NICE

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NICE PUBLIC SAFETY SOLUTIONS

NICE INFORM MONITOR USER GUIDE

Release 9.1

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NICE - Inform

Important Notice

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1   Welcome

The NICE Inform Monitor Application enables you to:

- Monitor audio from logger channels, in near real time (excluding NiceVision audio) within the Monitoring panel (see page 5). There is a delay in the audio feed, typically a few seconds. Single or multiple logger channels can be monitored from either a physical recording device or logical resource groups.

- Replay recent calls or in progress calls from channels on a logger using the Recent Calls panel (see page 11). All calls associated with a data source or resource group are searched for and displayed within the Results table in order for you to replay the calls you require.

- Replay dynamic (non channel based) resources e.g. agent ID, extension and talkgroup using the Recent Calls panel (see page 11).

NOTE: Resources from legacy data sources are **NOT** supported in NICE Inform Monitor.

    Media Interconnect resources from NICE Interaction Management data sources are **NOT** supported in NICE Inform Monitor.

    Dynamic resources are only displayed within the Recent Call panel once the call has finished.

Application privileges

To use the Monitor application, you **MUST** have the required privilege allocated to you (refer to *Application privileges* in *NICE Inform User Administration*). If not, the Monitor option is not displayed in the Application selector bar when you log in.

1.1   Monitor prerequisites

In order to use the NICE Inform Monitor application, you need to have one or more audio channel resources assigned to you either from a resource group, an NLS audio data source or a NICE Interaction Management/NICE Perform data source.

▶ To assign resources to users:

1. Within NICE Inform System Administration, a resource group needs to be created and have audio channel based resources assigned to it (refer to *Creating a resource group* in *NICE Inform System Administration*).

2. Once a resource group has been created, a user group needs creating. This is done within the NICE Inform User Administration application. Following the **New User Group Wizard**, (refer to *Creating a new user group* in *NICE Inform System Administration*), there are two important things to do:

   – The required user **MUST** be added to this user group.

   – Ensure that the required resources are assigned to this user group, either by assigning from the newly created resource group to this user group or by assigning the resources directly.

Now that resources have been assigned, you can monitor near real time audio (using the Monitoring panel (see page 5)) and replay recent calls (using the Recent Calls panel (see page 11)).

IMPORTANT: This procedure **MUST** be performed by a NICE Inform Administrator.

1.2   Navigating NICE Inform Monitor

The NICE Inform Monitor application consists of a Resources panel, a Monitoring panel and a Recent Calls panel:

NOTE: Refer to the table below for a key to each feature.

Figure 1-1: Monitor main screen
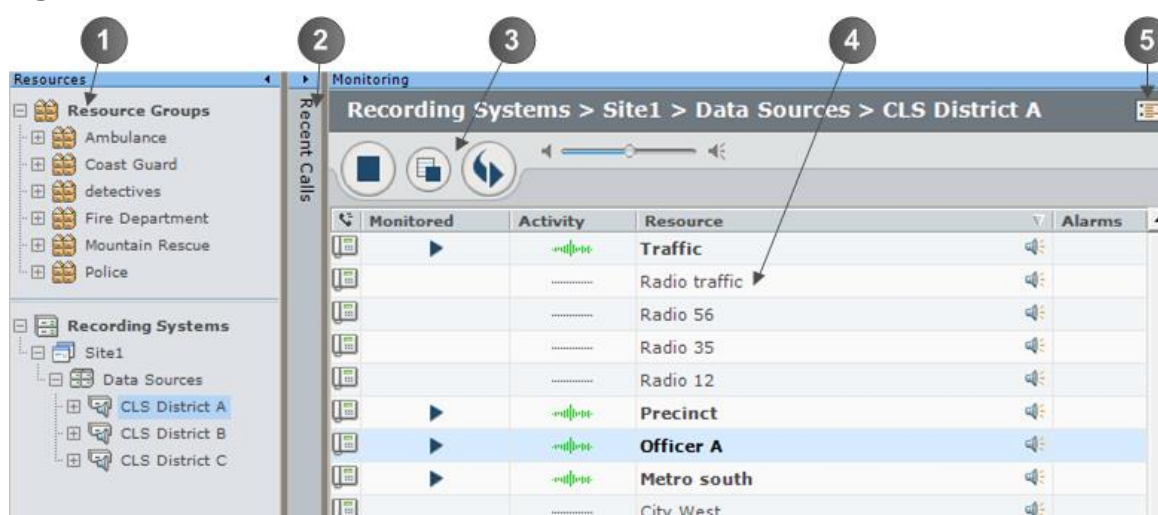
Table 1-1: NICE Inform Monitor features

Feature number	Description
1	**Resources panel** - enables you to locate the required resources to monitor (refer to Resources panel (see page 4)).
2	**Recent Calls panel** (shown minimized) - enables access to replay recent calls or in progress calls from channels on a logger (refer to Recent calls panel (see page 11)).
3	**Monitor Control panel** - provides the functionality to monitor the selected resources and to switch to replay the last recording on the selected resource (refer to Monitor Control panel (see page 8)).
4	**Resources table** - displays all the channel based recordings on the selected resources (refer to Resources table (see page 5)).
5	**Monitor preferences** button - enables access to the Preferences control (refer to Setting Monitor preferences (see page 10)).

To minimize a panel click the ◀ button associated with the panel that is open.

To maximize a panel, click the ▶ button associated with the panel that is closed.

1.3   Tree structure terminology

A tree structure is used throughout NICE Inform to aid in your navigation of the application suite and is required to perform further functions. Using the Resource Groups section in System Administration as an example, there are a number of terms used when navigating the tree:

NOTE: Refer to the table below for a key to each feature.

Figure 1-2: Navigating the tree example
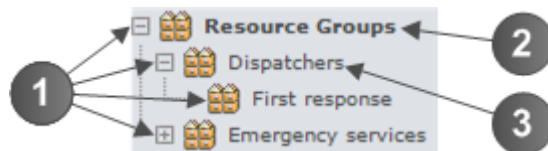
Table 1-2: Tree structure terminology

Feature number	Description
1	Nodes
2	Parent
3	Child/sub group

- **Node** - everything in the tree is classed as a node.
- **Parent** - the top level node e.g. **Resource Groups**.
- **Child** (or sub group) - the node below its parent.
- A child (or sub group) can also be a parent as well. Using the example above, the Dispatchers node is a child of the **Resource Groups** node but is also a parent of the **First response** node.
- To expand a node, click the ⊞ button alongside the node.
- To collapse a node, click the ⊟ button alongside the node.

2   Resources panel

The Resources panel consists of a tree structure which shows:

- **Resource Groups**

  Nodes in this section show the logical resource groups that have been created by administrators of the NICE Inform system. A resource group is attached to a user to specify the resources that person has been granted access to by their System Administrator.

  You can only see the resource groups that you have privileges to see.

  For help adding a new resource group using NICE Inform System Administration, refer to *Creating a resource group* in *NICE Inform System Administration*.

IMPORTANT: This procedure **MUST** be performed by a NICE Inform Administrator.

- **Recording Systems**

  – **Site1** - a fixed node detailing the NICE Inform site.

    ➢ **Audio data sources** - one or more nodes containing data sources that have been configured in the system, (e.g. NLS Audio, NICE Interaction Management and NICE Recording/NICE Inform Recorder).

NOTE: Data sources are added using NICE Inform System Administration.

Selecting resources for live monitoring

To monitor the appropriate channel based resources using NICE Inform Monitor, you first need to select the required node from the Resources tree.

Selecting a resource for replaying recent calls

To replay the last calls on a particular resource over a predefined recent period of time, you first need to select the required node from the Resources tree.

3   Monitoring panel

The Monitoring panel consists of a resources table, a control panel and a preferences control:

NOTE: Refer to the table below for a key to each feature.

Figure 3-1: Monitoring panel
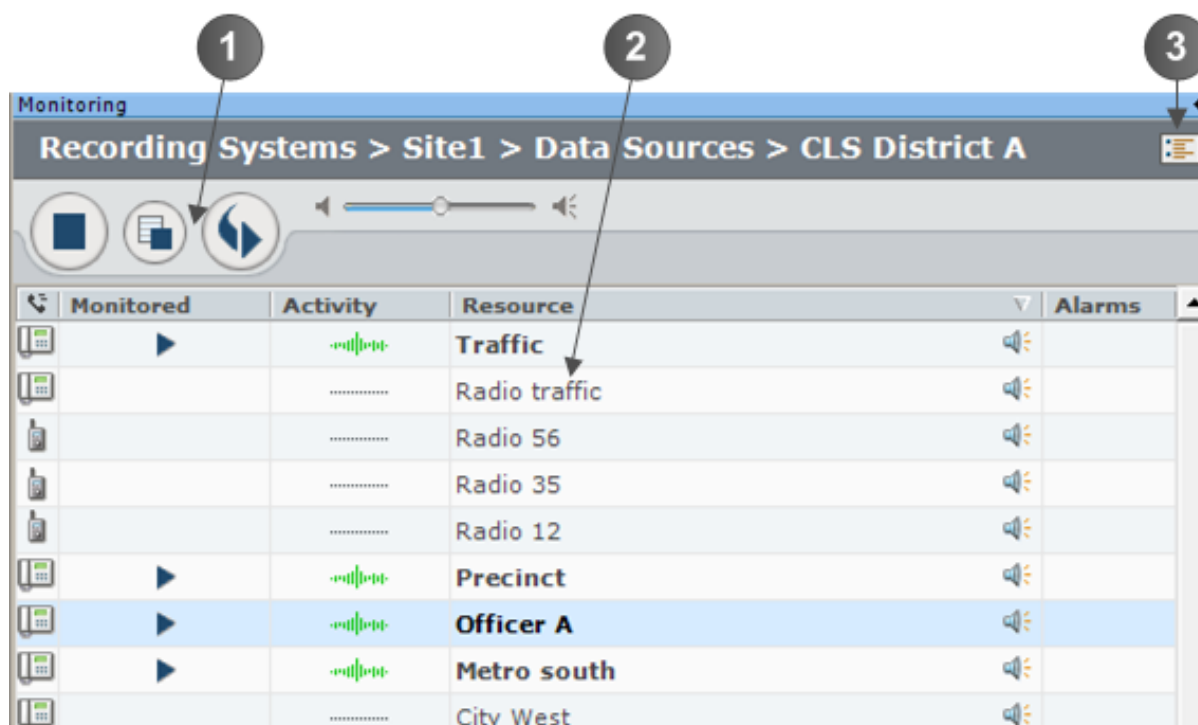
Table 3-1: Monitoring panel features

Feature number	Description
①	**Monitor Control panel** - provides the functionality to monitor the selected resources and to switch to replay the last recording on the selected resource (refer to Monitor Control panel (see page 8)).
②	**Resources table** - displays all the channel based recordings on the selected resources (refer to Resources table (see page 5)).
③	**Monitor preferences** button - enables access to the Preferences control (refer to Setting Monitor preferences (see page 10)).

To minimize the Monitoring panel, click the ◂ button.

To maximize the Monitoring panel, click the ▸ button.

3.1　Resources table

The Resources table displays all the channel based resources that you have chosen to view when using the Resources panel, as shown here.

Figure 3-2: Monitor resources table

Use the Resources table to monitor live resources (refer to Monitoring resources (see page 9)).

NOTE:	Each column can be sorted in descending or ascending order by clicking the column heading except the **Activity** and **Alarms** columns. You can also reorder the three columns (**Monitored**, **Activity** and **Type**) and the two columns (**Resource** and **Alarms**) by dragging them to the required location.

The following column heading types are displayed in the Resources table:

- Resource type column (see page 6)
- Monitored column (see page 6)
- Activity column (see page 7)
- Type column (see page 7)
- Resource column (see page 7)
- Alarms column (see page 8)

3.1.1　Resource type column

The Resource type column is shown by an icon. [📞] For the different resource audio resource types, refer to *Results table* in *NICE Inform Reconstruction*.

3.1.2　Monitored column

This column displays whether the resource is being monitored or not:

- The column is blank if the resource is not being monitored.
- The column displays an ▸ icon if the resource is being monitored.

Move your cursor over the **Monitored** column of a resource that is currently being monitored and a **Stop** ■ button is presented indicating that if you click this button, monitoring will stop for this resource.

Move your cursor over the Monitored column of a resource that is currently not being monitored and a **Monitor** ▶ button is presented indicating that if you click the button monitoring will start for this resource.

For step-by-step guidance monitoring channel based resources, refer to Monitoring resources (see page 9).

3.1.3   Activity column

This column displays by means of an icon whether there is activity currently on that resource. The different activity icon states are:

Table 3-2: Activity column icons

Icon	Description
....	**No Activity** - there is no activity on the resource.
·∙ıılı∙ılı∙ı∙	**Activity not monitored** - there is activity on the resource but it is not being monitored. It is useful to know if there is activity on channel based resources in order to monitor activity.
·∙ıılı∙ılı∙	**Activity monitored** - there is activity on the resource and it is being monitored.
	Channel not recording - if no icon is displayed in the **Activity** column for a particular channel then that channel is **NOT** recording. Channel recording is configured using the NICE Administrator™ and NICE Monitor™ applications.

3.1.4   Type column

This column displays (by means of an icon) the type of resource. The different resource type icons are:

Table 3-3: Type column icons

Icon	Description
👤	**Telephony Agent** (unsupported)
📞	**Telephony channel**
📱	**Radio channel**
📻	**Talkgroup** (unsupported)
🎤	**Generic audio**

3.1.5   Resource column

This column displays the name of each resource.

NOTE: The text is emboldened when a resource is being monitored.

Click the **Loudspeaker** 🔊 button to display a Volume and Balance control (see below) for the corresponding resource.

NOTE:	The volume and balance settings for each resource are saved with your user preferences each time NICE Inform is closed and are restored when it is reopened.

Volume and Balance control

The following options are available:

- **Volume**

  To increase the volume, click and drag the slider upwards or press the up arrow on your keyboard. To decrease the volume, drag the slider downwards or press the down arrow on your keyboard.

- **Balance**

  To determine which speaker the call is played back from, slide the balance control towards the required speaker or press the right-left arrows on your keyboard.

  This setting over-rides the Default balance option within the Monitor Preferences control (refer to Setting Monitor preferences (see page 10)) unless the **Use Defaults** option is selected.

3.1.6   Alarms column

This column displays any alarms generated by the system when trying to monitor the corresponding resource.

3.2   Monitor control panel

Where relevant, the shortcut keys are displayed alongside each function in the accompanying table e.g. for **Monitor** the shortcut is **Shift** + **Space**.

Figure 3-3: Monitor Control panel
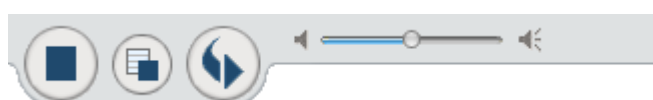
Table 3-4: Monitor Control panel

Button	Description
▶	**Monitor** (Shift + Space) - click to start monitoring the selected resource. When clicked, changes to **Stop**.
■	**Stop** (Shift + Space) - click to stop monitoring of the selected resource. When clicked, changes to **Monitor**.
▣	**Stop all** (Ctrl + I) - click to stop monitoring all resources.
⟐	**Replay last message** (Ctrl + R) - click to replay the last recording on the selected resource. The Recent Calls panel (see page 11) automatically opens.
	NOTE: The Recent Calls panel **ONLY**

Button	Description
	supports 50 selected resources at one time.
◀ ━━━━━●━━ ◀	**Master volume** - changes the monitoring volume, click and drag the master volume slider: **Right** to increase the volume (Ctrl + + (plus sign)), **Left** to decrease the volume (Ctrl + - (minus sign)).

3.3 Monitoring resources

▶ To monitor a resource, a collection of resources or a resource group:

1. Select the required recording system, resource or resource group from the Resources panel.

2. From the **Resources table**, as shown here, select resources to monitor by doing one of the following:

Figure 3-4: Monitor resources table

– Monitor a single resource by single clicking within the corresponding **Monitored** column.

NOTE: This procedure stops **ALL** monitoring on any other channels.

– Select multiple resources (using Microsoft Windows standard Shift and Ctrl methods) ensuring you are not clicking anywhere within the **Monitored** column. Then click the **Monitor** ▶ button.

NOTE: You can **ONLY** monitor a maximum of 10 different resources at one time on one or more workstation on the same logger. For example, if one user is monitoring 5 resources then other users wishing to monitor are restricted to 5 further resources on the same logger.

The maximum number of distinct channels on all loggers that can be concurrently monitored by all clients in the system is 30.

3.3.1   Stop monitoring

There are two ways to conventionally stop monitoring resources:

- Hover the cursor over the **Monitored** column of a resource that is being monitored.

  A **Stop** button is presented. Click this button and monitoring stops for this resource.

- Click the **Stop all** button in the Monitor control panel. Monitoring stop for all resources.

NOTE: If you change the recording system or resource group from the **Resources panel**, any resources that were being monitored now stop.

3.4   Setting Monitor preferences

Click the **Monitor preferences** button and the **Preferences** control for the Monitor application is presented.

The control consists of the following audio options:

- **Default Balance** - move the slider left or right according to the speaker channel you require to listen to the monitored audio. This setting is set to the center by default.

  If the balance setting has been changed for a particular resource (by clicking the **Loudspeaker** button in the Resources table) then changing the balance setting in the Monitor preferences control does not affect it.

- **Include IRIG date and time** - IRIG B122 (a time synchronization format), is enabled by checking the box. Then select whether you want IRIG date and time output on the left hand or right hand channel. The audio is played through the other channel only. This setting is deselected by default.

▶ If at any stage you wish to reset the preferences back to their default setting:

1. Click the **Use Defaults** button.

2. Click **Yes** to the confirmation message. All preferences are reset to their default settings.

4 Recent Calls panel

The Recent Calls panel consists of a results table, a control panel and a preferences control.

When opening the Monitoring panel, a screen similar to this is presented:

NOTE: Refer to the table below for a key to each feature.

Figure 4-1: Recent Calls main screen
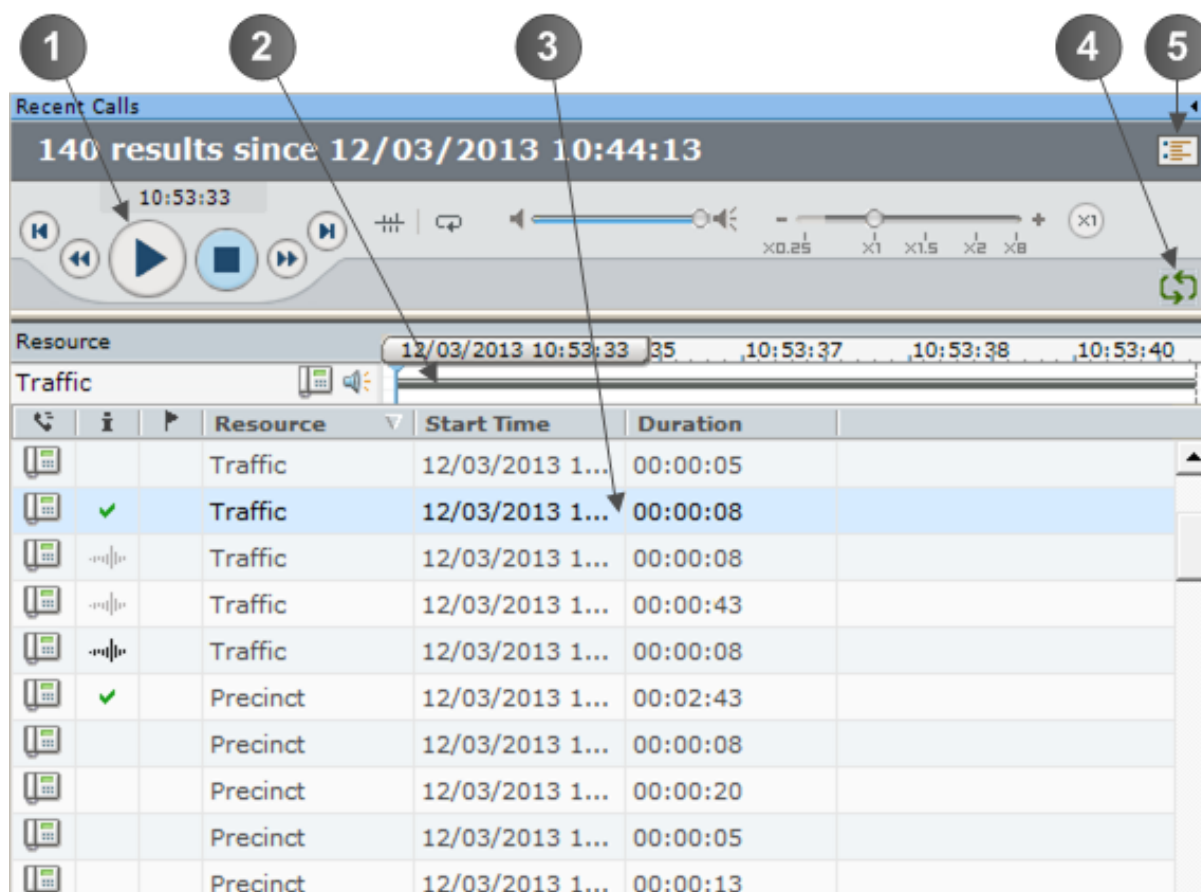
Table 4-1: Recent Calls panel features

Feature number	Description
1	**Recent Calls Control panel** - provides playback controls to assist you when replaying recordings (refer to Recent calls control panel (see page 16)).
2	**Timeline display** - provides a review of the selected recording in a graphical form of horizontal strips (recording bars (refer to Timeline display (see page 12))).
3	**Results table** - recordings are displayed in a tabular format (refer to Results table (see page 13)).
4	**Refresh results** button - refreshes the search results (refer to Refreshing the search results (see page 19)).
5	**Recent Calls preferences** button - enables access to the Preferences control (refer to Setting Recent Calls preferences (see page 19).

To minimize the Recent Calls panel, click the ◄ button.

To maximize the Recent Calls panel, click the ► button.

4.1   Timeline display

NOTE: Refer to the table below for a key to each feature.

Figure 4-2: Timeline display
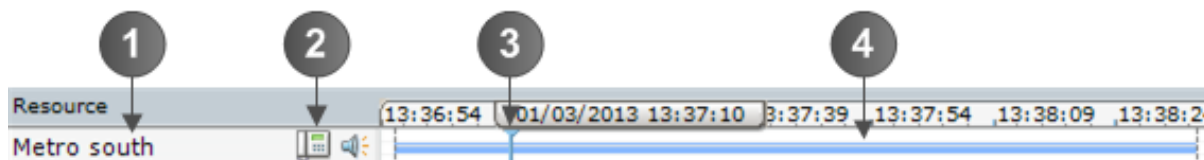
Table 4-2: Timeline Display features

Feature number	Description
1	Resource label
2	Resource type icon
3	Replay cursor
4	Call bar

The Timeline display shows the current call being replayed in a horizontal strip graphical form. The horizontal strip for the call shows:

- The start and end point of the call.
- Points at which, an annotation or ANI/ALI have been added to the call.

The vertical line is called the **Replay cursor**. This cursor (or marker) indicates at what point the call is being replayed. It can be dragged using the left mouse button to the required time.

Two vertical dotted lines are shown within the Timeline display. These dotted lines represent the start and end times of the selected call search. The replay cursor **CANNOT** be moved outside of the boundaries of these dotted lines.

NOTE: If you have selected multiple calls from within the Results table (see page 13),
               when replayed the Timeline display shows each call in time order (oldest first).

Tool tips

Resource information is displayed by hovering the cursor over the resource label in the Timeline display. A tool tip is then presented.

Call information is displayed by hovering the cursor over the call bar in the Timeline display. A tool tip is then presented.

The call information displayed within the call bar tool tip is configurable in the **Information Balloons** page within the Recent calls preferences (refer to Setting Recent Calls preferences (see page 19)).

4.2 Results table

The Results table comprises a table of returned calls associated with a resource (or resources) within a recording system or resource group.

Figure 4-3: Results table

There are three columns displaying icons at the left of the table:

Table 4-3: Results table columns

Column	Description
☎	The result type column header.
ℹ	The recording location type column header.
⚑	The annotation type column header.

Three columns, Resource, **Start Time** and **Duration**, are always present on the left of the table (after the icons). You can set the remaining columns to be displayed and the order they are displayed in the **Results Table** page within the **Recent calls preferences** control, otherwise the defaults are used (refer to Setting Recent Calls preferences (see page 19)).

NOTE: Apart from the ☎, ℹ and ⚑ columns, each column can be sorted in descending or ascending order by clicking the column heading. You can also reorder all columns by dragging them to the required location.

Result type icons

The result type is shown by an icon (refer to *Result type icons* in *NICE Inform Reconstruction*).

Recording location icons

The location of the recording is shown by an icon (refer to *Recording location icons* in *NICE Inform Reconstruction*).

The following icons are unique to the Results table in the Recent Calls panel:

Table 4-4: Recording location icons

Icon	Name and description
ᴖᴖᴖ	**In progress** - the recording is in progress. If a recording is in progress the **Stop Time** column displays 'In progress' as the recording has not finished. NOTE: In progress calls from dynamic (non channel based) resources are only displayed once they have completed and data for the recording is fully available.
ᴖᴖᴖ	**Complete awaiting data** - the recording is complete but the data for the recording is not fully available. Once available the icon disappears.

Annotation

If a recording has one or more annotations, an icon is displayed in the Annotation column of the corresponding row to indicate that an annotation has been added to this call. Annotations are added using NICE Inform Reconstruction. For help adding and updating annotations, (refer to *Annotation Panel* in *NICE Inform Reconstruction*).

Selecting a call

To select a call for replay, select the required entry in the Results table. This selects the entire call. You can then either use the Recent calls control panel to play the call, or use the keyboard shortcuts:

Table 4-5: Keyboard shortcuts

Key held down	State	Single click	Double click
None	Recording under cursor not selected.	Recording becomes selected, all others unselected.	Recording becomes selected, all others un-selected, plus recording is played.
None	Recording under cursor selected.	Deselect.	Recording remains selected, all other recordings become un-selected, plus recording is played.
Control	Recording under cursor not selected.	Recording becomes selected in addition to any other already selected.	Recording becomes selected in addition to any other already selected, plus all selected recordings are played.
Control	Recording under cursor selected.	Recording becomes un-selected.	Recording remains selected in addition to any other already selected, plus all selected Recordings are played.
Shift	Recording under cursor selected or un-selected.	All recordings between the last recording selected and the recording under the cursor are selected.	All recordings between the last recording selected and the recording under the cursor are selected, plus all selected recordings are played.

When a call is selected for replay, (refer to Replaying recent calls (see page 17)) it is highlighted in the Results table. Also, the Timeline display updates to represent the selected call.

NOTE: There is no indication of how much of the call will be replayed.

Press **Ctrl + A** to select all calls in the Results table.

Context menu

When right-clicking on any recording within the Results table, a context menu is presented.

The following option is available:

- **Play** - plays the selected call using the Recent calls control panel (see page 16).

- **Mark current item as restricted** - marks the selected audio recording as restricted and access to replay or view the item is limited to users who have the **Replay restricted calls and remove restrictions from calls** privilege assigned to them by a NICE Inform Administrator. Right-click the same item and click the **Mark current item as restricted option** again removes the restriction.

NOTE:	The **Mark current item as restricted** option is **ONLY** available if you have the **Restrict calls playback to a limited group of Inform users** privilege assigned to you by a NICE Inform Administrator.

ANI/ALI data

Where calls in the Results table are displaying ANI/ALI data with more than one ANI/ALI record associated with them, the entries display the data from either the earliest or latest ANI/ALI record, as set in the **General** page within the **Recent calls preferences** (refer to Setting Recent Calls preferences (see page 19)).

4.2.1   Shift restriction

You can restrict searching for results that started since the last NICE Inform login change or since the last login on this workstation. This is called Shift restriction. Search results are only retrieved whose stop time is after the shift start time for the user, this means that all recordings that were in progress at the shift start time are also included in the search results.

In order to set shift restriction, you **MUST** have the **Time period to search** privilege assigned to you with ether the **Since login** or **Since last login** privilege parameter set by a NICE Inform Administrator. For help, please refer to your NICE Inform user documentation.

Both of these shift restriction types are used to determine which login event type best signifies the start of your shift. Once set, search results are only retrieved from the start of your shift.

The following conditions apply for the two shift restriction types:

Since login change

- When the login account changes on a particular workstation. This is counted as the start of the shift for the new user.

NOTE:	For example: if user A logs out of NICE Inform and user B logs in on the same workstation, the shift start time changes to the time that user B logs in.

- If a user logs out of their account and back in, the start of the shift is still counted as the first time they logged in because the same user account is in use.

NOTE:	For example: If user A logs in to NICE Inform at 8am, the shift time starts at 8am. User A then logs out for lunch at 12pm and logs back in at 1pm. The shift start time is still 8am.

Since login

- ▪ The last login time is counted as the start of the shift irrespective of whether the account changes or not. This is useful when the same account is used for all users on a workstation.

NOTE: For example: if user A logs in at 8am, the shift time starts at 8am. User A then logs out for lunch at 12pm and logs back in at 1pm. The shift start time is now 1pm.

4.3   Recent calls control panel

Where relevant, the shortcut keys are displayed alongside each function in the accompanying table e.g. for **Play**, the shortcut is **Shift + Space**.

Figure 4-4: Playback Control panel
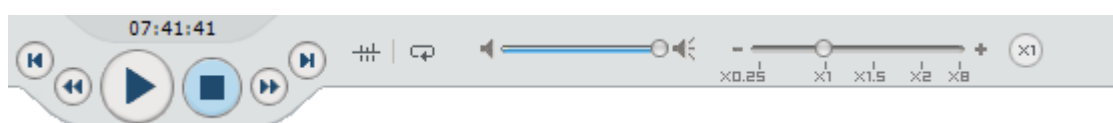
Table 4-6: Recent Calls control panel buttons

Button	Description
▶	**Play** (Shift + Space) - click to start playback of the selected calls from the earliest selected call to the most recent. When clicked, changes to **Pause**.
⏸	**Pause** (Shift + Space) - click to stop playback of the selected call at the current position. When clicked, changes to **Play**, which, when clicked, restarts playback of the selected call from the paused position.
■	**Stop** (Ctrl + I) - stops the replay of the call currently being replayed. The playback cursor moves to the earliest point in the selected call.
▶❘	**Next** (Ctrl + K) - when clicked, replay skips to the next (recent) call in the selection.
❘◀	**Previous** (Ctrl + J) - when clicked, replay skips to the previous (earlier) call in the selection.
◀◀	**Rewind** (Ctrl + ,) - moves the replay position of the call currently being replayed back by a predefined amount, defined in the **Playback Settings** page within the Preferences control (refer to Setting Recent Calls preferences (see page 19)).
▶▶	**Fast forward** (Ctrl + .) - moves the replay position of the call currently being replayed forward by a predefined amount, defined in **the Playback Settings** page within the Preferences control (refer to Setting Recent Calls preferences (see page 19)).
09:21:10	**Time Indicator** - shows the current time of the call that is being replayed.
╫	**AGC on/off** (Ctrl + Shift + A) - AGC (Automatic Gain Control) improves the clarity of quiet audio. Click to switch the AGC on or off, depending on its current state.
↻	**Loop on/off** (Ctrl + L) - Loop mode enables you to

Button	Description
	continuously playback replay the selected calls.
[master volume slider]	**Master volume** - changes the playback volume, click and drag the master volume slider: **Right** to increase the volume (Ctrl + + (plus sign)), **Left** to decrease the volume (Ctrl + - (minus sign)).
	NOTE: This is a global setting that affects all replayed audio.
[playback speed slider] ×0.25 ×1 ×1.5 ×2 ×8	**Playback speed** (Ctrl + Shift + G)/(Ctrl + Shift + S) - varies the playback speed between 0.25 and 8 times real time with pitch correction. You can vary the speed at any time, either before or during playback. To change the playback speed, click and drag the slider: **Right** to increase the speed by the amount shown, **Left** to decrease the speed by the amount shown.
	Supported audio speeds: 0.5, 0.6, 0.7, 0.8, 0.9, 1.0, 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 2.0, 3.0, 4.0, 6.0 and 8.0.
	Hovering your cursor over the pointer within the speed control provides a tool tip displaying the exact playback speed.
	Set the playback speed to anything other than 1.0 and the pointer is colored blue. If the pointer is colored gray then playback speed is set to 1.0. This provides a clear indication that the speed is being played at real time (1.0).
[×1 button]	**Reset playback speed** (Ctrl + Shift + N) - resets the current playback speed to x1 (normal).

4.4   Replaying recent calls

Before you replay recent calls on a resource, you may wish to configure the time period you wish to search against. To do this, you need to set the time frame in the **Search last** drop down box within the **General** page. The General page is located within the **Recent calls preferences** (refer to Setting Recent Calls preferences (see page 19)).

NOTE: Depending on the time period selected, it may take a short time before the Results table displays all the recent calls on the resource.

           You can **ONLY** select up to 50 resources at one time.

There are three ways to replay recent calls on a selected resource:

From the Monitoring panel

▶ To replay recent calls from the Monitoring panel:

1. Select the required recording system, resource or resource group from the Resources panel (see page 4).

2. From within the Resources table (see page 5), select the resource that you wish to replay recent calls from.

3. Click the **Replay last message** [button icon] button and the Recent Calls panel opens.

All calls are now searched for on this resource over the chosen time frame. Once the search has completed, all calls on that resource are displayed within the Results table (see page 13).

The most recent call is now automatically replayed.

NOTE:	The resource node remains selected within the Resources panel when the Recent Calls panel opens.

Using the Recent Calls control panel

▶ To replay recent calls using the Recent calls control panel within the Recent Calls panel:

1. Select the required data source, resource or resource group from the Resources panel (see page 4). All the calls are searched for on the associated resources and are then displayed within the Results table (see page 13).

2. Select the call from within the Results table (see page 13) and click the **Play** button or use the Keyboard shortcuts (refer to *Selecting a recording* in *NICE Inform Reconstruction*).

The selected recent call is now replayed.

NOTE:	If you have selected multiple calls within the Results table (using Microsoft Windows standard Shift and Ctrl methods) then each call is replayed in time order (oldest first through to the most recent).

Right-clicking the call within the Results table

▶ To play a call when right-clicking within the Results table (see page 13):

1. Right-click the required call for replay and a context menu is presented.

2. Select **Play** from the context menu.

The selected recent call is now replayed.

4.5   Volume and Balance control

The volume and balance can be adjusted for each call.

To activate the audio balance controls, click the speaker 🔊 icon in the resource type section of the **Timeline** display.

- ▪ To mute the call, check the **Mute** box.

- ▪ To increase the volume, click and drag the slider upwards or press the up arrow on your keyboard; to decrease the volume, drag the slider downwards or press the down arrow on your keyboard.

- ▪ To determine which speaker the recording is played back from, slide the balance control towards the required speaker or press the right/left arrows on your keyboard.

4.6   Refreshing the search results

To refresh the search results, click the **Refresh results** button.

Refreshing the search may take a while depending on:

- The number of calls associated with the resource.

- How long ago you are searching against. You can change this time period using the **Search last** feature in the **General** page within the **Recent calls preferences** (refer to Setting Recent Calls preferences (see page 19)).

Once the calls have been refreshed, they are displayed within the Results table (see page 13).

4.7   Setting Recent Calls preferences

Clicking the **Recent Calls preferences** button, opens the **Preferences** control for the Recent Calls panel. This control consists of the following tabbed pages:

- General page (see page 20)
- Results Table page (see page 21)
- Information Balloons page (see page 21)
- Playback Settings page (see page 21)

Resetting preferences

▶ To reset the preference pages back to their default setting:

1. Click the **Use Defaults** button.

2. Click **Yes** to the resulting dialog box.

3. All Recent Calls preferences are now reset to their default settings.

4.7.1   Common controls

Several of the tabbed pages within the preferences control provide two lists. These are fields that are available for selection, and fields which you have selected.

NOTE: Available fields are grouped by data source type. If your system has recordings that contain ANI/ALI content, the ANI/ALI fields are also grouped together.

▶ To add entries to the **Selected fields** list:

1. Highlight the required entry in the **Available fields** list.

2. Click the **Add >** button. The entry is moved to the **Selected fields** list.

3. Repeat for each entry required.

▶ To remove entries from the **Selected fields** list:

1. Highlight the required entry in the **Selected fields** list.

2. Click the **< Remove** button. The entry is moved to the **Available fields** list.

3. Repeat for each entry required.

▪ To move all entries to the **Selected fields** list, click the **Add All >>** button.

▪ To move all entries from **the Selected fields** list, click the **<<Remove All** button.

NOTE:	If you wish to select all but one or two entries, click the **Add All >>** button to move all entries to the **Selected fields** list, then remove the items not required.

Once in the **Selected fields** list, the **List order controls** modify the order that the fields are displayed:

Table 4-7: List order controls

Button	Description
⊼	Moves the highlighted field to the top of the list.
▲	Moves the highlighted field up one place in the list.
▼	Moves the highlighted field down one place in the list.
⊻	Moves the highlighted field to the bottom of the list.

4.7.2 General page

The General page enables you to select which ANI/ALI records you wish to display/print and the accuracy to which time spans are displayed.

The following sections are available:

ANI/ALI Records

If there is more than one ANI/ALI record associated with the recording, then this feature selects which record is displayed in the Results Table and information balloons.

Select one of the following:

▪ **First** - select this option to display the first ANI/ALI record associated with the recording.

▪ **Last** - select this option to display the last ANI/ALI record associated with the recording.

Other

▪ **Select the accuracy to which times and time spans are displayed** – select one of the following:

  – **Second** - the Results table displays recordings to the second.

  – **10ths of a second** - the Results table displays recordings to a 10th of a second.

  – **100ths of a second** - the Results table displays recordings to a 100th of a second.

- **Search last** - select the time period from the current time. By default, 10 minutes is selected. To go back over a greater time period, you **MUST** have the required privilege allocated to you.

NOTE: For help regarding application privileges, refer to *Application privileges*, in *NICE Inform User Administration*.

4.7.3   Results Table page

The Results Table page enables you to select which fields you wish to display as columns in the Results table (see page 13) and the order they are displayed in.

NOTE: For help selecting which fields you require, and for help ordering the fields in the **Selected fields** list refer to Common controls (see page 19).

4.7.4   Information Balloons page

The Information Balloons page enables you to configure what details are displayed within the information balloons for each call.

The following sections are available:

NOTE: For help selecting which fields you require, and for help ordering the fields in the **Selected fields** list refer to Common controls (see page 19).

Fields

The Fields option enables you to select which fields are displayed in the information balloon (displayed when you hover your cursor over a recording) and the order they are displayed in.

ANI/ALI Fields

The ANI/ALI Fields option enables you to select which fields are displayed in the ANI/ALI information balloon (displayed when you hover your cursor over an ANI/ALI icon) and the order they are displayed in. Only ANI/ALI fields are displayed in this group of controls. When there is no ANI/ALI available in the system, these controls are disabled.

4.7.5   Playback Settings page

The Playback Settings page enables you to configure the audio and balance playback settings.

The following section is available:

Audio

The following audio options are available:

- **Fast forward/rewind interval** - changes the time skipped forwards/backwards when the **Fast forward** / **Rewind** buttons are clicked within the Recent calls control panel (see page 16). Set the required value by adjusting the slider or typing the value directly into the text box (default value: 10 seconds).

- **Balance** - click and adjust the slider to set the required balance for playback of audio recordings (default value: center).

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CONTACTS

Global International HQ, Israel,
T +972 9 775 3777

EMEA, Europe and Middle East,
T +44 0 1489 771 200

Americas, North America,
T +1 1 551 256 5000

Asia Pacific, Singapore Office
T +65 6222 5123

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