	Function
Time axis	Defines the time axis resolution.
Number of items to be displayed	Maximized the number of items to be displayed by the widget

Organizing dashboard widgets

Ordering and relocation of the widgets is made possible by the drag-and-drop feature of the dashboard. When the mouse cursor moves over the widgets' title bar, it automatically changes to a cross. Simply click and drag the selected widget by its title bar, and move it to the desired widget holder box on the dashboard. The available widget holder boxes are automatically highlighted when the dragged widget moves over them.

If the desired widget holder box is occupied at the moment of relocation, the widget in it is automatically moved to the widget holder below itself.

Removing widgets from the dashboard

Widgets are easily removable from the dashboard via the "Remove widget" icon, which is located in the top right corner of the widget itself. By clicking on the control, the selected widget gets removed from the dashboard, and the one below it automatically occupies its widget holder box.

Widgets - Call Activity

Simultaneous Calls Trend widget

Category: Call Activity Widgets

Description

Displays the number of simultaneous calls on the selected time scale. The data is collected from the recorded calls database, based on the configured filtering options.

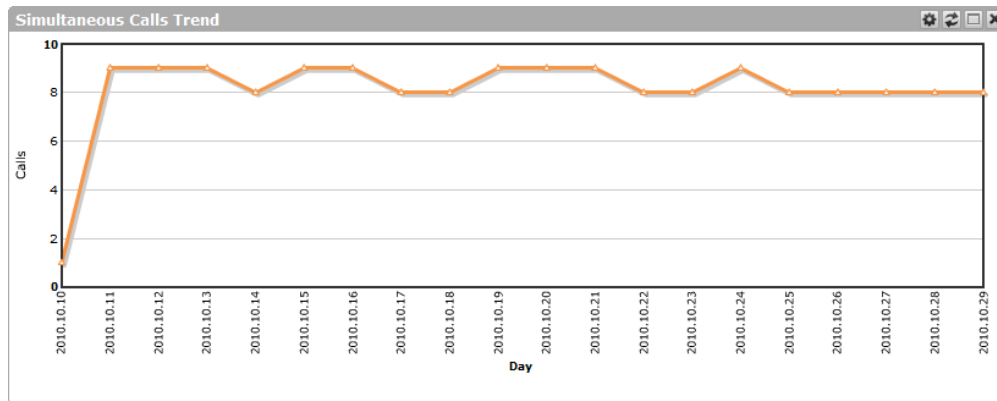
Display methods

Chart	<ul style="list-style-type: none">LineArea 2D
-------	--

Filter options

None

Widget sample



Overall Call Counts Trend widget

Category: Call Activity Widgets

Description

Displays the number of calls on the selected time scale. The data is collected from the recorded calls database, based on the configured filtering options.

Display methods

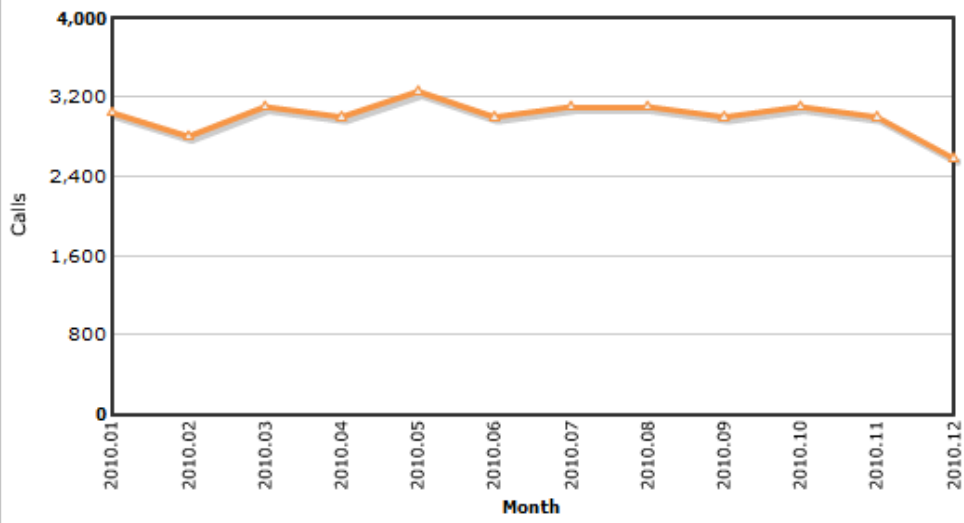
Chart	<ul style="list-style-type: none">■ Line■ Area 2D
--------------	--

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
User	Only calls, based on the defined user filtering options will be displayed.
Groups	Only calls, based on the defined group filtering options will be displayed.

Widget sample

Overall Call Counts Trend



Average Call Durations Trend widget

Category: Call Activity Widgets

Description

Displays average call durations on the selected time scale. The data is collected from the recorded calls database, based on the configured filtering options.

Display methods

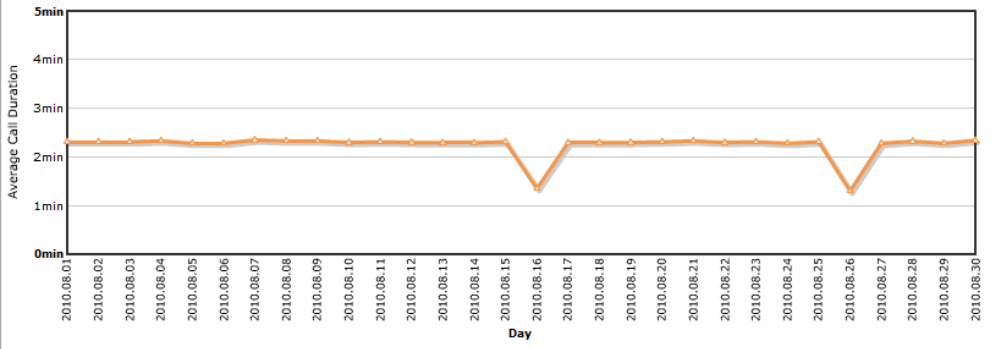
Chart	<ul style="list-style-type: none">■ Line■ Area 2D
--------------	--

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
User	Only calls, based on the defined user filtering options will be displayed.
Groups	Only calls, based on the defined group filtering options will be displayed.

Widget sample

Average Call Durations Trend



Overall Call Directions Trend widget

Category: Call Activity Widgets

Description

Displays the number of calls on the selected time scale. The data is collected from the recorded calls database, based on the configured filtering options. The widget displays information grouped by call directions.

Display methods

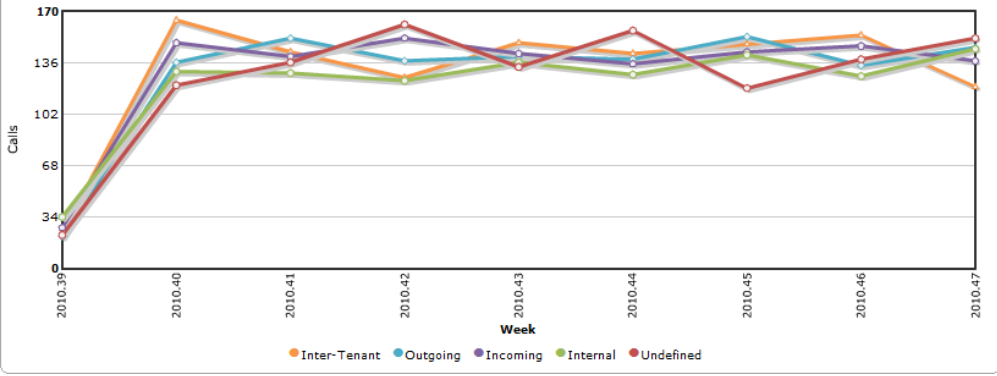
Chart	<ul style="list-style-type: none">■ Line■ Area 2D
--------------	--

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
User	Only calls, based on the defined user filtering options will be displayed.
Groups	Only calls, based on the defined group filtering options will be displayed.

Widget sample

Overall Call Directions Trend



Widgets - Quality Management

Overall Performance Trend widget

Category: Quality Management Widgets

Description

Displays average evaluation score values on the selected time scale. The data is collected from the scorecards, based on the configured filtering options.

Display methods

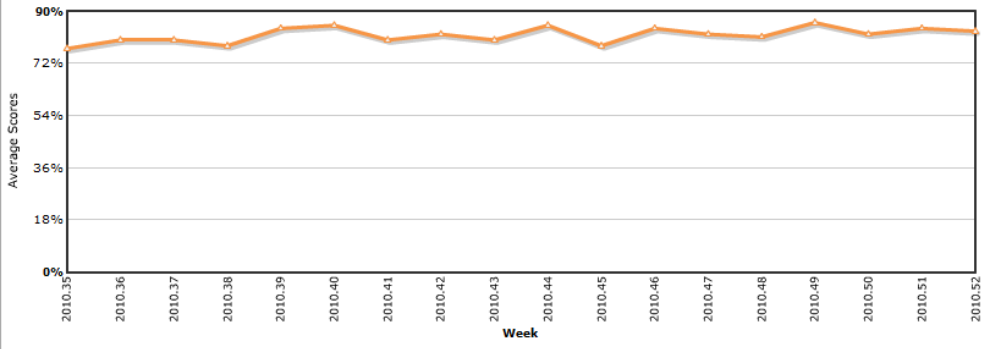
Chart	<ul style="list-style-type: none">■ Line■ Area 2D
--------------	--

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Overall Performance Trend



Top Performing Agents widget

Category: Quality Management Widgets

Description

Displays the agents with the highest average evaluation score values. The data is collected from the scorecards, based on the configured filtering options. The number of displayed agents can be changed by altering the value of the "Number of items to be selected" field.

Display methods

Chart	<ul style="list-style-type: none">■ Column 3D■ Column 2D■ Bar 2D■ Pie 2D■ Pie 3D■ Doughnut 2D■ Area 2D
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Top Performing Agents	
Agents	Average Scores
Chad Gray	88%
Micheal Cohen	85%
Sharon Harrington	84%
Thomas Powell	82%
Sue Mathis	77%
Carrie Reid	74%
Corey Mendoza	74%
Wesley Mack	69%
Kenneth Franklin	67%
Jerry Jones	49%

Top Performing Groups widget

Category: Quality Management Widgets

Description

Displays the groups with the highest average evaluation score values. The data is collected from the scorecards, based on the configured filtering options. The number of displayed groups can be changed by altering the value of the "Number of items to be selected" field.

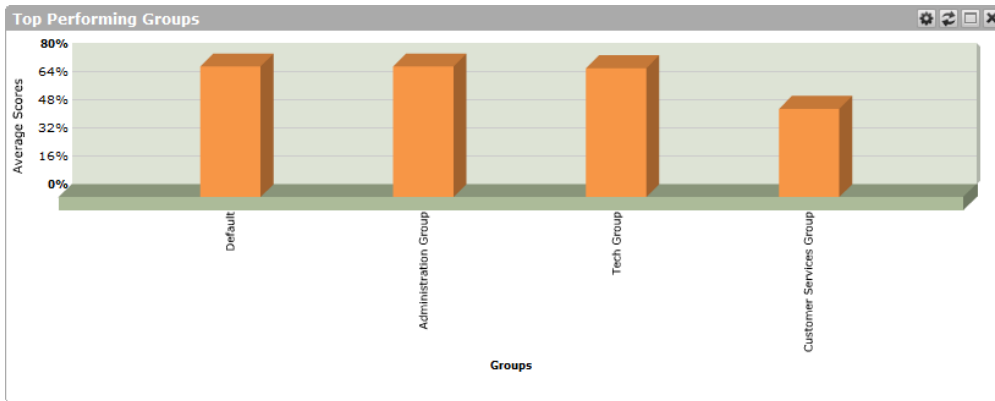
Display methods

Chart	<ul style="list-style-type: none">■ Column 3D■ Column 2D■ Bar 2D■ Pie 2D■ Pie 3D■ Doughnut 2D■ Area 2D
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample



Low Performing Agents widget

Category: Quality Management Widgets

Description

Displays the agents with the lowest average evaluation score values. The data is collected from the scorecards, based on the configured filtering options. The number of displayed agents can be changed by altering the value of the "Number of items to be selected" field.

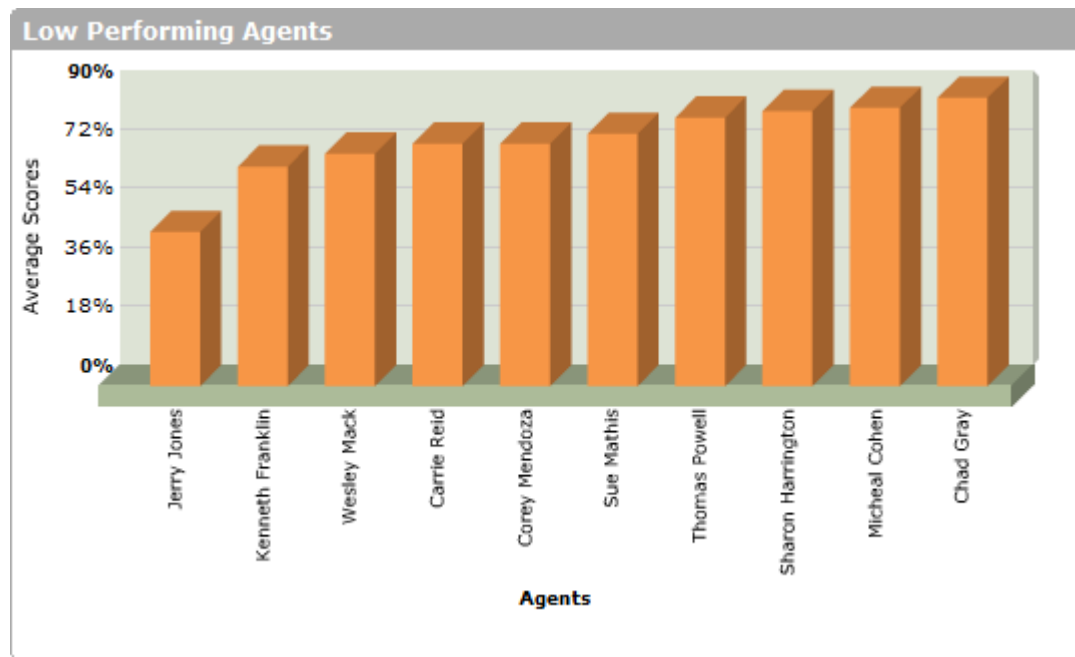
Display methods

Chart	<ul style="list-style-type: none">■ Column 3D■ Column 2D■ Bar 2D■ Pie 2D■ Pie 3D■ Doughnut 2D■ Area 2D
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample



Low Performing Groups widget

Category: Quality Management Widgets

Description

Displays the groups with the lowest average evaluation score values. The data is collected from the scorecards, based on the configured filtering options. The number of displayed groups can be changed by altering the value of the "Number of items to be selected" field.

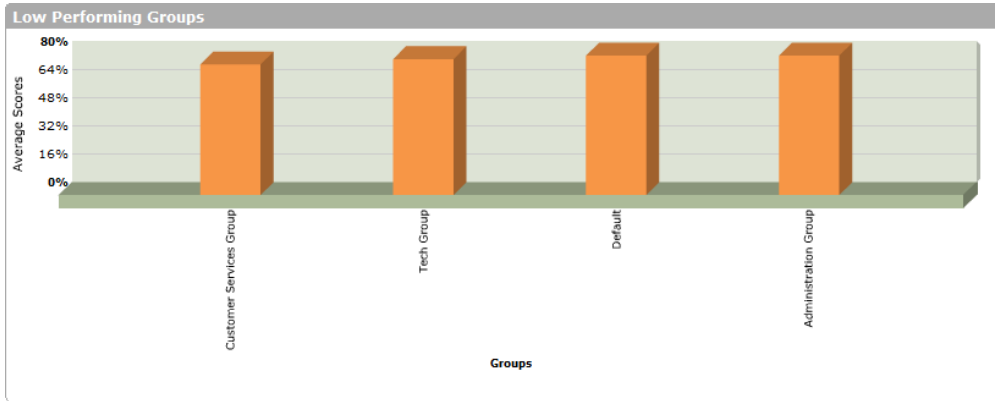
Display methods

Chart	<ul style="list-style-type: none">■ Column 3D■ Column 2D■ Bar 2D■ Pie 2D■ Pie 3D■ Doughnut 2D■ Area 2D
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample



Agents Overall Performance widget

Category: Quality Management Widgets

Description

Displays average evaluation score values for the selected agents. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by agents.

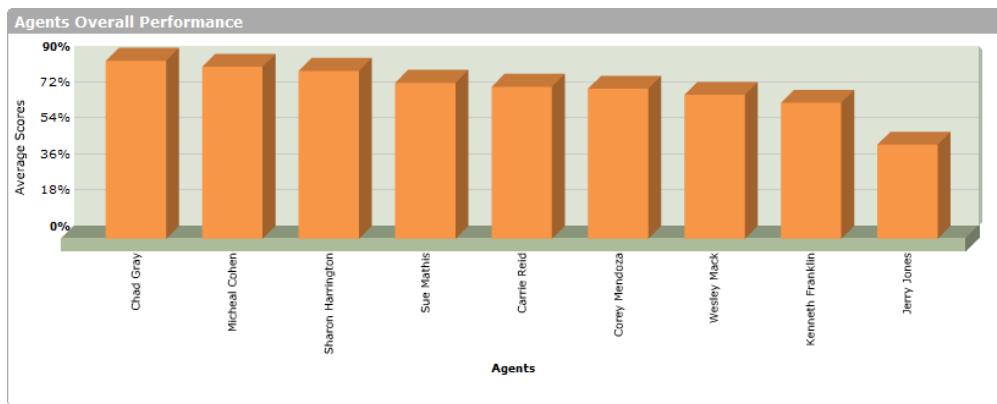
Display methods

Chart	<ul style="list-style-type: none">■ Column 3D■ Column 2D■ Bar 2D■ Pie 2D■ Pie 3D■ Doughnut 2D■ Area 2D
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample



Agents Performance Trend widget

Category: Quality Management Widgets

Description

Displays average evaluation score values on the selected time scale for the selected agents. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by agents.

Display methods

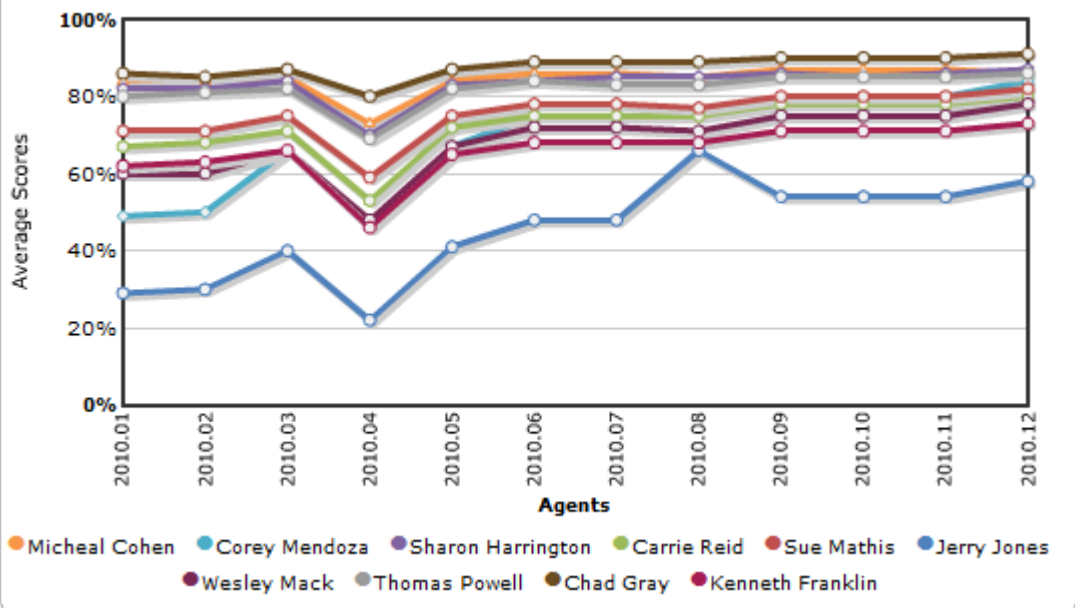
Chart	<ul style="list-style-type: none">■ Line■ Area 2D
--------------	--

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Agents Performance Trend



Agents Quality vs Productivity (Average Call Duration) widget

Category: Quality Management Widgets

Description

Displays the agents' productivity, represented by the average call durations. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by agents.

Display methods

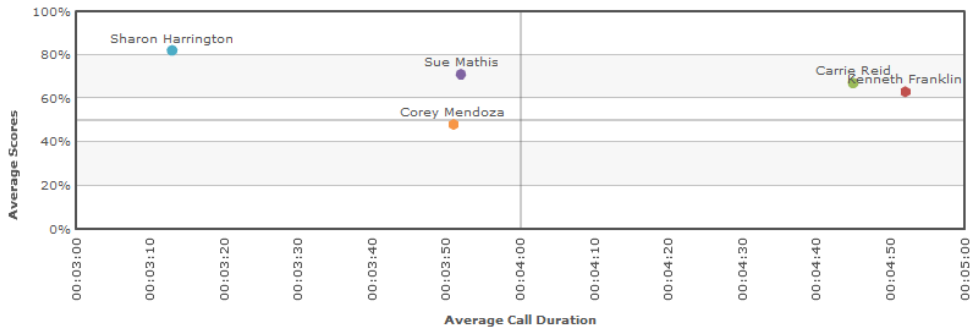
Chart	<ul style="list-style-type: none">■ Scatter
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Agents Quality vs. Productivity (Average Call Duration)



Agents Quality vs Productivity (Calls Handled) widget

Category: Quality Management Widgets

Description

Displays the agents' productivity represented by the number of calls handled on a given day. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by agents.

Display methods

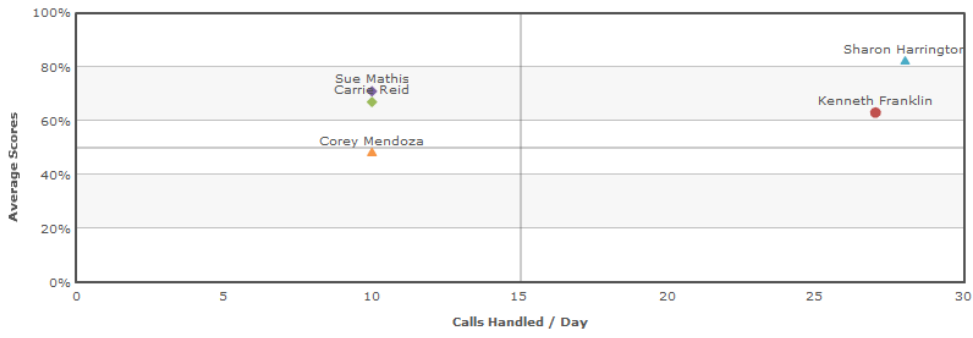
Chart	■ Scatter
Table	■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Agents Quality vs. Productivity (Calls Handled)



Groups Overall Performance widget

Category: Quality Management Widgets

Description

Displays average evaluation score values for the groups. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by groups.

Display methods

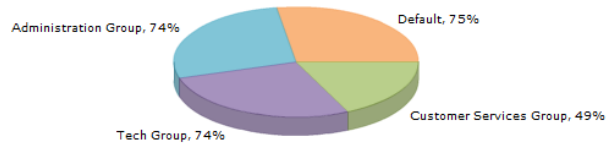
Chart	<ul style="list-style-type: none">■ Column 3D■ Column 2D■ Bar 2D■ Pie 2D■ Pie 3D■ Doughnut 2D■ Area 2D
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Groups Overall Performance



Groups Performance Trend widget

Category: Quality Management Widgets

Description

Displays average evaluation score values on the selected time scale for the groups. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by groups.

Display methods

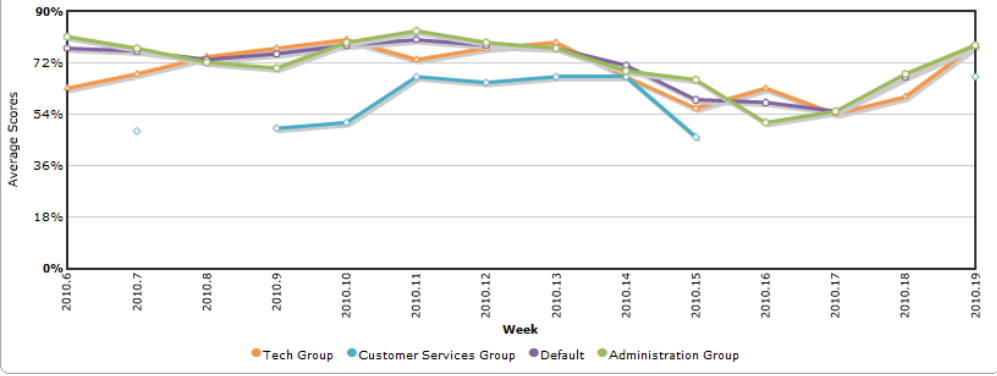
Chart	<ul style="list-style-type: none">■ Line■ Area 2D
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Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Groups Performance Trend



Groups Quality vs Productivity (Average Call Duration) widget

Category: Quality Management Widgets

Description

Displays the groups' productivity represented by the average call durations. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by groups / teams.

Display methods

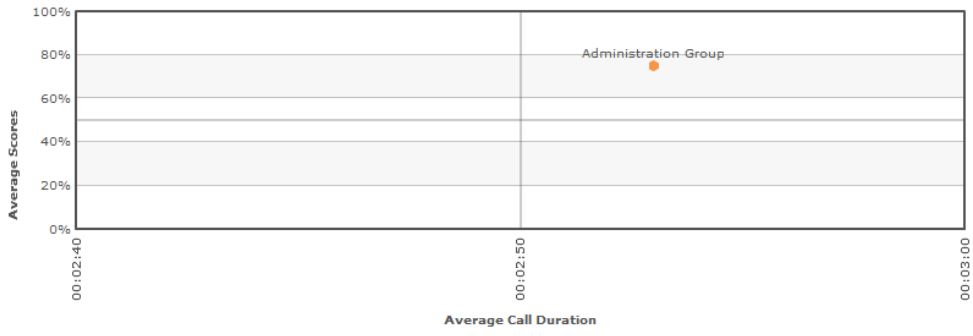
Chart	<ul style="list-style-type: none">Scatter
Table	<ul style="list-style-type: none">The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Groups Quality vs. Productivity (Average Call Duration)



Groups Quality vs Productivity (Calls Handled) widget

Category: Quality Management Widgets

Description

Displays the groups' productivity represented by the number calls handled on a given day. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by groups / teams.

Display methods

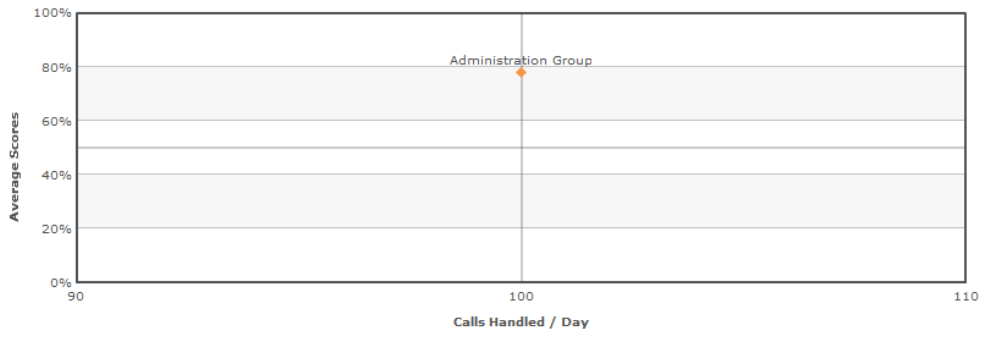
Chart	■ Scatter
Table	■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Group Quality vs. Productivity (Calls Handled)



Supervisors Productivity Trend widget

Category: Quality Management Widgets

Description

Displays the number of evaluations done by the supervisors on the selected timescale. The data is collected from the scorecards, based on the configured filtering options. The widget details information grouped by supervisors.

Display methods

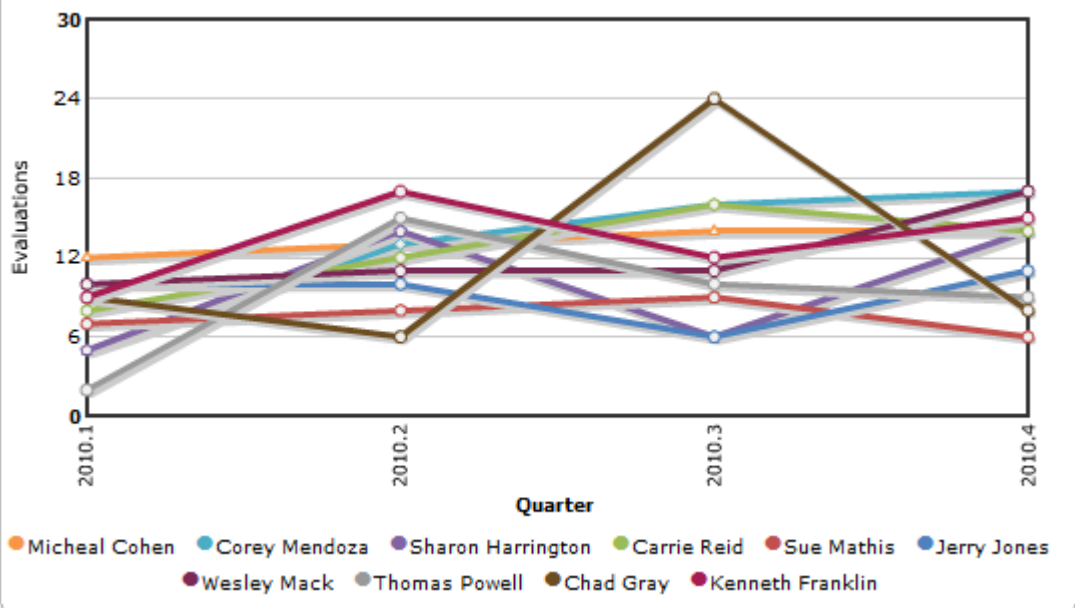
Chart	<ul style="list-style-type: none">■ Line■ Area 2D
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Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Supervisor	Only evaluations for the selected supervisor(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed

Widget sample

Supervisors Productivity Trend



Score Distribution widget

Category: Quality Management Widgets

Description

Displays the distribution of evaluation scores over a specified period of time. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by average evaluation score values.

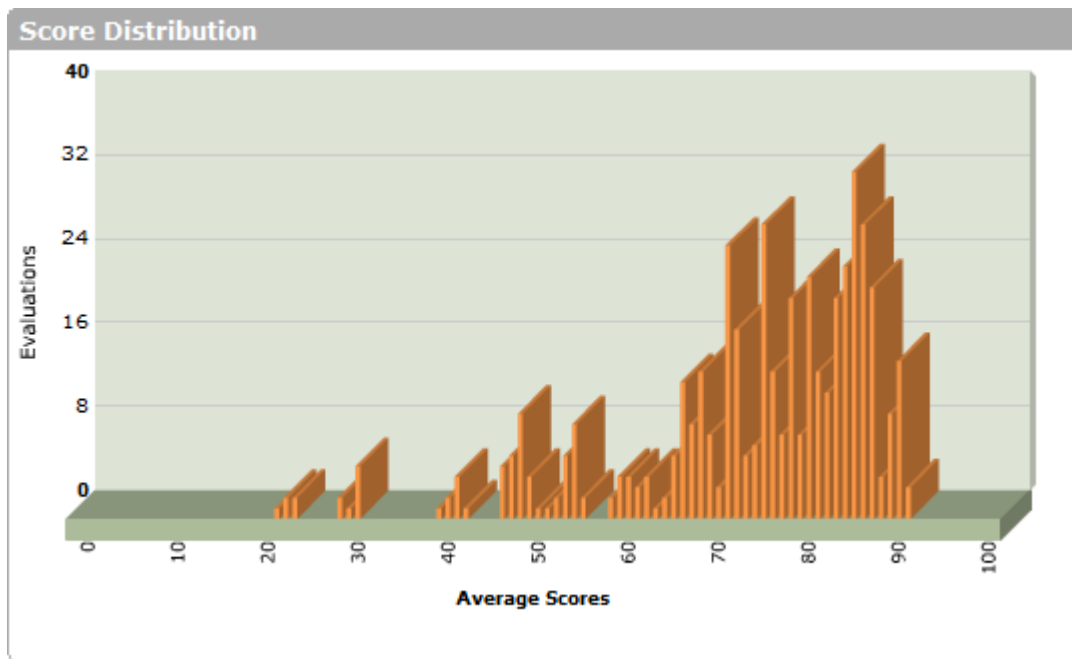
Display methods

Chart	<ul style="list-style-type: none">■ Column 3D■ Column 2D■ Bar 2D■ Pie 2D■ Pie 3D■ Doughnut 2D■ Area 2D
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Supervisor	Only evaluations for the selected supervisor(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed

Widget sample



Skills Performance Trend widget

Category: Quality Management Widgets

Description

Displays average evaluation score values on the selected time scale for skills. The data is collected from the scorecards, based on the configured filtering options. The widget details information grouped by skills.

Display methods

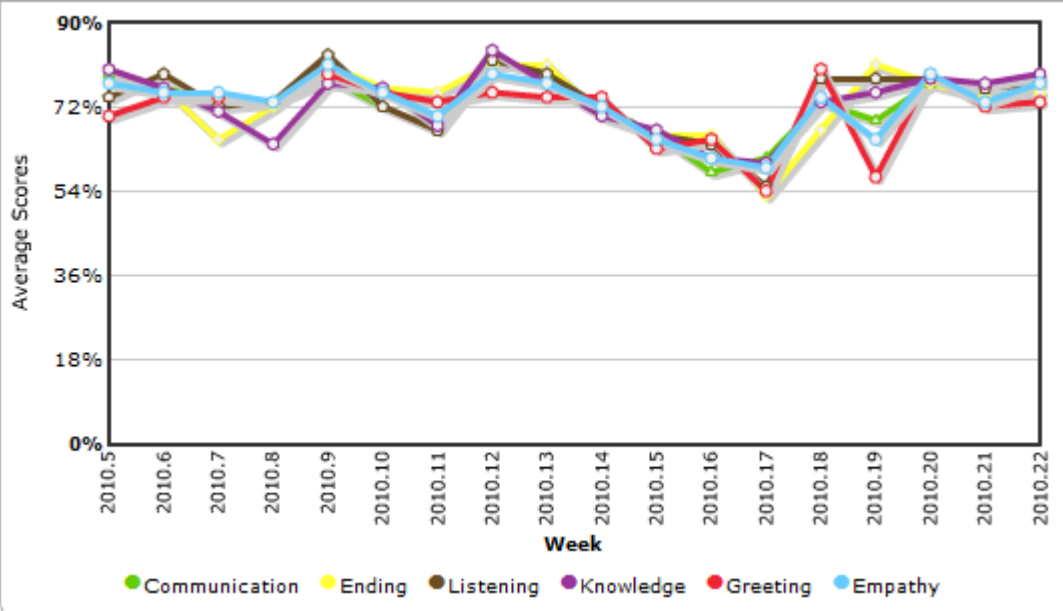
Chart	<ul style="list-style-type: none">■ Line■ Area 2D
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Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

Skills Performance Trend



Skills Overall Performance widget

Category: Quality Management Widgets

Description

Displays the average evaluation score values for skills. The data is collected from the scorecards, based on the configured filtering options. The widget displays information grouped by skills.

Display methods

Chart	<ul style="list-style-type: none">■ Column 3D■ Column 2D■ Bar 2D■ Pie 2D■ Pie 3D■ Doughnut 2D■ Area 2D
Table	<ul style="list-style-type: none">■ The results are shown in a standard 2D table format.

Filter options

Date Interval	<p>Only calls in the defined date and time interval will be displayed.</p> <ul style="list-style-type: none">■ Current: This option lets you select the entire current (momentary) hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the current date and time, every time the widget is displayed. E.g. current week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM and Sunday 11:59 PM.■ Last: This option lets you select the entire last hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the last date and time, every time the widget is displayed. E.g. last week on Tuesday at 10:15 AM, will correspond to a date and time interval between Tuesday 10:15 AM on the week before and Tuesday 10:15 AM (momentary date).■ Previous: This option lets you select the entire previous calendar hour, day, week, month, quarter or year for the query interval. The system dynamically calculates the previous date and time, every time the widget is displayed. E.g. previous week on Tuesday at 10:15 AM, will correspond to a date and time interval between Monday 00:00 AM on the week before and Sunday 11:59 PM on the week before.■ Fixed: This option lets you freely customize a static date and time interval for the query.
Agent	Only evaluations for the selected agent(s) will be displayed
Skill	Only evaluations for the selected skill(s) will be displayed
Groups	Only evaluations for the agent(s) of the selected group(s) will be displayed
Evaluation Project	Only evaluations based on the selected evaluation project(s) will be displayed
Evaluation Form	Only evaluations based on the selected evaluation form(s) will be displayed
Score	Only evaluations matching the overall score criteria will be displayed
Evaluated By	Only evaluations evaluated by the selected supervisor(s) will be displayed

Widget sample

