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NICE PUBLIC SAFETY SOLUTIONS

NICE INFORM RECONSTRUCTION USER GUIDE

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NICE ▪ Inform

Important Notice

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1   Welcome

The NICE Inform Reconstruction application is the investigation tool in NICE Inform. The Reconstruction application enables you to search for recordings stored on various data sources, and replay them as required.

When a search is completed, the results are displayed in a table and graphical timeline format.

A selection of recordings or partial recordings from the results can be selected for playback. When playing back from multiple sources, recordings are replayed synchronously.

This guide shows you how to use the basic facilities of the Reconstruction application, and then how to use the more advanced features available to simplify your tasks.

Application privileges

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

1.1   Reconstruction functions

The Reconstruction Application enables you to perform the following main functions:

- **Searching** - the Search panel enables you to quickly define a search in terms of time period, the resources to be searched and three field parameters configured to your personal preferences (refer to Searching (see page 5)).

- **Advanced searches** - enables you to enter much more specific search criteria, which are set via several tabbed pages (refer to Advanced searches (see page 17)).

- **Save a search** - allows you to save a search for future or repeated use, without having to re-enter the criteria (refer to Saving a search (see page 28)). The search can be saved as a **public** search (the search is available to all members of the group) or a **private** search (available only to the user who created it).

- **Run, edit & delete saved searches** - allows you to run, edit and delete predefined public or private saved searches. The search criteria specified in the search can be changed (refer to Running, editing & deleting saved searches (see page 29)).

- **Playback of Recordings** - enables you to fully control playback of the selected recordings (Refer to Playback Control panel (see page 32)).

- **View recordings in a timeline format** - enables you to view the current search results in graphical form of horizontal strips (refer to Timeline display (see page 36)).

- **View recordings in a Results table** - enables you to view the current search results in a tabular format (refer to Results table (see page 50)).

- **View selected search results in the Information panel** - enables you to navigate between the currently selected search results (recordings, attachments, events etc.) and shows detailed information appropriate to the type of individual results when they are selected in the panel (refer to Information panel (see page 72)).

- **View video in the Video playback panel** - enables you to view the selected video in an Insight window within the Insight panel (refer to Insight panel (see page 66)).

- **View track recordings in the Map panel** - enables you to view Geographic Information System (GIS) mapping data for GIS sensor resources (GIS enabled

PDA, vehicle etc.). This data is displayed on a map called a *view* in an Insight window within the Insight panel (refer to Insight panel (see page 66)).

- **View screen recordings in the Screen playback panel** - enables you to view the selected screen recording in an Insight window within the Insight panel (refer to Insight panel (see page 66)).

- **Add and update annotations** to recordings - enables you to add a voice or text annotation to a recording (refer to Annotation panel (see page 60)).

- **Add Reconstruction Content to NICE Inform Organizer** - enables you to add any searched for recordings into NICE Inform Organizer (refer to Adding Reconstruction Content to Organizer (see page 121)).

- **Transfer recordings to NICE Inform Organizer** - enables you to copy recordings into NICE Inform Organizer without having to use NICE Inform Reconstruction to search for the recordings first (refer to Smart Transfer to Organizer (see page 122)).

- **Add recordings to NICE Inform Evaluator** - enables you to add recording to NICE Inform Evaluator to an new or existing evaluation (refer to Adding recordings to Evaluator (see page 124)).

- **Set Reconstruction preferences** - a number of tabbed pages enabling you to set up your preferences within this application (refer to Setting Reconstruction preferences (see page 125)).

1.2   Navigating NICE Inform Reconstruction

NICE Inform Reconstruction provides a single interface through which multiple data source types (e.g. audio, video etc.) can be replayed synchronously:

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

Figure 1-1: Reconstruction main screen

Table 1-1: NICE Inform Reconstruction features

Feature number	Description
1	**Search panel** - enables access to search for recordings (refer to Creating a search (see page 6)).
2	**Saved Searches panel** (shown minimized) - saves the current search parameters (refer to Saved Searches panel (see page 15)).
3	**CAD Search panel** - enables access to search for CAD incidents (refer to CAD Search panel (see page 12)).
4	**Insight panel** - comprises of sub panels e.g. Information panel and Video Playback panel which display information during playback (refer to Insight panel (see page 66)).
5	**Playback Control panel** - provides playback controls to assist you when replaying recordings (refer to Playback Control panel (see page 32)).
6	**Results table** - recordings are displayed in a tabular format (refer to Results table (see page 50)).
7	**Movable splitter bar**
8	**Timeline display** - provides a review of the selected recording in a graphical form of horizontal strips (recording bars (refer to Timeline display (see page 36))).
9	**Annotation panel** button - provides access to add and configure annotations made to recordings (refer to Annotation panel (see page 60)).
10	**Filter panel** button - filters are used to refine further the list of recordings (refer to Filtering Search results (see page 30)).
11	**Timeline view selector**
12	**Redaction panel** button - provides access to redact sensitive or confidential information from audio recordings (refer to Redaction panel (see page 93)).
13	**Reconstruction preferences** button - enables access to the Preferences control (refer to Setting Reconstruction preferences (see page 125)).

1.3   Adding and removing items

Adding and removing items (e.g. resources and fields) to and from selected lists is frequently used within NICE Inform Reconstruction.

NOTE: The following options may differ when adding and removing items.

Selected lists include resources and fields.

▸ To add items to the list:

1.   Highlight the required item in the Available list.

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

3.   Repeat for each required item.

NOTE: To move all items to the Selected list, click the **Add All >>** button.

▶ To remove items from the Selected list:

1. Highlight the required item in the Selected list.

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

3. Repeat for each item required.

NOTE: To move all items from the Selected list, click the **<< Remove All** button.

Additional Operations

- If you wish to select all but one or two items, click the **Add All >>** button to move all items to the Selected list, then remove the items not required.
- The **Quick Search** facility enables you to find the required item. Enter the required text in the box and click **Go**. The search returns all items containing that text as part of its name. The search is **NOT** case sensitive.
- For the Selected list, the list order controls modify the order that the items are displayed:

Table 1-2: List order controls

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

2   Searching

The Search panel allows you to form a basic, quick search for the recordings, events, text conversations etc. ready for replay or viewing.

NOTE: Specific search criteria is used when searching for results within a user defined zone within a map view. (refer to Drawing a zone (see page 91)).

▶ To perform a search:

  1. Do one of the following:

     – Create a new search (refer to Creating a search (see page 6)). You can then save the search (refer to Saving a search (see page 28)).

     – Run a previously saved search. You can then edit the search (refer to Running, editing & deleting saved searches (see page 29)).

  2. Click the **Search** button to start the search. The search progress page is presented providing the following information:

     – A summary of the criteria defined for the search in progress, grouped under expandable panels. Only those groups for which you have defined values are shown.

     – A list of errors that have been reported during the search.

     – A **Close dialog when search is complete** check box which, when checked while the search is in progress, causes the dialog to close automatically shortly after the search completes, unless an error has occurred. Otherwise, the dialog remains open until you click the **Close**

3   Creating a search

There are a number of search criteria that can be used to locate recordings, events etc. within NICE Inform Reconstruction.

The Search panel is divided into the following sections to assist you in finding your results:

Figure 3-1: Search panel

- Time Frame (see page 7)
- Resources (see page 7)
- Audio Analytics (see page 8)
- Map Search (see page 11)
- Other Fields (see page 11)
- Running the search (see page 12)

Each section can be expanded using the [+] button and collapsed using the [–] button. Once customized, this state is remembered for the next time you use the Search panel.

You can filter the search results to assist you in locating the required recordings (refer to Filtering Search Results (see page 30)).

3.1.1   Time Frame

The following options are available within the Time Frame section:

Select one of the following:

- **Show last** - defines a range between now and a period in the past. Using the up/down arrows, set the number of units and then click the down arrow and select either minutes, hours, days, weeks or, months.

- **From** - defines a time range between two specific dates and times. Time entry is assisted by using the up/down arrows and date entry is assisted by clicking the **Calendar** button. A calendar control is presented to aid in choosing a particular date (refer to Using the calendar control (see page 7)).

NOTE: When entering a **From** date, the **To** date automatically changes to the same date if the new **From** date is greater than the **To** date.

To perform a successful search, the **To** date **MUST** be greater than or equal to the **From** date.

You can also configure whether the time is AM or PM depending on how the time is configured on your workstation.

3.1.1.1   Using the calendar control

The calendar control is displayed when clicking the **Calendar** button.

The calendar control enables you to:

- Go back one month.
- Go forward one month.
- Click the required day to highlight.
- Click **Today** to select the current day.

3.1.2   Resources

The **Resources** section enables you to select the required resources for your search (for help selecting resources, refer to Resource Selection (see page 7)).

3.1.2.1   Resource Selection

The resource selection allows you to select a single resource label or select multiple resources:

TIP: Hover your mouse cursor either over a resource in the **Resources** drop down list or an available/selected resource when adding multiple resources and a tool tip is presented. The tool tip only appears if the resource name is larger than the control and displays the full name of the resource.

Single resource entry

This section provides a quick way to enter a single resource label. Click the down arrow and select the required item from the list displayed. The list shows all the resources that have been assigned to you. Selecting **All** returns all resources.

Multiple resource selection

▶ To select multiple resources:

1. Click the **Browse** [···] button. The **Resource Selection** dialog is presented.

2. Within the **Groups** tree select one of the following:

   – **Resource Groups** - when selected, the **Groups** tree displays logical grouping and sub-grouping of resources, as defined in System Administration (refer to *Creating a resource group* in *NICE Inform System Administration*).

   – **Recording systems -** when selected, the **Groups** tree displays logical grouping and sub-grouping of resources associated with the selected data source, as defined in System Administration (refer to *Adding a resource* in *NICE Inform System Administration*).

3. Select the required items from the **Available items** list, which lists all the items available in the system using the normal selection methods.

NOTE: Refer to Adding and removing items (see page 3) on how to add or remove selected items.

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4. Click the **OK** button.

3.1.3   Audio Analytics

NOTE: The Audio Analytics section is **ONLY** available if you are licensed for audio analytics and you have the **Use NICE Inform audio analytics** privilege assigned to you by a NICE Inform Administrator.

The following options are available within the Audio Analytics section:

▪ **Word/phrase** - enables you to filter search results that have detections matching words/phrases. Syntax queries are supported when searching for the required words/phrases. For help creating a syntax search, refer to Advanced Queries (see page 9).

NOTE: Any words that are not recognized, are underlined. These could be words that are spelt correctly but have not been detected and indexed and therefore not available to search for.

Numeric values **MUST** be entered using words as they were spoken on the call. For example, *123* **MUST** be entered as either *one two three*, *one hundred and twenty three* or *one twenty three* as the intended meaning cannot be determined.

▪ **Category** - enables you to return search results that have detections matching those within a category. To create a category, refer to *Adding a category* in *NICE Inform*

System Administration. To select a category, click the drop down arrow and select the required category from the list. To search across multiple categories:

Click the **Browse** [⋯] button. The **Category Selection** dialog is presented.

a. Select the required items from the **Available categories** list, which lists all the items available in the system using the normal selection methods.

NOTE: Refer to Adding and removing items (see page 3) on how to add or remove selected categories.

Select the **Any** option to search for detections across all categories.

If categories are specified in addition to the Word/phrase field, only results that contain both the given word/phrase and the specified categories are displayed.

b. Click the **OK** button.

▪   **Confidence** - enables you to apply a confidence level filter. The confidence levels range from **Everything** (all word detections) through **Medium and High**, and then to **High** (most confident). Only detections at the levels of the confidence fields are returned.

NOTE: **(Advanced)** is displayed if an advanced search is performed that does not match one of the drop down search levels.

3.1.3.1   Advanced Queries

You can build more advanced queries by understanding the query syntax used.

NOTE: The query is checked when the field loses focus and if invalid then the field is shown as in error and a hint at the cause of the problem is provided in an error tip displayed when hovering over the field error icon. Everything in this topic is case insensitive.

Term

A **term** describes what you are searching for. There are three types of term.

Table 3-1: Term Types

Term	Example	Notes
Word	Gun	Simple words. This example query will return the word gun.
Phrase	"Loaded gun"	Words separated by spaces and enclosed in quotes. Words are searched as a phrase in the exact order you type them. This example query will return results containing the phrase Loaded gun.
Category	CAT [Firearms]	The word CAT followed by the category which must be enclosed in brackets. This example query will return any calls containing any word included in the category Firearms. To create a category, refer to *Adding a category* in

Term	Example	Notes
		NICE Inform System Administration.

Basic Operators

The **basic operators** enable you to combine **terms** into more advanced queries.

Table 3-2: Basic Operators

Operator	Example	Notes
NOT	Knife and NOT gun	NOT excludes the term from your results. This example query returns results where knife is found but gun is not.
AND	Gun AND knife	AND requires all of the terms joined by it to be searched. This example query returns results where both gun and knife are found.
OR	Gun OR knife	OR requires at least one of the terms joined by it to appear somewhere in the results, in any order. This sample query returns results where either or both gun and knife are found.

Parentheses (Nesting)

Table 3-3: Using Parentheses

Operator	Example	Notes
( )	(Gun OR knife) AND bomb	Parentheses require the terms and operators that occur inside them to be searched first. This is called **nesting**.

Advanced Operators (NEAR and FAR)

Table 3-4: Advanced Operators

Operator	Example	Notes
NEAR	Gun NEAR[INORDER,5] knife	NEAR requires the term following it to occur within a certain proximity of the proceeding word in the search. This sample query requires knife to come after gun, inside of five seconds.
FAR	Gun FAR[INORDER,12] knife	FAR requires the term following it to occur outside a certain proximity of the proceeding word in the search. This sample query requires knife to come 12 or more seconds after gun.

The syntax for NEAR or FAR query is:

Term One NEAR[ORDER,NUMBER] Term Two

You simply replace ORDER and NUMBER with parameters selected from this table:

Table 3-5: Advanced Operator Parameters

Parameters	Value	Notes
ORDER	INORDER	If selected, the terms must be in the order of the query.
	ANYORDER	If selected, the terms can be in any order.
NUMBER	Any integer (no decimal points)	If selected, this is the number of seconds between words.

3.1.4   Map Search

NOTE: The Map Search section is **ONLY** available if you are licensed for GIS mapping.

The following option is available within the Map Search section:

- **Search within selected zones** - uncheck the box and if there is a user defined zone configured it will not restrict the search results. Check the box and searching within the user defined zone is enabled. The zone search criteria is as follows:

  – If a geographic zone is defined in the search, only results with a location within the zone is returned.

  – Recordings are returned in the selected search zone for any supported ANI/ALI providing data sources (e.g. NiceCLS and NICE Recording/NICE Inform Recorder).

NOTE: For multiple ANI/ALI events that occur for the same search result and where one or more falls within the zone, all ANI/ALI events that occur outside the zone are also displayed.

  – If a zone is not displayed or it is displayed but not selected, the zone search criterion is not included.

NOTE: For help creating a user defined zone, refer to Drawing a zone (see page 91).

3.1.5   Other Fields

The following options are available within the Other Fields section:

- **User-configurable fields** - these fields are defined in the **Search** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)). Each field allows you to enter a single value (either text or numerical), which is then used as a search criterion.

NOTE: The configurable fields are 'ANDed' together to form the search criterion. If no value is entered, no criterion is added to the search.

             Wildcards (see page 18) are supported within the configurable fields.

3.1.6 Running the search

Once the search parameters have been entered, you are ready to run the search.

▶ To run the search:

1. Click the **Search** button.

2. A Search Progress dialog is presented providing a summary of the searched results.

3. Do one of the following:

   – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the search process completes, unless an error has occurred.

   – Once the search process is complete, click the **Close** button to close the dialog.

All results are displayed within the Timeline display (see page 36) and Results table (see page 50).
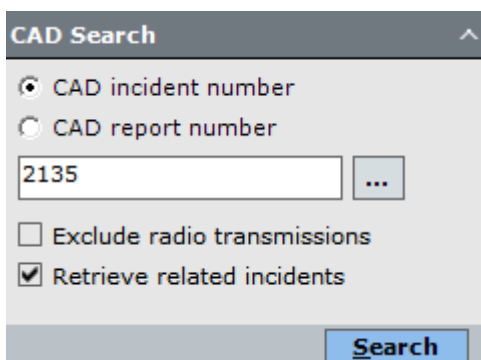
NOTE: To run this search again, it is recommended that you save this search (refer to Saving a search (see page 28)).

3.1.7 CAD Search panel

Figure 3-2: CAD Search panel

The CAD Search panel is **ONLY** available if you are licensed for CAD, you have the **Use CAD integration** privilege assigned to you by a NICE Inform System Administrator and a CAD data source has been added in NICE Inform System Administration.

Use the CAD Search panel (a sub-panel of the Search panel) to search for CAD incidents whereby you know the CAD incident number and/or the CAD alternate ID. If not, click the

Browse [...] button to perform an advanced search using the **CAD Search** dialog (refer to Advanced CAD search (see page 13)).

Once found, the CAD incident is shown in Timeline display (see page 36) and Results table (see page 50) alongside the corresponding recording based on the one or more resources that are linked to the CAD resource. To link resources, refer to *Editing and deleting a CAD resource* within *NICE Inform System Administration*.

▶ To search for a CAD incident:

1. Select one of the following:

    –   **CAD incident number**.

    –   **CAD alternate ID**.

NOTE: The wording of the CAD incident number and/or CAD alternate ID will vary
             depending on your CAD system (e.g. CAD case number).

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2. Enter the number for your selection in the text box provided.

3. Check one (or both) of the following boxes (if required):

    –   **Exclude radio transmissions** - check the box to exclude radio transmissions in
        the search. All other related media is still searched for.

    –   **Retrieve related incidents** - check the box to retrieve related incidents with
        your search. How the incidents are related depends on your CAD system.

4. Click the **Search** button.

5. A Search Progress dialog is presented providing a summary of the searched results.

6. Do one of the following:

    –   Check the **Close dialog when complete** box, which causes the dialog to close
        automatically shortly after the search process completes, unless an error has
        occurred.

    –   Once the search process is complete, click the **Close** button to close the dialog.

Results are displayed for this CAD incident and any associated linked resources in the
Results table (see page 50) and Timeline display (see page 36). All of the CAD incident
events are displayed in the Timeline display. Refer to Recording type events (see page 40)
within the Timeline display (see page 36) for information as to each CAD incident event icon.

When replaying a CAD incident, if you are licensed for GIS mapping and mapping is
configured, the incident is automatically zoomed in on and displayed on the GIS Map panel
(see page 87).

3.1.7.1   Advanced CAD search

The CAD Search dialog is **ONLY** available if you are licensed for CAD, you have the **Use
CAD integration** privilege assigned to you by a NICE Inform System Administrator and a
CAD data source has been added in NICE Inform System Administration.

Use the advanced **CAD Search** dialog to perform either a time based search or for a specific
CAD incident number and/or CAD alternative ID.

▶ To perform an advanced CAD incident search:

1. Click the **Browse** [...] button within the CAD Search panel (see page 12).

2. Within the **CAD Search** dialog, select one of the following:

– **CAD incident number/CAD alternate ID** - enter all or part (user wildcards (see below)) of the number in the associated text box.

NOTE: The wording of the CAD incident number and/or CAD alternate ID will vary depending on your CAD system (e.g. CAD case number).

– **Show last** - defines a range between now and a period in the past. Using the up/down arrows, set the number of units and then click the down arrow and select either minutes, hours, days, weeks or, months.

– **Show from/to** - defines a time range between two specific dates and times. Time entry is assisted by using the up/down arrows and date entry is assisted by clicking the **Calendar** 📅 button. A calendar control is presented to aid in choosing a particular date (refer to Using the calendar control (see page 7)).

3. Use the **Additional Search Fields** to assist you in locating the CAD incident. These fields are customizable in the **CAD Search** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)) where you can select which fields are displayed (if any) and the order they are displayed in.

4. Select the **Recently searched CAD incidents** and the Incidents list below is populated with the details of the CAD incidents searched since you last logged in the NICE Inform. The **Find Incidents** button is disabled when this option is selected.

NOTE: If you have not performed a CAD incident search since your last login yet, the **Recently searched CAD incidents** option is disabled.

5. Check the **Search selected maps zones** box if you require searching for CAD incidents that occur only within a created zone on the map. This option is only enabled if you are licensed for GIS mapping.

6. Click the **Find Incidents** button. Any results are displayed in the **Incidents list** below.

NOTE: The **Find Incidents** button is disabled if you have selected the **Recently searched CAD incident** option. This is because the Incidents list is automatically populated with results.

Use the **Filter incident by** drop down lists to filter the results to help locate the incidents you are looking for.

7. Check one (or both) of the following boxes (if required):

– **Exclude radio transmissions** - check the box to exclude radio transmissions in the search. All other related media is still searched for.

– **Retrieve related incidents** - check the box to retrieve related incidents with your search. How the incidents are related depends on your CAD system.

8. Locate and select the required incident or incidents (using Microsoft Windows standard Shift and Ctrl methods) and click the **Search** button.

NOTE: If you are only selecting one incident, you can double click the incident to perform the search.

9. A Search Progress dialog is presented providing a summary of the searched results.

10. Do one of the following:

  – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the search process completes, unless an error has occurred.

  – Once the search process is complete, click the **Close** button to close the dialog.

Results are displayed for the CAD incidents and any associated linked resources in the Results table (see page 50) and Timeline display (see page 36). All of the CAD incident events are displayed in the Timeline display. Refer to Recording type events (see page 40) within the Timeline display (see page 36) for information as to each CAD incident event icon.

When replaying a CAD incident, if you are licensed for GIS mapping and mapping is configured, the incident is automatically zoomed in on and displayed on the GIS Map panel (see page 87).

Performing wildcard searches

If not all of the information is known for a particular CAD incident or CAD alternate ID/CAD case number, then a wildcard search can be performed.

A '**%**' wildcard can be used to denote one or more characters. For example, if the CAD incident number is '**p2123456789**' by typing '**p2%**' all CAD incident numbers beginning with '**p2**' will be returned.

A '**?**' wildcard can be used to replace a single character that is unknown. For example, if it is known that a CAD incident number consists of five characters which begins with a p2 and ends with 45 then by entering the search of '**p2?45**' will return all possible results that resolve that missing character. It is possible to specify multiple '**?**' wildcards in a search. '**p2?4?**' resolves the 2 missing characters.

When using multiple '?' wildcards, two consecutive '?' symbols look for the literal '?' symbol rather than as a wildcard. For example, entering '**p??4**' will search for the single result '**p?4**', and '**p???4**' will search for results like '**p_4**' where '_' is resolved with any character.

Using a combination of '**%**' and '**?**' wildcards within the same search is also possible to aid in the search for a particular CAD incident or CAD alternate ID/CAD case number.

3.1.8   Saved Searches panel

Figure 3-3: Saved searches panel

The Saved Searches panel, (a sub-panel of the Search panel), lists the various searches that have been saved. The panel consists of two parts, Public and Private saved searches:

- **Public** - searches that have been created and saved by yourself or others for general use.

- **Private** - searches that you have created and saved for your own personal use.

You can view a description of a saved search by hovering the cursor over the particular search.

4   Advanced searches

The Advanced Search control allows you to form complex searches that greatly reduce the number of recordings returned by the search. This facility saves you time and effort when you frequently get long lists of recordings that you then have to manually search to find the one you require.

Benefits of the Advanced Search are that it allows:

- Searching the properties of recordings for a particular set conditions or ranges of values.

- Searching for specific combinations of conditions or values.

The Advanced Search control is opened by doing one of the following:

- Clicking the **Advanced search** button at the top of the **Search** panel.

- Double-clicking the required search in the **Saved Search** list.

- Selecting a Saved Search and clicking the **Edit saved search** button.

The Advanced search control displays a tabbed dialog, each tab allowing search criteria to be built up in different ways. The associated Control buttons (see page 18) are common to all tabbed pages:

- General page (see page 19)

- Resources page (see page 21)

- Communication page (see page 22)

- Annotations page (see page 23)

- ANI/ALI page (see page 23)

- Audio Analytics page (see page 24)

- Free Expression page (see page 27)

NOTE: Some tabbed pages have sections which can be expanded and collapsed. To expand a section, click the ⊞ button and to collapse a section, click the ⊟ button.

When the search runs, the dialog field entries are formed into a search on the relevant recordings databases. The search might be spread across different databases, depending on media type. This means that results might return at different times from the different databases. The search returns all call records that match the criteria specified on all tabbed panes, i.e. if criteria are specified on the **Communication** page and the **ANI/ALI page**, only calls that match both sets of criteria are returned.

When the search is running, the search progress page is presented providing the following information:

- A summary of the criteria defined for the search in progress, grouped under expandable panels. Only those groups for which you have defined values are shown.

- A list of errors that have been reported during the search.

- A search 'activity' bar, with a textual description.

Check the **Close dialog when search is complete** box which, when checked while the search is in progress, causes the dialog to close automatically shortly after the search completes, unless an error has occurred. Otherwise, the screen remains open until you click the **Close** button.

The results of the search are displayed in the Timeline display (see page 36) and Results table (see page 50).

The search results can be saved for repeated use (refer to Saving a search (see page 28)).

4.1   Searching on more than one NiceCLS

If you are searching on a field that does not exist in all connected NiceCLS's in the NICE Inform system, then only the NiceCLS's containing the field are searched. For example:

If you request all calls with a CallType of 'Emergency', then only NiceCLS's with a CallType field are searched. However, if you want all non-emergency calls, you need to request all calls where CallType is not 'Emergency'. This returns calls which only have a CallType field. Calls in other NiceCLS's may not be considered as there is no CallType field to test.

4.2   Control buttons

The following buttons are common to all the advanced search pages:

Table 4-1: Advanced Search control buttons

Button	Description
Help	When clicked, the help page appropriate to the currently selected page is displayed.
Reset	When clicked, all text edit controls are cleared and all radio buttons and check boxes are set back to their default settings. This applies to all tabs of the dialog.
Save	When clicked, the search parameters are saved (refer to Saving a search (see page 28)).
Run	When clicked, the entries are formed into a search on all relevant databases, returning all recordings that match the criteria entered. These results are displayed within the **Results table** and **Timeline display**.
Cancel	When clicked, cancels the search, clearing all entries made thus far on each page.

4.3   Wildcards

The following wildcard characters are supported:

- **%** for anything, e.g. **WATER%** finds items that start with the characters '**WATER**', '**waterfall**', '**waterproof**', etc. **%WATER** finds items that end in '**WATER,** '**freshwater**', '**breakwater**', etc. '**%WATER%**' returns any item containing the term '**WATER**'. The '**%**' cannot be the only character in the term.   If you want to search for a string containing the '**%**' symbol, use the special sequence '**%%**'.

- **?** for a single character, e.g. '**90?10**' finds the terms '**90110**', '**90210**', '**90310**', '**90A10**', etc. The question mark cannot be the only character in the term.   If you want to search for a string contains the '**?**' symbol, use the special sequence '**??**'.

NOTE: Searches are **NOT** case sensitive.

4.4   General page

Enables you to select which ANI/ALI records you wish to display/print and the accuracy to which time spans are displayed and whether you require displaying linked resources.

The following sections are available:

Time Frame

Allows you to enter time frame details for the advanced Reconstruction search.

The options available are:

- **Show last** - defines a range between now and some period back into the past. The value for current date/time is taken each time the search is run.
  The period can be expressed in minutes, hours, days, weeks or months.

- **From** - defines a time range between two specific dates and times. Time entry is assisted by using the up/down arrows and date entry is assisted by clicking the **Calendar** 📅 button. A calendar control is presented to aid in choosing a particular date (refer to Using the calendar control (see page 7)).

NOTE: A time range must be entered for all searches and all recordings found are within the specified time range.

You can also configure whether the time is AM or PM depending on how the time is configured on your workstation.

- **Only include recordings that start within the search time frame** - do one of the following:
  - Check the box - only includes recordings that start within the selected time frame.
  - Uncheck the box (default) - any recordings that occur within the time frame is included within the search including any recordings that span the start and/or end time.

NOTE: Leaving the box unchecked increases the time it takes to perform a search as more recordings are included.

Audio Search

The options available are:

- **Type** - select the type of audio that you require to search for from the drop down list
  Select the type of audio that you require to search for from the drop down list.
  - **Calls Database** (NiceCLS or NICE Interaction Center)
  - **Loggers**
  - **Inserter** (Inserter records (see page 20))

NOTE: Selecting either the Loggers or Inserter entries limits certain other search criteria you can enter.

- **Duration** - enter the required recording duration (in seconds) by selecting the required logical operator from the drop down list:

  - **any** - no time qualifier is entered. All recordings are returned by the search.

  - **at least (>=)** - enter the required value in the text box displayed. All recordings of **EQUAL** or **GREATER** duration than this value are returned by the search.

  - **up to (<=)** - enter the required value in the text box displayed. All recordings of **EQUAL** or **LESSER** duration than this value are returned by the search.

  - **between** - enter the required values in the text boxes displayed. All recordings of duration **EQUALING** or **BETWEEN** these values are returned by the search.

Map Search

NOTE:	The Map Search section is **ONLY** available if you are licensed for GIS mapping.

The following option is available within the Map Search section:

- **Search within selected zones** - uncheck the box and if there is a user defined zone configured it will not restrict the search results. Check the box and searching within the user defined zone is enabled. The zone search criteria is as follows:

  - If a geographic zone is defined in the search, only events with a location within the zone is returned (ANI/ALI, text message and CD incidents).

  - Recordings are returned in the selected search zone for any supported ANI/ALI providing data sources (e.g. NiceCLS and NICE Recording/NICE Inform Recorder).

NOTE:	For multiple ANI/ALI events that occur for the same search result and where one or more falls within the zone, all ANI/ALI events that occur outside the zone are also displayed.

  - If a zone is not displayed or it is displayed but not selected, the zone search criterion is not included.

NOTE:	For help creating a user defined zone, refer to Drawing a zone (see page 91).

4.4.1   Inserter records

If the external CTI feed used to generate recordings fails, records are not generated for the recordings. This prevents Reconstruction from finding the affected recordings.

To overcome this, the NiceCLS™ server compares recordings recorded on the loggers with the records in the call database. Where missing records are detected, the process creates an Inserter record, which refers to the recording. The Inserter records do not contain any CTI information, so for display are labeled with either a Source label (if one has been configured for the channel) or the logger ID and channel number only.

An optional feature in Reconstruction searches for any Inserter records, matching the specified time range instead of searching the main NiceCLS. As there is no CTI information for such recordings, the only selection criterion that can be applied is Channel label, and thus searches on systems using trunk-side recording might also include all inserter records for the search period, since there is no way to filter them.

To view inserter records, select **Inserter** from the **Source Types** drop down list within the **General** page.

NOTE: To use this feature, you need the **Perform Inserter table searches** privilege assigned to you by a NICE Inform Administrator.

Viewing Inserter records on trunk side data sources potentially gives access to any channel so the privilege should only be given to those who may listen to any channel.

4.5   Resources page

The Resources page enables you to select which resources you wish to search against.

TIP: Hover your mouse cursor over a resource in the available/selected resource list and a tool tip is presented. The tool tip only appears if the resource name is larger than the control and displays the full name of the resource.

▶ To select the required resources:

1. Select one of the following:

    –   **Search all resources of the following type** - once selected, select the resources from the drop down list associated with either a type (audio, video etc.) or select the **All** option which returns search results on all resource types.

NOTE: The options in the list vary depending on whether you have data sources of that resource type add to the system and that you have permission to search the resource type.

Selecting this option disables the resource selection on the Resources page.

    –   **Search only selected resources** - once selected you can choose what resources to search. Within the **Groups** tree select, one of the following:

        ➢   **Resource Groups** - when selected the **Groups** tree displays logical grouping and sub-grouping of resources, as defined in System Administration (refer to *Creating a resource group* in *NICE Inform System Administration*).

        ➢   **Recording systems** - when selected the **Groups** tree displays logical grouping and sub-grouping of resources associated with the data source selected, as defined in System Administration (refer to *Adding a resource* in *NICE Inform System Administration*).

2. Select the required items from the **Available items** list, which lists all the items available in the system using the normal selection methods.

NOTE: Refer to Adding and removing items (see page 3) on how to add or remove selected items.

4.6   Communication page

The Communication page enables you to select for further information e.g. a phone extension or a radio event.

NOTE: Options available within the Communication page are dependent on how your system is configured.

Wildcards (see page 18) are supported when entering your communication settings.

Searches return recordings that match all of the criteria entered in the Phone group and they also return recordings that match all criteria in the Radio group, (i.e. recordings do not have to match the criteria entered in both groups).

The followings sections are available:

Phone information

Select the required values:

- **Direction** - select from the drop down list:
  - **All**
  - **Incoming**
  - **Outgoing**
  - **Internal**
  - **External**
  - **Tandem**

Enter the **Extension** and **DTMF** (if known) in the associated text boxes.

Radio information

Enter the required values.

NOTE: The fields listed in this section depend on the radio system.

Video information

NOTE: This section is **ONLY** available if a NiceVision data source has been added (refer to *Adding a data source* in *NICE Inform System Administration*).

Select the required values regarding the different types of video recording from the **Recording Type** drop down list:

- **(all)**
- **Crowd control**
- **Detected intruder**
- **External hardware**
- **External software**
- **Motion detection**

- **Tailgating**
- **Unattended baggage**
- **Unauthorized vehicle**

4.7 Annotations page

The Annotations page enables you to search for recordings that contain an annotation.

The following section is available:

Annotation Type

The search returns only those recordings containing the selected type of annotation. Select the required type using the drop down list:

- **' '** (empty string) - no annotation criteria are added to the search. Search returns recordings with and without annotations.
- **bookmark** - search only returns recordings with bookmarks (without associated text or voice).
- **text** - search only returns recordings with text annotations. The text box is enabled. If text is entered in the text box, searches only return recordings with text annotation that contain the specified text.

NOTE: The text box is **ONLY** active for text annotations.

Wildcards (see page 18) are supported when searching for recordings that contain annotations.

- **voice** - search only returns recordings with voice annotations. The text box is disabled.
- **any** - search only returns recordings with some form of annotation, either bookmark, text or voice annotation. The text box is disabled.

4.8 ANI/ALI page

The ANI/ALI page enables you to search for recordings that contain ANI/ALI information.

NOTE: Wildcards (see page 18) are supported when configuring your ANI/ALI search criteria.

The following sections are available:

ANI/ALI returned search results

- **Include ANI/ALI with search results** - (default checked) when this check box is unchecked, all other controls on this page are cleared and disabled.   Subsequent searches do not include any ANI/ALI data.   When checked, the **Criteria 1** drop down list and the I**nclude ANI/ALI that occurred during a call and Include ALL ANI/ALI records** radio buttons are enabled:
  - **Include ANI/ALI that occurred during a call** - (default) if no ANI/ALI search criteria are defined, subsequent searches include all ANI/ALI records on the channels being searched that match a call record, i.e. no unassigned (orphan)

ANI/ALI records. If ANI/ALI search criteria are defined, subsequent searches return all ANI/ALI records that match those criteria and are assigned to a call.

– **Include ALL ANI/ALI records** - enables the first drop down list in the ANI/ALI Search Criteria group. When no ANI/ALI search criteria are defined, subsequent searches include all ANI/ALI records on the channels being searched. When ANI/ALI search criteria are defined, subsequent searches return all ANI/ALI records that match those criteria, together with any calls that they overlap.

ANI/ALI search criteria

NOTE: The ANI/ALI Criteria 1 combo box is enabled when the **Include ANI/ALI with search results** option is selected in the ANI/ALI search results section above.

All ANI/ALI fields are available in the ANI/ALI Field 1, 2, 3 and 4 text boxes. Select the required entries using the associated drop down lists.

When a field is populated, the associated comparison operator field is enabled. Select the required value using the drop down list. The available values are:

- **equals**, **does not equal**, **contains (default)**, **does not contain**.

Selecting a comparison operator enables the edit box on the same line and the ANI/ALI field drop down list on the line below.

The following radio buttons are available:

- **All criteria** - when selected, the ANI/ALI criteria is logically ANDed together.
- **Match at least one criteria (default)** - when selected, the ANI/ALI criteria is logically ORed together.

4.9 Audio Analytics page

The Audio Analytics page enables you to filter search results based on words and phrases within audio recordings.

NOTE: The Audio Analytics page is **ONLY** available if you have the **Use NICE Inform audio analytics** privilege assigned to you by a NICE Inform Administrator and have resources configured for audio analytics that are also assigned to you.

The following options are available:

- **Word/phrase** - enables you to filter search results that have detections matching words/phrases. Syntax queries are supported when searching for the required words/phrases. For help creating a syntax search, refer to Advanced Queries (see page 9).

NOTE: Any words that are not recognized, are underlined. These could be words that are spelt correctly but have not been detected and indexed and therefore not available to search for.

Numeric values **MUST** be entered using words as they were spoken on the call. For example, *123* **MUST** be entered as either *one two three*, *one hundred and twenty three* or *one twenty three* as the intended meaning cannot be determined.

- **Category** - enables you to filter search results that have detections matching those within a category. To create a category, refer to *Adding a category* in *NICE Inform System Administration*. To select a category, click the drop down arrow and select the required category from the list. To search across multiple categories:

  a. Click the **Browse** [...] button. The **Category Selection** dialog is presented.
  b. Select the required items from the **Available categories** list, which lists all the items available in the system using the normal selection methods.

NOTE: Refer to Adding and removing items (see page 3) on how to add or remove selected categories.

If categories are specified in addition to the Word/phrase field, only results that contain both the given word/phrase and the specified categories are displayed.

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  c. Click the **OK** button.

Confidence - enables you to apply a confidence level filter. The confidence levels are **Low, Medium** and **High**, (most confident). Only detections at the levels of the confidence fields are returned. You can check more than one checkbox if you require. You may combine low and medium for example.

4.9.1   Advanced Queries

You can build more advanced queries by understanding the query syntax used.

NOTE: The query is checked when the field loses focus and if invalid then the field is shown as in error and a hint at the cause of the problem is provided in an error tip displayed when hovering over the field error icon. Everything in this topic is case insensitive.

Term

A **term** describes what you are searching for. There are three types of term.

Table 4-2: Term Types

Term	Example	Notes
Word	Gun	Simple words. This example query will return the word gun.
Phrase	"Loaded gun"	Words separated by spaces and enclosed in quotes. Words are searched as a phrase in the exact order you type them. This example query will return results containing the phrase Loaded gun.
Category	CAT [Firearms]	The word CAT followed by the category which must be enclosed in brackets. This example query will return any calls containing any word included in the category Firearms. To create a category, refer to *Adding a category* in *NICE Inform System Administration*.

Basic Operators

The **basic operators** enable you to combine **terms** into more advanced queries.

Table 4-3: Basic Operators

Operator	Example	Notes
NOT	Knife and NOT gun	NOT excludes the term from your results. This example query returns results where knife is found but gun is not.
AND	Gun AND knife	AND requires all of the terms joined by it to be searched. This example query returns results where both gun and knife are found.
OR	Gun OR knife	OR requires at least one of the terms joined by it to appear somewhere in the results, in any order. This sample query returns results where either or both gun and knife are found.

Parentheses (Nesting)

Table 4-4: Using Parentheses

Operator	Example	Notes
( )	(Gun OR knife) AND bomb	Parentheses require the terms and operators that occur inside them to be searched first. This is called **nesting**.

Advanced Operators (NEAR and FAR)

Table 4-5: Advanced Operators

Operator	Example	Notes
NEAR	Gun NEAR[INORDER,5] knife	NEAR requires the term following it to occur within a certain proximity of the proceeding word in the search. This sample query requires knife to come after gun, inside of five seconds.
FAR	Gun FAR[INORDER,12] knife	FAR requires the term following it to occur outside a certain proximity of the proceeding word in the search. This sample query requires knife to come 12 or more seconds after gun.

The syntax for NEAR or FAR query is:

Term One NEAR[ORDER,NUMBER] Term Two

You simply replace ORDER and NUMBER with parameters selected from this table:

Table 4-6: Advanced Operator Parameters

Parameters	Value	Notes
ORDER	INORDER	If selected, the terms must be in the order of the query.
	ANYORDER	If selected, the terms can be in any order.
NUMBER	Any integer (no decimal points)	If selected, this is the number of seconds between words.

4.10   Free Expression page

The Free Expression page enables you to build and enter complex criteria based on fields used by the system.

NOTE: Wildcards (see page 18) are supported when you are building your expression.

It is **NOT** possible to enter ANI/ALI fields.

Resources from a NICE Recording/NICE Inform Recorder data source are **NOT** supported within the Free Expression page.

The following features are available:

Building a free expression

▸ To build an expression:

1. Select (highlight) the required field from those listed in the **Field** pane (e.g. 'Extension').

2. In the **Comparison Operator** box, a default expression is displayed. If required, change this to a different value using the drop down list (e.g. 'equals').

3. In the **Value** box, type the required value (e.g. '5104').

4. If necessary, select the required Boolean operator ('**AND**' or '**OR**').

5. Click the **Add Expression** button. The expression is displayed in the **Expression** pane.

6. Type a new value in the **Value** box (e.g. '5110'), and click the **Add Expression** button. The second expression is displayed in the Expression pane.

7. Repeat (5) & (6) for any additional values required.

Adding a branch

▸ To add a branch:

1. Select the required Boolean operator ('**AND**' or '**OR**'), and click the **Add Branch** button. A new branch is displayed in the **Expression** pane.

2. Create the required expression, and click the **Add Expression** button. The expression is displayed in the **Expression** pane.

NOTE: Ensure that the Boolean operator symbol at the start of the particular branch is highlighted.

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3. Create further expressions as required, clicking the **Add Expression** button each time to add the new expression to those listed in the **Expression** pane.

Deleting an expression

To delete an expression, highlight the required expression and click the **Delete** button.

To delete a branch, select the required branch symbol and click the **Delete** button.

NOTE: You **CANNOT** delete the initial (top-level) branch.

4.11 Saving a search

This section details how to save your basic and advanced searches.

Saving searches

▶ To save a search:

1. Set up the required values in the **Search** panel (refer to Creating a search (see page 6)).

2. Click the **Save search** 💾 button in the toolbar of the **Search** panel and the **Save Search** dialog is presented. Enter the following details:

   – **Search name** - enter the name for the search in the text box provided.

   – **Description** - enter a description (if required) in the text box provided.

   – **Type** - click the **Type** drop down arrow and change to either Public (available to all users) or **Private** (available to you only).

3. On completion, click the **OK** button.

Saving advanced searches

▶ To save an advanced search:

1. Set up the required search query using the **Advanced Search** control (refer to Advanced searches (see page 17)).

2. Click the **Save** button and the **Save Advanced Search** dialog is presented. Enter the following details:

   – **Search name** - enter the name for the search in the text box provided.

   – **Description** - enter a description (if required) in the text box provided.

   – **Type** - click the **Type** drop down arrow and change to either Public (available to all users) or **Private** (available to you only).

3. On completion, click the **OK** button.

About saved searches

When you create a search that uses the Show last section to define the time period is saved, the values of the 'Show Last' controls are saved, rather than the time period they resolve to at that time. Therefore, when you reload and run the search, the time period searched is the 'last X minutes/hours/days' etc. at the time you run the search.

Saved searches are listed in the Saved Searches section which is a sub section of the Search panel. It is divided into two parts - Private saved searches (searches created by you only) and Public saved searches (searches saved by all users).

Hovering the cursor over one of the saved searches listed displays a description of that particular search (if a description was entered when saving the search).

4.12   Running, editing & deleting saved searches

This section details running, editing and deleting your saved public and private searches.

Running a saved search

To run a previously saved search, double-click the required search in the **Saved Search** list.

On completion of the search, recordings matching the search criteria are displayed in the Timeline display (see page 36) and Results table (see page 50). Recordings are then available for replay.

Saved searches context menu

▶ To use the Saved searches context menu:

1. In the **Saved Searches** panel, right-click the required search and a context menu is presented.

2. Select one of the following:

   – **Run saved search** - runs the search without editing.

   – **Rename saved search** - displays the **Rename Saved Search** dialog, so that you can edit the **Search name** and **Description** for the saved search.

NOTE: You **CANNOT** edit the Public/Private setting.

   – **Delete saved search** - deletes saved search.

   – **Edit saved search** - same action as clicking **Edit saved search** 🖊 button.

Editing a saved search

▶ To edit a saved search:

1. Select the required saved search by doing one of the following:

   – Right-click the search and selecting **Edit saved search** in the context menu.

   – Click the **Edit saved search** 🖊 button to make any changes you require.

2. Edit one of the following:

   – **Search**

      (1) Change the required values in the **Search** panel.
      (2) Click the **Save search** 🖫 button in the toolbar of the **Search** panel and the **Save Search** dialog is presented**.**
      (3) If required, edit one or more of the following:

      ➢ **Search name** - edit the name for the search in the text box provided.

      ➢ **Description** - edit the description in the text box provided.

      ➢ **Type** - click the Type drop down arrow and change to either Public (available to all users) or Private (available to you only).

3. On completion, click the **OK** button.

   – **Advanced search**

(1) Set up the required search query using the **Advanced search** control (refer to Advanced searches (see page 17)).

(2) Click the **Save** button and the **Save Advanced Search** dialog is presented.

(3) If required, edit one or more of the following options:

➢ **Search name** - edit the name for the search in the text box provided.

➢ **Description** - edit the description in the text box provided.

➢ **Type** - click the Type drop down arrow and change to either **Public** (available to all users) or **Private** (available to you only).

4. On completion, click the **OK** button.

Deleting a saved search

▶ To delete a saved search:

1. Select the required saved search by doing one of the following:

  – Right-click the search and selecting **Delete saved search** in the context menu.

  – Select the search and click the **Delete saved search** ✖ button.

2. Click **Yes** to the confirmation message for a public save or for a private save and the saved search is deleted.

4.13   Filtering search results

Filters are used to further refine the list of recordings returned after the initial search (refer to Creating a search (see page 6)), in effect reducing the number of recordings displayed.

In practice, filters are best used after a search that used time as the selection criterion. When this returns a long list, the options are either to use a filter or an advanced search. Filters provide the simplest and most direct way of narrowing your search of the existing list, while Advanced searches (see page 17) provide more comprehensive search facilities.

To open the filter panel, click the **Filter panel** ⛛▾ button.

The Filter panel contains a series of list boxes that allow the currently displayed recordings to be filtered and a number of filter controls (buttons). Entering the values and clicking the **Apply filter** ⛛ button filters out, or in, all results that do not match the chosen criteria. The recordings are not deleted from the search, just not displayed. All recordings that are hidden become unselected and remain unselected when the filter is removed and they are visible again.

Button	Description
⛛	**Apply filter** - applies the current filter settings to the search results.
⛛↻	**Undo filter** - removes filtering from the results displayed, so that all the search results previously hidden by filtering are now displayed. The actual filter settings remain unchanged.
⛛✳	**New filter** - removes filtering from the results displayed, and clears the current filter settings, allowing you to create a new set of filters.

Figure 4-1: Filter panel

The following options are available when using the associated drop down lists:

- **Filter -** select one of the following:
    - **In** - items matching the criteria are shown.
    - **Out** - items matching the criteria are hidden.
- **Communication type** - select the required communication type e.g. Radio, Telephone, Generic audio, or Video.
- **Resource** – select the required resource from the list.

NOTE: To select multiple resources, press and hold the **Ctrl** button during your selections.

TIP: Hover your mouse cursor over a resource in the **Resources** drop down list and a tool tip is presented. The tool tip only appears if the resource name is larger than the control and displays the full name of the resource.

- **User selections** - the value for each configurable text box is selected within the Filter page in the **Reconstruction preferences** control (refer to Setting Reconstruction preferences (see page 125)). These text boxes allow you select a single value from each of these fields for filtering.
- **Apply to** – select one of the following:
    - **All** - the filter acts on all recordings.
    - **Selected** - the filter only acts on the selected recordings.
    - **Not Selected** - the filter acts only on the non-selected recordings.

5 Playback Control panel

Figure 5-1: Playback Control panel
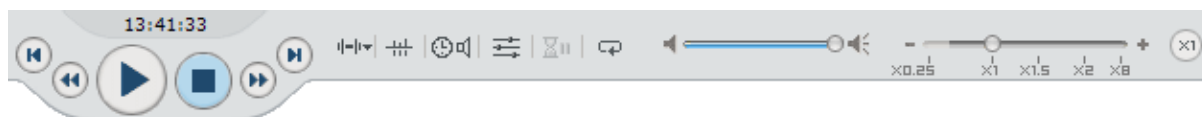
Where relevant, the shortcut keys are displayed alongside each function in the accompanying table e.g. for **Play** the shortcut is **Shift** + **Space**.

NOTE: For a list of all shortcut keys, refer to *Shortcut keys* in *NICE Inform Glossary*.

Table 5-1: Playback Control panel buttons

Button	Description
	Play (Shift + Space) - click to start playback of the selected recording from the beginning of the selected recordings. When clicked, changes to **Pause**.
	Pause (Shift + Space) - click to stop playback of the selected recording at the current position. When clicked, changes to **Play** which when clicked, playback of the selected recording restarts from the paused position.
	Stop (Ctrl + I) - stops the replay of the recording currently being replayed. The playback cursor moves to the earliest point in the selected recordings.
	Next (Ctrl + K) - when clicked, replay skips to the next recording in the selection. The following conditions apply: ▪ If the selected audio recording has one or more audio analytics detection events 📄 or category detection events 🗂, clicking the **Next** button skips to two seconds before the timestamp of each detection before skipping to the next recording. ▪ If the **Skip all silence** option is selected when clicking the **Skip silence** ⊪⊪▾ button, clicking the **Next** button skips silence within recordings (not supported for duplex calls). ▪ If a text conversation is selected and it has associated join ◈ and leave ◇ text conversation events, clicking the **Next** button skips to the next join/leave event in the Timeline display and in the Conversation plugin (see page 76) within the Information panel (see page 130).
	Previous (Ctrl + J) - when clicked, replay skips to the previous recording in the selection. The following conditions apply: ▪ If the selected audio recording has one or more audio analytics detection events 📄 or category detection events 🗂, clicking the **Previous** button skips to two seconds before the timestamp of each detection before skipping to the previous recording. ▪ If the **Skip all silence** option is selected when clicking the **Skip silence** ⊪⊪▾ button, clicking the **Previous** button skips silence within recordings (not supported for duplex calls). ▪ If a text conversation is selected and it has associated join ◈ and leave ◇ text conversation events, clicking the **Previous** button skips to the previous join/leave event in the

Button	Description
	Timeline display and in the Conversation plugin (see page 76) within the Information panel (see page 130).
◀◀	**Rewind** (Ctrl + ,) - moves the position of the recording currently being replayed back by a predefined amount, defined within the **Playback Settings** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).
▶▶	**Fast forward** (Ctrl + .) - moves the replay position of the recording currently being replayed forward by a predefined amount, defined within the **Playback Settings** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).
09:21:10	**Time indicator** - shows the current time of the recording that is being replayed.
⊪-⊪▾	**Skip silence** (Ctrl + O) - the following options are available: NOTE: The **Skip silence** button disabled when the **Sequential/Summed playback** ⇌ button is enabled (refer to Sequential playback (see page 34)). ▪ **Disable skip silence** ⊪-⊪▾ - disables the skip silence feature. ▪ **Skip silence between calls** ⊪-⊪▾⎥ - silence is skipped between audio recordings and gaps between any other recording type e.g. video recordings. ▪ **Skip all silence** ▮▬⊪▾ - silence is skipped within audio recordings and between audio recordings. NOTE: When replaying Motorola Dimetra recordings that are routed to the CryptR, recordings with skip silence enabled that are routed to the CryptR is **NOT** supported.
⊹₊	**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.
🕐◁	**Date & time output** (Ctrl + T) - when enabled, the date and time of the recording is provided (only available when Sequential playback (see page 34) is turned off). Parameters about how the date and time output behaves can be configured (refer to Configuring date & time output (see page 113)).
⇌	**Sequential/Summed playback** - toggles between Sequential and Summed playback modes (Refer to Sequential playback).
⧗❙❙	**Wait control on/off** - when Sequential playback (see page 34) mode is enabled, (and this feature turned on), playback is paused on completion of each recording instead of each recording being replayed automatically in sequence. To play the next recording in the sequence, click the **Play** button.
⟲	**Loop on/off** (Ctrl + L) - Loop mode (refer to Setting Loop mode (see page 109)) enables you to continuously replay the selected recordings and/or all recordings between playback markers.
◀——○—◁	**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)).

Button	Description
	NOTE: This is a global setting that affects all replayed audio and date and time output announcements. Any resources that have their volume individually set are overridden when changing the master volume.
×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. The supported speeds for recordings. When synchronously replaying recordings of a different type (e.g. audio and video), playback speeds are limited to speeds supported by both. In this instance, when dragging the slider to an unsupported playback speed the slider automatically repositions itself to the next supported speed. **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. **Supported video speeds**: 0.25, 0.33, 0.5, 1.0, 2.0, 3.0 and 4.0. **Supported Motorola Dimetra speeds** (that are routed to the CryptR): 1 **Supported image speeds:** 0.25, 0.33, 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. **Supported GIS speeds:** 0.25, 0.33, 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. **Supported screen speeds**: 0.25, 0.3 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	**Reset playback speed** (Ctrl + Shift + N) - resets the current playback speed to x1 (normal).

5.1 Sequential playback

The **Sequential/Summed playback** ⇄ button in the Playback Control panel (see page 32) toggles between sequential and summed playback modes:

- ▪ **Sequential playback** (when button is highlighted blue) - each audio recording in the selection is played back on its own in start time sequence. Any silence (or gaps when referring to recordings other than audio) between recordings is always skipped.

| NOTE:	Except where the recording is full duplex. Then, the 'upstream' and 'downstream' components of the recording are played mixed.

- **Summed playback** - the selected recordings are queued for playback relative to the time the first selected recording starts to play. Therefore, overlapping recordings are played simultaneously, as they were recorded (summed). Up to a maximum of 32 simultaneous recordings can be played at one time. In this mode, silence between recordings can either be skipped or not.

6 Timeline display

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

Figure 6-1: Timeline display
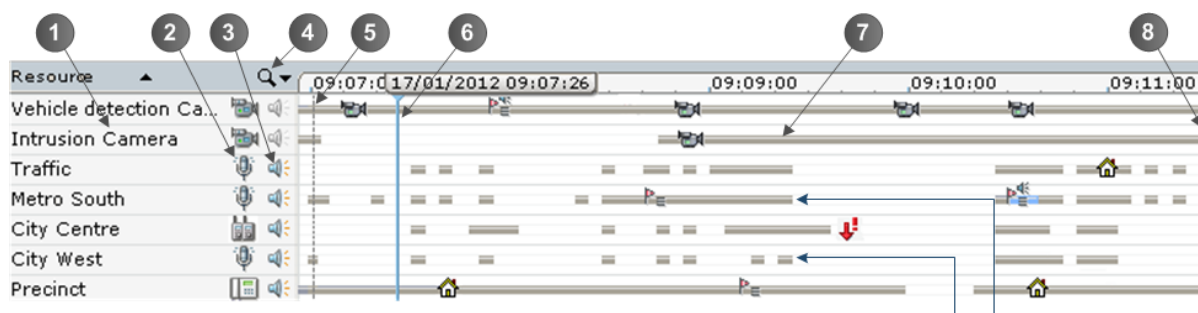
Table 6-1: Timeline display features

Feature number	Description
1	**Timeline labels**
2	**Resource type icons**
3	**Volume control**
4	**Zoom control**
5	**Search period marker**
6	**Replay cursor**
7	**Recording bar**
8	**Search period marker**

The Timeline display shows the current search results in a graphical form of horizontal strips (recording bars). Functions of the Timeline display include:

- Displaying the start and end of each recording.

- Points at which events occurred, and annotations or ANI/ALI records have been added.

- The ability to select multiple recordings by clicking on a recording and by using the standard Microsoft Windows Ctrl method clicking while selecting subsequent recordings.

- The ability to select parts of a recording by left clicking and dragging over the required recording segment. Again using the Microsoft Windows Ctrl method, multiple partial selections are possible where required.

- The ability to create a combination of recordings or partial selections which can then be sent to NICE Inform Organizer and NICE Inform Evaluator using the **Transfer** button from the main control. For help adding recordings to Organizer, (refer to Adding Reconstruction Content to Organizer (see page 121)) and to Evaluator (refer to Adding recordings to Evaluator (see page 124)).

NOTE: Hovering over a track recording highlights the track on the view within the GIS Map panel (see page 87).

The vertical blue line is the Replay cursor. This cursor (or marker) indicates at what point the recordings are being replayed relative to each other. It can be dragged using the left mouse button to the required time. It is also used to select image and attachment events so that they can be displayed within the Insight panel (see page 66).

6.1 Recording bars

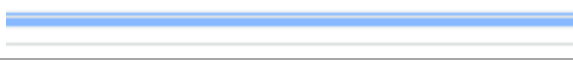The recording bar changes its appearance depending on what recording type is being shown:

Table 6-2: Recording bars (Timeline display)

Recording bar	Description
	Normal recording bar that is available for playback.
	Recording that has no associated data available or replaying the recording causes an error.
	Recording that has been tampered with. This only applies to recordings that have derived from a NICE Recording/NICE Inform Recorder data source.
	Recording with silence and the **Skip all silence** option is enabled (refer to Playback Control panel (see page 32)). NOTE: Display of silence is **NOT** supported on duplex recordings.
	Full duplex audio recording.
	Motorola Dimetra duplex recording.
	Emergency audio recording.
	Emergency full duplex audio recording.
	A CAD incident.
	An audio recording that has been marked as restricted.

6.1.1 Recording bar selection states

The recording bar has a number of different selection states:

Table 6-3: Recording bar selection states (Timeline display)

Recording bar	Description
	The recording is highlighted.
	The recording is selected.
	The recording is being replayed.

6.2 Tooltips

Hover the cursor over a customizable label in the Timeline display and a tooltip is presented displaying resource information.

Hover the cursor over a recording bar in the Timeline display and a tooltip is presented displaying recording information.

NOTE: The recording information displayed within the recording bar tooltip is configurable in the **Information Balloons** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

Event tooltips

- When the tool tip is displaying an attachment event, an indication is provided informing you how many attachments are associated with the event.

- When a tooltip displays a paper clip icon 🔗 this indicates that an event such as an ANI/ALI event 🏠 is downloading. Once downloaded the image is displayed within the tooltip.

- Hover the cursor over an audio analytics word/phrase detection event 🗨 on a recording and a tooltip is displayed while the cursor remains over the detection. The tooltip displays the detected word/phrase, the confidence as to the accuracy of the result (either high, medium or low) and the timestamp of the detection. For analytics category detections, the event icon reflects the category instead 🖼 and the category name is displayed.

6.2.1 Image event tooltip

Clicking on an image event in the Timeline displays a slightly different tooltip.

Once an image event has been successfully transferred to the workstation (as indicated by a green tick ✔ icon in the Results table), select the event.

A tooltip is presented displaying recording information. In addition, an image of the event is also presented.
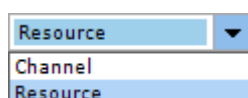
6.3 Timeline labels

The following standard labels are available (by default):

- **Resource view** - items recorded on the same resource are displayed in the same row.
- **Channel view** - items recorded on the same channel are displayed in the same row.

The Timeline label is customizable within the **Views** page in the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

▶ To select a customized Timeline label:

1. Click the **View by** drop down list.

2. Select the required option from the menu displayed:

Figure 6-2: View by menu

6.3.1 Moving Timeline labels

Within the Timeline labels column (view dependent), you can reorder the label to suit your viewing requirements.

▶ To reorder the label:

1. Select the required Timeline label.

2. With the label selected, drag it to the required position in the column.

3. Deselect the label. It has now been reordered in the Timeline labels column.

NOTE: If you are moving a Timeline resource label that has a pair, then the pair is moved as well. The primary resource always appears at the top once it has been moved.

6.4 Zoom control

The Zoom control (see page 108) increases or decreases the time, (horizontal) resolution of the Timeline display. It is accessed when clicking the **Zoom** $^{Q\blacktriangledown}$ button.

6.5   Resource type icons

The resource type is shown by an icon:

Table 6-4: Resource type icons

Icon	Name
👤	**Telephony Agent/Extension**
☎	**Telephony**
📱	**Radio**
📻	**Talkgroup**
🎙	**Generic audio**
📹	**Video**
💬	**Conversation**
📋	**Audio analytics** - resource is currently being used for NICE Inform audio analytics (overlaid with 🗐). To see this icon, you **MUST** be licensed for audio analytics, have the **Use NICE Inform audio analytics** privilege assigned to you by a NICE Inform Administrator and the resource has to have been added to an audio analytics server (refer to *Adding resources to an analytics server* in *NICE Inform System Administrator*).
🖥	**Screen agent**
🗔	**CAD system**

6.6   Recording type events

Recording type events are shown by an icon on the Timeline:

Table 6-5: Recording type event icons

Icon	Name
📹	**Video event**
📹	**Multiple video**
⬇	**Non emergency event / non-specific CAD event**
⬇!	**Emergency event**
🏠	**ANI/ALI & Unassigned ANI/ALI event**
📍	**RapidSOS or NICE Location Service location event**
⚑	**Incoming text message event**
⬜	**Outgoing text message event**
◈	**Call taker joined the text conversation**
◇	**Call taker left the text conversation**
💬	**NICE Inform audio analytics word/phrase detection event**
🗐	**NICE Inform audio analytics category detection event**

Icon	Name
	Group text over voice message event
	CAD Dispatch event - a unit has been dispatched
	CAD En route event - a unit is heading towards an incident
	CAD On scene event - a unit has arrived at an incident
	CAD Clear event - a unit has left an incident
	CAD En route to hospital event - a unit is heading towards a hospital
	CAD Arrived at hospital event - a unit has arrived at a hospital
	CAD Arrived at station event - a unit has returned to base
	CAD Comment event - a comment has been entered on a CAD incident

6.7   Annotation bookmark icons

If a recording has an annotation associated with it, an annotation bookmark icon is displayed associated with the recording representing it at the appropriate time in the recording:

Table 6-6: Annotation bookmark icons

Icon	Name
	Bookmark (Annotation with no text, speech etc.)
	Voice only
	Text only
	Image only
	Voice and text
	Voice and image
	Image and text
	Multimedia (any annotation that has more than 2 media types i.e. Image, voice, text and text)

6.8   Playback markers

Playback markers allow you to 'isolate' sections of selected recordings for playback. The markers comprise Start and End markers, but can only be used when Sequential mode is turned off (refer to Sequential playback *(see page* 34*))*. They are set via the context menu (refer to Setting playback markers on recordings (see page 44)).

When creating a Reconstruction search, two vertical dotted lines are shown within the Timeline display, as shown here.

Figure 6-3: Playback markers on Timeline display
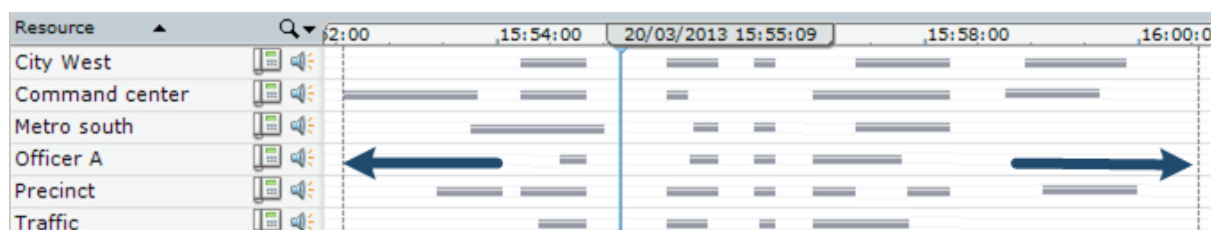
These dotted lines (search period markers) represent the start and end times of your search.

NOTE: When using the embedded Reconstruction Timeline display within the Content
             List page in NICE Inform Organizer, the dotted lines (search period markers)
             represent the start and end time of the incident.

6.9   Redacted audio

Any redacted audio recording bars are displayed with a blue rectangle on the recording as
shown below:

Figure 6-4: Redaction Timeline display example

For more information, refer to Redaction panel (see page 93) to help manage your audio
redactions.

6.10   Timeline label context menu

The context menu changes depending on the Timeline label that is being viewed (e.g.
resource, channel).

This section highlights the context menu options you may experience when right-clicking on
a Timeline label.

Right-click on a Timeline label and a context menu is presented.

The following options are available:

Select All Deselect All

Any recordings and events associated with the Timeline label (within the search period) are
selected ready for playback analysis etc.

Select All Between Markers

▶ To select all recordings between markers on a resource:

1. Ensure that the **Resource** Timeline label has been selected from the **View by** drop
    down list:

Figure 6-5: View by menu
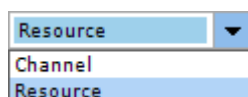
2. On the Timeline display, set a **Start marker** and an **End marker** in order to
    encapsulate all the recordings you require to select on the resource (refer to Setting
    playback markers on recordings (see page 44)).

3. Right-click on the required Resource Timeline label and click the **Select All
    Between Markers** option.

4. All recordings between the playback markers are now selected ready for playback or adding to NICE Inform Organizer etc.

Deselect All

All recordings and events associated with the Timeline label are deselected.

Remove All

All recordings and events associated with the Timeline label (within the search period) are removed from the Timeline display.

6.11   Timeline Display context menu

When right-clicking on any recording or event within the Timeline display, a context menu is presented.

The following options are available:

- **Play** - plays the selected recording using the Playback Control panel (see page 32). The Play option is not available when selecting an event.

- **Remove from list** - removes the selected recording or event from the Timeline display (see page 36) and from the Results table (see page 50).

- **Add Annotation** - opens the Annotation panel (see page 60) enabling you to add an annotation for this recording. The Add annotation option is not available when selecting an event.

- **Mark current item as restricted** - marks the selected audio recording or text conversation 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.

Only audio recordings and text conversations can be marked as restricted.

- **Pin to new Information Panel** - the currently selected recording or event is pinned to a new Insight window within the Information panel (see page 72) providing a static view of the result. If there is not an available Insight window, the **Pin to a new Information Panel** option is not available.

- **Open in Redaction panel** - the selected audio recording is opened in the Redaction panel (see page 93) enabling you to add audio redactions for this recording. The following conditions apply:

  – This option is **ONLY** available when an individual audio recording is selected and the system is licensed for redaction.

  – If multiple audio recordings are selected, the redaction panel opens for the recording that you right-click on only.

  – Duplex calls are **NOT** supported.

  – In order to use the redaction feature, you **MUST** have the **Create and edit audio redactions** privilege assigned to you by a NICE Inform Administrator.

NOTE: When using NICE Inform Organizer, if you only have read access privileges for the incident, the **Open in Redaction panel** option is disabled.

- **Access Report** - an audio recording access report is generated for the selected audio. Once selected, choose a file location to save the PDF report and a Progress dialog is presented providing a summary of the report creation. Do one of the following:

  – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the report is created, unless an error has occurred.

  – Once the report process is complete, click the **Close** button to close the dialog.

  The PDF report displays the following information:

  – **Time** - the date and time this audio recording was accessed.

  – **Event** - the event that occurred for this audio recording e.g. when the recording was replayed.

  – **Application** - the NICE inform application that was used to access the audio recording.

  – **User** - the NICE Inform user that accessed the audio recording.

  – **Host** - the NICE Inform workstation used to access the audio recording.

NOTE: In order to use the access report feature, the system **MUST** be licensed for accessed audio auditing and you **MUST** have the **Audit accessed audio and create audio access reports** privilege assigned to you by a NICE Inform Administrator.

- **Play Inbound** - only available for full duplex audio recordings. Selecting this option enables the inbound stream of the audio to be played. If there are multiple parts to the inbound segment of a Motorola Dimetra recording, all parts are played including any silence between the segments.

- **Play Outbound** - only available on full duplex audio recordings. Allows the outbound stream of audio only to be played.

6.12   Setting playback markers on recordings

▶ To set start and end markers within the Timeline display:

1. Do one of the following:

   – Select the required recordings (refer to Selecting a recording (see page 46)). Only the selected recordings are played between markers.

   – Select start and end times for the markers (i.e. do not select a recording). In this instance **ALL** recordings are selected between markers. Within the Playback Control panel (see page 32), click the **Play** button and all recordings are played back. However, you can select one recording or any number of recordings between the markers.

2. Position the cursor on a clear part of the display (away from any recordings) at the point at which you wish playback to begin.

3. Right-click to display the context menu and select **Set Start Marker** from the menu.

   A green Start Marker is positioned where you clicked, behind the replay cursor, which also moves to this point.

NOTE: Any recording before the start marker are **NOT** played.

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4. Move the cursor to the point at which you wish playback to end (also on a clear part of the display, away from any recordings).

5. Right-click and select **Set End Marker** from the menu.

6. A red End Marker is positioned where you clicked the mouse.

NOTE: Any recording after the end marker are **NOT** played.

   If you set the start or end marker outside of the Reconstruction search indicated by the dotted lines (search playback markers) you are presented with a dialog message. This message informs you that as the markers are set outside the current search period this region cannot be guaranteed to include all search results. If you still wish to continue, click **Yes**. If not, click **No**.

7. Click the **Play** button. Playback begins at the Start marker, and continues to the End marker, where it stops.

NOTE: Playback includes silence as well unless the **Skip silence between calls** is enabled and then silence between recordings is skipped or **Skip all silence** is enabled whereby silence between recordings and silence within calls is also skipped. The skip silence feature is enabled within the Playback Control panel (see page 32).

             It is not a prerequisite to set both a start and end marker. If required only one can be set.

6.12.1   Setting playback markers using the Goto control

Use the Goto control (see page 106) as an alternative method to set playback markers.

6.12.2   Marker replay position

Select either the Start or End marker and the replay cursor changes to provide the time and date at that position.

6.12.3   Selecting all recordings between playback markers

▶ To select all (and partial recordings) between the Start and End Markers:

1. Right-click on a clear part of the Timeline display, away from any recordings.

2. Click the **Select All Between Markers** option from the context menu. All the recordings within the markers are now selected.

Here you can replay the recordings using the Playback Control panel (see page 32) or you can add then to an incident within NICE Inform Organizer by using the **Add to Organizer Wizard** (refer to Adding Reconstruction Content to Organizer (see page 121)).

NOTE: When adding all selected recordings between markers into NICE Inform Organizer, all recordings **AND** silence is added between the markers.

6.12.4   Loop Mode

Loop mode enables you to continuously replay the segment of the recordings between the markers.

▶ To loop between markers:

1. Set the required markers on the selected recordings as previously described.

2. Click the **Loop** ⌨ button.

3. Start replay by selecting a call (if one is not already selected) and clicking the **Play** button from within the Playback Control panel (see page 32).

NOTE: You can select Loop mode while the recording is being replayed by clicking the **Loop** ⌨ button.

To stop Loop mode, either click the **Stop** button, or the **Loop** ⌨ button (in this instance, playback continues to the End marker and then stops.

6.12.5   Sequential playback mode

In order to set playback markers in the Timeline display (see page 36), Sequential mode has to be turned off within the Playback Control panel (see page 32).

6.12.6   Clearing Markers

▶ To clear the Start and End markers:

1. Right-click the mouse on a clear part of the Timeline display (see page 36), away from any recordings.

2. Select **Clear Markers** from the context menu.

6.13   Selecting a recording

This section details the five main methods of selecting a recording or a selection of recordings within the Timeline display (see page 36):

Method 1

Double-click the required recording in the Timeline display (see page 36) or the Results table (see page 50). The selected recording changes to a blue color, and starts replaying from the beginning of the recording.

| NOTE: | This method **ONLY** allows you to playback recordings except when double-clicking on an audio analytics detection event 🗩 or category detection event 🖼. When this occurs, playback of the recording is started two seconds before the timestamp of the detection. |

Method 2

▶ To use method 2:

1. Click the required recording in the Timeline display (see page 36) or the Results table (see page 50). The selected recording changes to a blue color.

2. Click the required button in the Playback Control panel (see page 32) e.g. **Play**.

Method 3

▶ To use method 3:

1. Right-click the required recording in the Timeline display (see page 36) or the Results table (see page 50).

2. Select the required action from the context menu:

   – **Play** - replays the recording from the beginning.

   – **Remove from list** - removes the selected recording from the Results table (see page 50).

   – **Add annotation** - activates the Annotation panel (refer to Annotation panel (see page 60)).

Method 4

▶ To use method 4:

1. Click and hold the mouse pointer adjacent to or over the required recording in the Timeline display (see page 36).

2. Drag the pointer over the required recordings or select a segment of a recording. This is known as partial selection. The selected recording (or recordings) are enclosed by a rectangular box, as shown below:

Figure 6-6: Partial recording selection
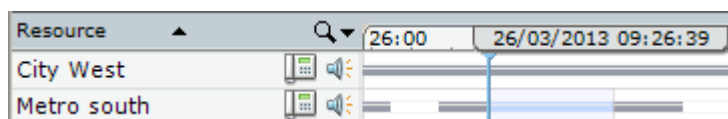
3. Click the required button in the Playback Control panel (see page 32) e.g. **Play**.

NOTE: Playback starts from the beginning of the enclosed portion of the recording, and lasts for the period covered by the enclosure.

To select multiple recordings or multiple partial recordings, press and hold the Ctrl button during your selections.

Method 5

If you have set a start and end playback marker, the recordings that fall between the two points are selected. For help setting playback markers, refer to Setting playback markers on recordings (see page 44).

TIP: To select all recordings (including events) in the Timeline display (and Results table) press **Ctrl + A** or click the **Select all** button.

6.13.1   Reconstruction features

There are a number of features in NICE Inform Reconstruction that are available to you when following methods 2, 4 and 5. For help with all 3 methods, refer to Selecting a recording (see page 46)):

- Recordings can be added to NICE Inform Organizer by clicking the **Transfer** button (refer to Adding Reconstruction Content to Organizer (see page 121)).

- Saving scenarios and saving audio and video recordings can be achieved by clicking the **Load/Save** button (refer to Loading/saving scenarios & saving audio/video/text (see page 114)).

- Printing details of selected recordings by clicking the **Printing wizard** button (refer to Printing recording details (see page 120)).

- Add recordings to the clipboard by clicking the **Add to clipboard** button (refer to Clipboard controls (see page 107)).

- Filter selected recordings by clicking the **Filter panel** button to start the Filter panel (refer to Filtering Search Results (see page 30)).

6.13.2   Organizer features

When Using the Embedded Reconstruction Results table and Timeline display within the Content List page in NICE Inform Organizer, there are a few extra features available. These features are only applicable to methods 2, 4 and 5. For help with all 3 methods, refer to Selecting a recording (see page 46)):

- Removing selected recordings from the Reconstruction Content folder by clicking the **Remove** button (refer to *Reconstruction Content button bar* in *NICE Inform Organizer*).

- ▪ Moving selected recordings from the **Reconstruction Content** folder by clicking the **Move to folder** button (refer to *Reconstruction Content button bar* in *NICE Inform Organizer*).

- ▪ Distributing selected recordings from the **Reconstruction Content** folder by clicking the **Distribute** button (refer to *Reconstruction Content button bar* in *NICE Inform Organizer*).

7   Results table

The Results table comprises a table of returned recordings showing selected data fields.

Figure 7-1: Results table

- To minimize the table, click the down arrow ▾ on the header strip.
- To maximize the table, click the up arrow ▴ at the bottom right hand corner of the window.

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

Table 7-1: Results table columns

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

Three default columns, Resource, **Start Time** and **Duration**, are present on the left of the table (after the icons). You can configure the columns to be displayed and the order they are displayed in the **Results Table** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)), otherwise the defaults are used.

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.

The secondary sort order in all cases (independent of the primary sort order) is **Start Time** which is always in ascending order.

7.1   Result type icons

The result type (including recording type and event type) is shown by an icon:

Table 7-2: Result type icons

Icon	Name
	Telephone call
	Radio recording
	Video recording
	Generic audio recording
	Conversation
	Clear Motorola Dimetra radio recording
	Encrypted radio recording
	Screen recording
	Emergency call
	Emergency Motorola Dimetra radio recording
	Duplex radio recording
	Duplex Emergency recording
	Unassigned ANI/ALI record
	Video event
	Multiple video event
	Non emergency event
	Emergency event
	Group text over voice message event
	CAD incident

7.2   Recording location icons

The location of the recording is shown by an icon:

Table 7-3: Recording location icons

Icon	Name and description
	Playing - playing the selected recording.
	Playing a tampered recording - playing the selected tampered recording. This only applies to recordings on a NICE Recording/NICE Inform Recorder data source.
	Transferred to workstation / Message displayed (text only) - the recording has successfully transferred to the workstation. For screen and video recordings, the recording is available for streaming. For text, a conversation has been selected in the Results table/Timeline display and the message is currently viewable within the Information panel (see page 130).

Icon	Name and description
	Transferred to workstation a tampered recording - the tampered recording has successfully transferred to the workstation. This only applies to recordings on a NICE Recording/NICE Inform Recorder data source.
	Online audio - audio recording found on logger's online storage.
	Online video/screen - video/screen recording found on logger's online storage.
	Online - on a NICE Storage Center™ or when retrieved from incident storage (when using NICE Inform Organizer).This only applies to NiceLog based systems.
	Nearline - on removable media that is currently in a logger media drive in 'retrieval' mode. This only applies to NiceLog based systems.
	Partial audio - some of the audio is not available.
	Retrieval in progress - recording currently in the process of being transferred from removable media to a logger hard disk drive.
	Offline - on removable media that is not in a logger media drive in 'retrieval' mode.
	Unplayable - there is no audio or video recording available.
	Restricted call (not located yet) - restricted audio recording or text conversation that has not been located yet for playback. This icon is also displayed for restricted audio recordings and text conversations if you do not have the **Replay restricted calls and remove restrictions from calls** privilege assigned to you by a NICE Inform Administrator.
	Restricted call audio available - the restricted audio recording or text conversation has been located and is available for playback.
	Restricted tampered audio available - the restricted tampered audio recording or text conversation is ready for playback.
	Restricted audio unavailable - the restricted audio recording or text conversation is unavailable for playback.

NOTE: The location field for radio system events and unassociated ANI/ALI records is always blank as there is never any 'unplayable' data associated with these items.

7.3   Annotation

If a recording has one or more annotations, an icon is displayed in the Annotation column of the corresponding row. For help adding an annotation, (refer to Annotation panel (see page 60)).

7.4   Selecting a recording

To select a recording for replay, click the required entry in the Results table (see page 50). This selects the entire recording. You can then either use the Playback Control panel (see page 32) to play the recording, or use the Keyboard shortcuts:

Table 7-4: 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 unselected, plus recording is played.
None	Recording under cursor selected.	Deselect.	Recording remains selected, all other recordings become unselected, plus recording is played.
Ctrl	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.
Ctrl	Recording under cursor selected.	Recording becomes unselected.	Recording remains selected in addition to any other already selected, plus all selected Recordings are played.
Shift	Recording under cursor selected or unselected.	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 recording is selected for replay it is highlighted. If any part of a recording is selected for replay using the Timeline display (see page 36), the corresponding entry in the Results table (see page 50) is highlighted.

Similarly, hovering the cursor over a recording in the Results table (see page 50) also highlights the corresponding recording within the Timeline display (see page 36).

NOTE: Hovering over a track recording highlights the track on the view within the GIS Map panel (see page 87).

There is no indication of how much of the recording will be replayed.

To select all recordings (including events) in the Results table (and Timeline display) press **Ctrl + A** or click the **Select all** button.

7.5   Results table context menu

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

The following options are available:

- **Play** - plays the selected recording using the Playback Control panel (see page 32). The Play option is not available when selecting an event.

- **Remove from list** - removes the selected recording or event from the Results table (see page 50) and from the Timeline display (see page 36).

- **Add Annotation** - opens the Annotation panel (see page 60) enabling you to add an annotation for this recording. You must select the recording or be playing the recording first otherwise the option is unavailable. The Add annotation option is not available when selecting an event.

- **Annotations** - up to 10 annotations (if created) can appear within this context menu but only when right-clicking on the Annotation icon itself (e.g.). Clicking on an annotation opens it within the Annotation panel (see page 60).

- **Mark current item as restricted** - marks the selected audio recording or text conversation 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.

Only audio recordings and text conversations can be marked as restricted.

- **Pin to new Information Panel** - the selected recording or event is pinned to a new Insight window within the Information panel (see page 72) providing a static view of the result. If there is not an available Insight window, the **Pin to a new Information Panel** option is not available.

- **Open in Redaction panel** - the selected audio recording is opened in the Redaction panel (see page 93) enabling you to add audio redactions for this recording. The following conditions apply:

  – This option is **ONLY** available when an individual audio recording is selected and the system is licensed for redaction.

  – If multiple audio recordings are selected, the redaction panel opens for the recording that you right-click on only.

  – Duplex calls are **NOT** supported.

  – In order to use the redaction feature, you **MUST** have the **Create and edit audio redactions** privilege assigned to you by a NICE Inform Administrator.

NOTE: When using NICE Inform Organizer, if you only have read access privileges for the incident, the **Open in Redaction panel** option is disabled.

- **Access Report** - an audio recording access report is generated for the selected audio. Once selected, choose a file location to save the PDF report and a Progress

dialog is presented providing a summary of the report creation. Do one of the following:

– Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the report is created, unless an error has occurred.

– Once the report process is complete, click the **Close** button to close the dialog. The PDF report displays the following information:

– **Time** - the date and time this audio recording was accessed.

– **Event** - the event that occurred for this audio recording e.g. when the recording was replayed.

– **Application** - the NICE inform application that was used to access the audio recording.

– **User** - the NICE Inform user that accessed the audio recording.

– **Host** - the NICE Inform workstation used to access the audio recording.

NOTE: In order to use the access report feature, the system **MUST** be licensed for accessed audio auditing and you **MUST** have the **Audit accessed audio and create audio access reports** privilege assigned to you by a NICE Inform Administrator.

■ **Play Inbound** - only available for full duplex audio recordings. Selecting this option enables the inbound stream of the audio to be played. If there are multiple parts to the inbound segment of a Motorola Dimetra recording, all parts are played including any silence between the segments.

■ **Play Outbound** - only available on full duplex audio recordings. Allows the outbound stream of audio only to be played.

7.6 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 in the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

7.7 Calls not available online

If in the Results table, a recording displays the **Offline** icon when trying to play you are presented with a **Calls Not Available Online** dialog.

Information displayed in this dialog includes the Media ID/Media type, Logger, Media creation time (UTC) and Earliest recording (UTC).

This media needs to be loaded into a logger drive before you can play the recording.

■ Click the **Ignore** button and the associated recording is displayed with an ✖ icon indicating that the recording is unavailable.

■ Click the **Retry** button and the system attempts to play the recording again.

7.8   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.

8   Radio system information

This section details any features that are unique to radio systems that integrate with NICE Inform. It also provides a brief description as to what the radio system does and covers any related specific terminology.

It covers the following radio systems:

- Motorola IP recorder (MCC 7500) (see page)
- Motorola Dimetra (see page)

8.1   Motorola IP Recorder (MCC 7500)

The Motorola IP Recorder is the logging solution for Motorola (digital) trunked radio systems when they are used with the **Motorola Archiving Interface Server** (AIS). The AIS provides an IP audio logging interface to the radio system.

Displaying Motorola (MCC 7500) calls with partial audio

Motorola calls may legitimately occur with partial audio or no audio. NICE Inform displays the recording bar in the Timeline display as follows:

Table 8-1: Displaying Motorola MCC 7500 calls with partial audio

Audio availability	Call bar in Timeline	Timeline example
Audio available	Solid	
Partial audio	Single hatched	
No audio	Cross hatched	

Console takeover and takeunder

Console takeover is a situation where a radio is transmitting and then a console user decides to transmit at the same time (on the same resource). In this case the Console has higher priority and so takes over the call. The radio users now hear the console transmission instead of the original transmission.

Console takeunder is a situation where a console is initially transmitting and then a radio user decides to transmit (during the active console transmission).

The Console is displayed within the Timeline display as two recording bars within the same resource (one being the Console and one being the original call):

Figure 8-1: Console takeover example
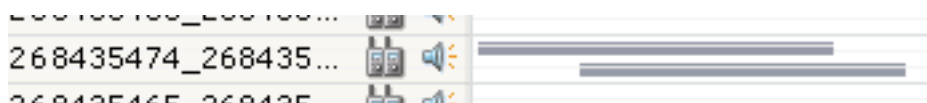
8.2   Motorola Dimetra

Motorola Dimetra is a high security E2EE (End-to-End Encryption) system. E2EE is an overlay service that allows secure communication between dispatch consoles, and radio units in the field.

Replaying Motorola encrypted Dimetra recordings are not performed directly within NICE Inform.

NICE Inform passes encrypted recordings to a standalone decryption device (the CryptR). The decrypted audio is then replayed using the Audio Module through speakers or a headset (or both).

Motorola Dimetra duplex recordings may have multiple upstream call records for a single upstream. NICE Inform Reconstruction identifies that these call records correspond to a single duplex call and displays them as such.

Saving Motorola Dimetra recordings

If you are trying to save encrypted (coded) or unencrypted (clear) Motorola Dimetra ACELP recordings with an associated CryptR replay device, follow this section.

This section refers to Selecting a recording (see page 46) from the Results table and Timeline display.

▶ To save encrypted audio:

1. Select a number of Motorola encrypted Dimetra recordings and ensure that your workstation has an assigned CryptR replay device (refer to *Assigning a replay device to a workstation* in *NICE Inform System Administration*).

2. Click the **Load/Save** 💾 ▾ button and select the **Save Audio** option from the drop down menu. The **Save As Audio File** dialog is presented:

3. Enter the following details:

   a. In the **Filename** text box, enter a numerical filename for this audio file.

NOTE: You **CANNOT** enter anything other than a numerical filename in the text box.

   b. In the Audio format section, the **Standard Audio (*.wav)** option is preselected as this is the format that the CryptR supports.

4. Click the **OK** button.

5. A Progress dialog is presented providing a summary of the audio that is being saved.

6. Do one of the following:

   – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the save process completes, unless an error has occurred.

   – Once the save process is complete, click the **Close** button to close the dialog.

NOTE: All audio recordings selected within the Timeline display / Results table are saved on the Audio Module via the CryptR as one single file.

Limitations

Due to the nature of how NICE Inform integrates with the Motorola Dimetra radio system, there are a number of limitations:

- Playback speed **MUST** be x1. When playback is initiated and one or more selected recording are routed to the CryptR, the replay speed changes to x1.

- Motorola Dimetra encrypted recordings **CANNOT** be added to NICE Inform Organizer incidents.

- When replaying recordings that are routed to the CryptR, date & time output is **NOT** available.

- Saving as an audio file is available for recordings that are routed to the CryptR if they are the **ONLY** recordings selected.

- Sequential audio playback of recordings that are routed to the CryptR is **NOT** supported.

- Saving recordings as a scenario that are routed to the CryptR is **NOT** supported.

9   Annotation panel

You can add an annotation to a recording to mark a point of interest for future reference. These can be a combination of text, voice or image annotations.

In order to add an annotation, you **MUST** have the **Add and view annotations** privilege assigned to you by a NICE Inform Administrator.

To open the Annotation panel, Click the **Annotation Panel** button (or press **Ctrl + B**).

NOTE: You **CANNOT** annotate a saved scenario.

Annotations are **NOT** supported when connecting to a hub account using a NICE Inform hub data source.

No annotations to display

If there are no recordings selected or if recordings that are selected have no saved annotations, when opening the Annotation panel, the following icon is displayed:

This icon indicates that there are no annotations to display:

No image to display

If there is no image associated with a particular annotation, the image section of the

Annotation panel displays the following icon:

Refer to the following sections to assist you in configuring your annotations:

9.1   Adding an annotation

To add an annotation, do one of the following:

NOTE: The annotation appears at the beginning of the recording following this method.

- Right-click in the column for the recording in the Results table (see page 50) and select **Add Annotation** from the context menu.

NOTE:	The annotation appears at the beginning of the recording following this method.

- Click the **Add annotation** ⁺▶ button when capturing a frame using the Video playback panel (see page 80).

NOTE:	Adding annotations on Hub Account resources is **NOT** supported.

The Annotation panel opens with the text, voice Annotation controls. The left hand section of the Annotation panel is reserved for image annotations:

Figure 9-1: Annotation panel
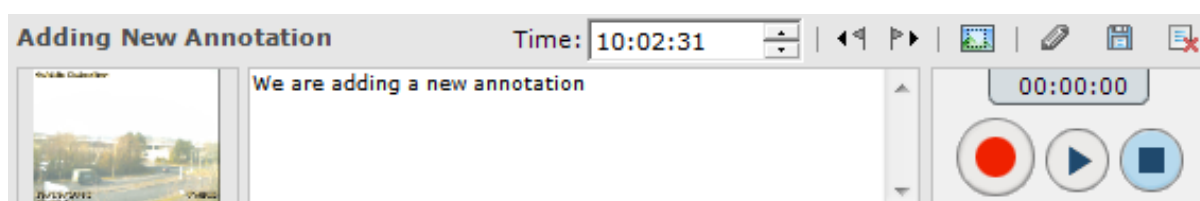
From here you can:

- Add text to an annotation (refer to Adding text to an annotation (see page 62))
- Add voice to an annotation (refer to Adding voice to an annotation (see page 63))
- Add an image to an annotation (refer to Adding an image to an annotation (see page 63))

NOTE:	An annotation can include more than one type. For example, text, voice and image. An annotation with two or three types is called a **Multimedia** annotation.

On completion, click the **Save annotation changes** 🖫 button to save the annotation. An annotation bookmark icon is placed on the recording on the Timeline display (see page 36).

NOTE:	Click the **Cancel annotation changes** 🗏ₓ button to cancel changes made to the annotation.
	If you click the **Save annotation changes** 🖫 button without adding either a text, image or voice annotation, the annotation is saved as a bookmark ▶ on the Timeline display (see page 36) and Results table (see page 50). You can update the annotation with text etc. later if required.

9.2 Updating an annotation

▶ To update an annotation:

1. Within the Timeline display (see page 36) or Results table (see page 50) select the recording with the annotation to be updated.

2. Click the **Annotation Panel** ▷ ▾ button (or press **Ctrl + B**) to open the Annotation panel. The first existing annotation of the selected recording is displayed.

NOTE: If there are multiple annotations on the selected recording, click the **Next annotation** ▷▷ and **Previous annotation** ◁◁ buttons to locate the required annotation to be updated.

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3. Click the **Update annotation** ✏ button. An image or text annotation can now be updated. Updating an image annotation replaces the existing image. From here you can:

   – Update the text within an annotation (refer to Updating a text annotation (see page 64)).

   – Update voice to an annotation (refer to Updating a voice annotation (see page 65)).

   – Update an image annotation with a highlighted area (refer to Updating an image annotation (see page 65)).

NOTE: You **CANNOT** update or replace a voice annotation that has already been saved.

You **CANNOT** update or replace a highlight to an image annotation that has already been saved.

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4. Change the annotation as required, and click the **Save annotation changes** 💾 button to save the annotation.

NOTE: Click the **Cancel annotation changes** 📋✗ button to cancel changes made to the annotation.

9.3 Adding text to an annotation

▶ To add text to an annotation:

1. Enter the required text in the text box provided.

NOTE: Text annotations are limited to 3500 characters.

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2. On completion, click the **Save annotation changes** 💾 button to save the annotation.

NOTE: Click the **Cancel annotation changes** button to cancel changes made to the annotation.

9.4 Adding voice to an annotation

The Voice annotation control panel enables you to record the required annotation:

NOTE: Once there is voice associated with an annotation, it **CANNOT** be appended or a new voice annotation added.

▶ To add a voice annotation:

1. Click the **Record** button and speak the required annotation.

2. On completion, click the **Stop** button.

3. Click the **Play** button to listen to your recording.

4. On completion, click the **Save annotation changes** button to save the annotation.

NOTE: Click the **Cancel annotation changes** button to cancel changes made to the annotation.

9.5 Adding an image to an annotation

An image annotation initially derives from a video that is replayed within the Video playback panel (see page 80). A frame of the video is captured (refer to Capturing the current frame button bar (see page 85)) and by clicking on the **Add annotation** button, the captured frame is added to the Annotation panel.

Figure 9-2: Annotation panel
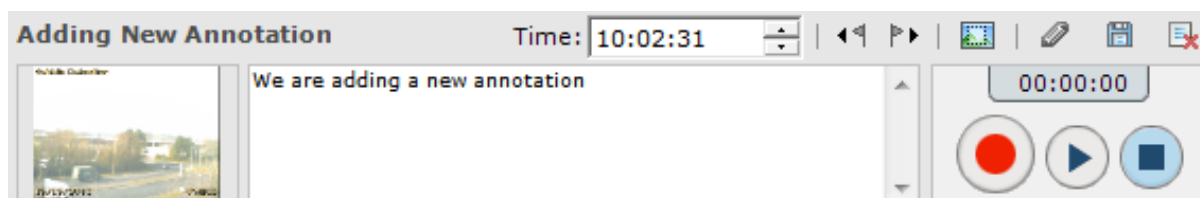
The image is displayed within the left hand section of the Annotation panel.

Once the image has been added into the Annotation panel, there are a number of options available to you. First, the image has to be copied to an available Insight window within the Insight panel (see page 66).

▶ To copy the image to an available Insight window:

1. Hover the cursor over the image in the Annotation panel.

2. Click and hold the left mouse button.

3. Drag the image either into an empty Insight window or drag it into an empty space within the Insight panel and an Insight window (if one is available) is assigned to the image.

9.5.1   Adding a highlighted area

It is possible to highlight a particular section of a captured frame to indicate an area of special interest. This can be included when saving the annotation.

▶ To create a highlighted area:

1. Hover the cursor over a corner of the area for highlighting.

2. Click and hold the left mouse button.

3. Drag the mouse over the required area for highlighting.

4. Release the mouse button.

5. The chosen area is now highlighted.

You can also create a highlight on an image when the frame is initially captured (refer to Capturing the current frame (see page 82)). When the image is added to the Annotation panel the highlighted area is added also.

Within the Annotation panel, click the **Show/Hide highlight** button to toggle the highlighted area on/off.

On completion, click the **Save annotation changes** button to save the annotation.

NOTE: Click the **Cancel annotation changes** button to cancel changes made to the annotation.

9.5.2   Updating a text annotation

▶ To update a text annotation:

1. Click the **Update annotation** button.

2. Enter the required text in the text box provided below the previously saved text annotation.

NOTE: Text annotations are limited to 3500 characters.

3. On completion, click the **Save annotation changes** button to save the annotation.

NOTE: Click the **Cancel annotation changes** button to cancel changes made to the annotation.

9.5.3 Updating a voice annotation

NOTE: You **CANNOT** update an annotation that already has a voice annotation added. You can **ONLY** update an existing text and/or image annotation.

▶ To update a voice annotation:

1. Click the **Update annotation** button.

2. Click the **Record** button and speak the required annotation.

3. On completion, click the **Stop** button.

4. Click the **Play** button to listen to your recording.

5. On completion, click the **Save annotation changes** button to save the annotation.

NOTE: Click the **Cancel annotation changes** button to cancel changes made to the annotation.

9.5.4 Updating an image annotation

NOTE: It is not possible to update or replace a highlight to an image annotation that has already been saved.

▶ To update an image annotation:

1. Click the **Update annotation** button.

2. Drag the image into an available Insight window within the Insight panel (see page 66).

3. Create a highlighted area:

   a. Hover the cursor over a corner of the area for highlighting.
   b. Click and hold the left mouse button.
   c. Drag the mouse over the required area for highlighting.
   d. Release the mouse button.
   e. The chosen area is now highlighted.

4. On completion, click the **Save annotation changes** button to save the annotation.

NOTE: Click the **Cancel annotation changes** button to cancel changes made to the annotation.

10 Insight panel

The Insight panel contains Insight windows. These windows display sub panels e.g. Information panel (see page 72) and Video playback panel (see page 80) displaying information during playback, as shown here.

Figure 10-1: Insight panel
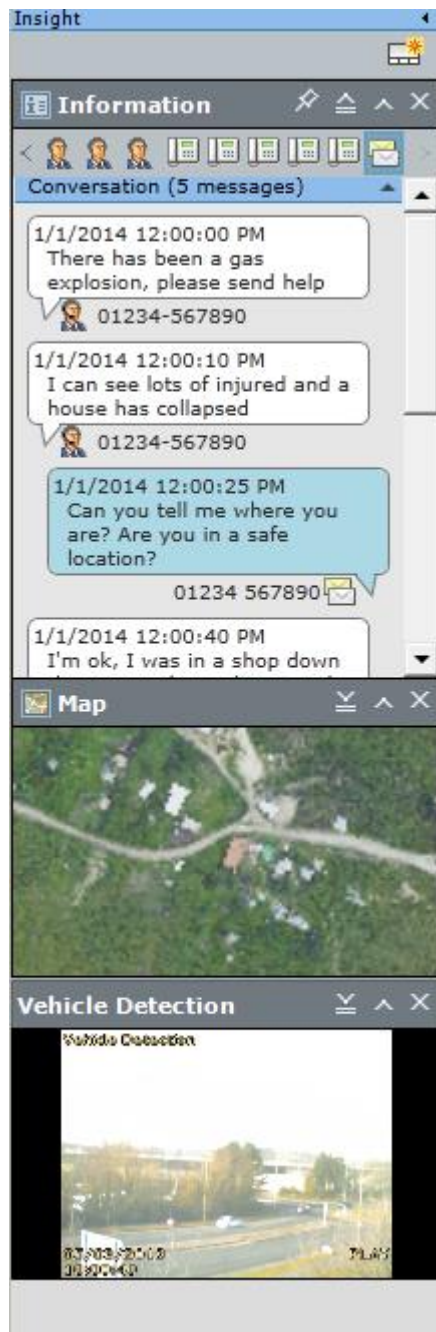
- Each Insight window displays information that is relevant to the resource and shows the associated data (recording or event)   that you are selecting from the Timeline display (see page 36) or Results table (see page 50).

- The Insight panel can be maximized by clicking on the ▶ button and minimized by clicking the ◀ button.

- There can be a maximum of 12 Insight windows open at one time unless you have mapping enabled in which case a further Insight window is provided.

- By selecting or replaying a recording in the Timeline display (see page 36) or Results table (see page 50), the details update within the associated Insight window.

- The information displayed within the Insight panel is configurable in the Information Panel page (see page 130) within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

10.1   Dragging an Insight window to the Insight Grid

Anything that is displayed within an Insight window (recording, Map view, annotation etc.) can be dragged into an available slot in the Insight Grid (see page 69).

To open a new Insight Grid, click the **New Insight Grid** 🖼 button in the Insight panel toolbar (see page 68).

▶ To drag an Insight window to an available slot in the Insight Grid (see page 69):

1. Select the header bar of the Insight window.

2. Keeping the mouse button pressed, drag the Insight window to a grid slot in the Insight Grid.

3. Release the mouse button.

The Insight window is now docked to a grid slot in the Insight Grid.

NOTE: You can drag an Insight window to an empty or occupied grid slot in the Insight Grid. If there is already an Insight window in the target grid slot, it will be relocated into the source grid slot upon drag completion.

You can also drag grid slots between Insight Grids (refer to Insight Grid (see page 69)).

10.2   Video & screen playback

There are two methods to view a video or a screen recording in an available window within the Insight panel:

- Drag the resource icon from the Timeline display into an existing Insight panel window (or into the gray area of the Insight panel). To playback a video or screen recording, either select the recording from within the Timeline display (see page 36) or Results table (see page 50) and click the **Play** button within the Playback Control panel (see page 32).

- Select a video or a screen recording and click the **Play** button within the Playback Control panel (see page 32). If an Insight window is already assigned to the resource it is used for playback. If an existing Insight window is not being used it is assigned to the resource for playback. If an Insight window is not available, a new window is created.

When an Insight window displays a video camera icon 📹 this indicates that the window has been assigned a video resource but the video is not being displayed at this time.

When an Insight window displays a video screen icon ▢ this indicates that the window has been assigned a screen resource but the screen is not being replayed at this time.

10.3   Insight panel toolbar

Table 10-1: Insight panel toolbar

Button	Description
▣	**New Insight Grid** - when clicked a new Insight Grid (see page 69) is provided for Insight windows to be dragged into (up to a maximum of three).
✕	**Close panel** - when clicked, the Insight window closes.
	NOTE: If you try closing the GIS Map panel (see page 87) or Information panel (see page 72), you are presented with a message informing you that this is not possible. The GIS Map panel (if you are licensed for mapping) and the Information panel is automatically displayed and **CANNOT** be cleared.
⩒	**Show menu** - when clicked, shows the Insight panel (Video playback panel button bar (see page 80) or Information panel (see page 72) menu). The button then becomes the **Hide Menu** button.
⩑	**Hide menu** - when clicked, hides the Insight panel menu bar that you are currently viewing (Video playback panel button bar (see page 80) or Information panel (see page 72) menu). The button then becomes the **Show Menu** button.
📌	**Pin** - when clicked, the currently displayed item (recording or event) is pinned to a new Information panel (if one is available) providing a static view of the result.
	NOTE: This button is **ONLY** available within the Information panel (see page 72).

11   Insight Grid

The Insight Grid (as shown here) is a separate window that allows you to undock Insight windows and drag them in to a customizable view. The Insight Grid can be arranged to suit different display requirements and as it is a separate undocked window, it can be moved to any location on your primary display or any additional displays.

Figure 11-1: Insight Grid
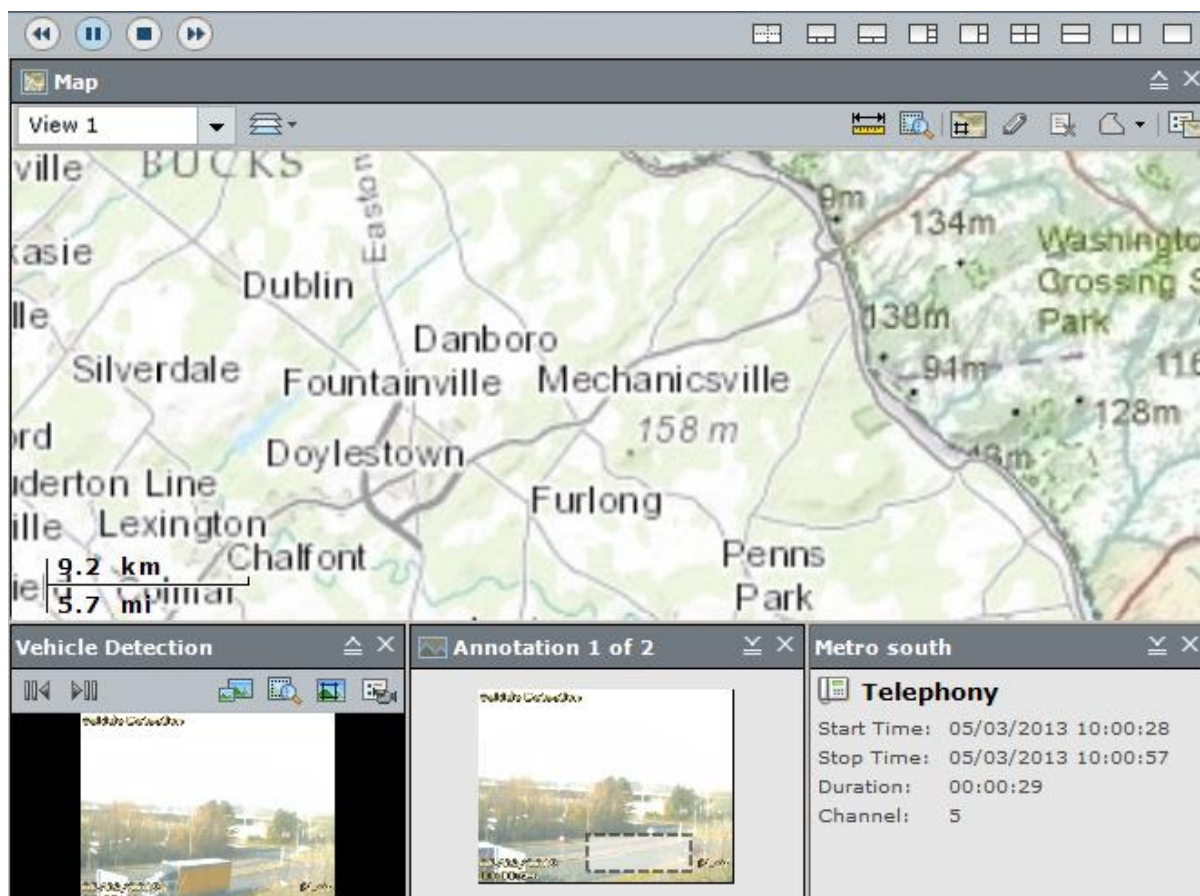
When an Insight window is dragged to an Insight Grid (refer to Dragging an Insight window to the Insight Grid (see page 67)), it is placed in a grid slot. A grid slot is one of the available locations within an Insight Grid (labeled 1 to a maximum of 4). You can also replace an occupied grid slot. The replaced content moves to where you dragged the Insight window from.

The Insight window's button bar functionality remains available when you drag an Insight window to a grid slot. For example, if you drag an Insight window containing a video recording, the Video playback panel button bar is available to you.

Any icons e.g. that are displayed within any of the grid slots are identical to that displayed in the Insight panel. Refer to the Insight panel (see page 66) section for details as to what the icons mean.

Insight Grid control panel

Figure 11-2: Insight Grid control panel

The Insight Grid control panel operates identically to the corresponding controls in the Playback Control panel. Refer to the Playback Control panel (see page 32) section for details as to what each button means. During playback or whilst a recording is selected, the playback time is displayed on all open Insight Grids to the right of the playback controls.

Insight Grid layout bar

Figure 11-3: Insight Grid layout buttons

You can customize the grid layout to provide the desired view.

NOTE:	If you select the button, the Insight Grid layout changes to display a composite video layout (refer to Composite video layout (see page 71)).

To customize the view, click the grid layout button that best meets your requirements. The Insight Grid changes to match your selection.

NOTE:	It is recommended that you customize your grid layout before you start dragging Insight windows to the Insight Grid. If you decide to change the view from four grid slots to two, any Insight windows occupying slots three and four are docked into the Insight panel. These Insight windows remain docked in the Insight panel if you switch back to a grid view that has four slots again. You will have to drag them back to the Insight Grid.

Dragging Insight windows between grid slots within the Insight Grid

The Insight Grid supports dragging Insight windows to a new grid slot location.

▶ To drag an Insight window to a new grid slot location:

1. Select the header bar of the Insight window.

2. Keeping the mouse button pressed, drag the Insight window to an available slot in the Insight Grid.

3. Release the mouse button.

NOTE:	If there is already an Insight window in the target grid slot, it will be relocated into the source grid slot upon drag completion.

Insight Grid memory

When logging out or closing NICE Inform the following rules apply:

▪ The Insight Grid layout and location is remembered the next time you log back in to NICE Inform.

NOTE:	The memory is lost once you close the Insight Grid.

■ Resources (e.g. video and Map) that have been assigned a grid slot are remembered. After logging back in to NICE Inform and performing a new Reconstruction search on any of these remembered resources, the recordings are automatically replayed in the same grid slot.

Closing Grid Panel

If there are any Insight windows in any of the grid slots when closing the Insight Grid, those Insight windows are automatically docked into the Insight panel (see page 66).

11.1   Composite video layout

NOTE:	The composite video layout feature is optional and **ONLY** supplied on request.

The composite video layout is designed for you to display your video on a video wall environment in the Insight Grid.

It is in a 2 x 2 grid layout where a single video recording is split across four screens to make one large video screen. To provide an uninterrupted view of the video, all buttons and borders are removed from the display.

▶ To select the Composite video layout:

1. Open the Insight Grid (see page 69).

2. Within the Insight Grid button bar, select the **Composite video layout** button.

NOTE:	For help dragging a video recording within an Insight window to an available slot in the Insight Grid, refer to Dragging an Insight window to the Insight Grid (see page 67).

Composite video layout conditions

The following conditions apply the composite video layout that differ to displaying video in any other Insight Grid layout:

■ The header bar is removed and therefore access to the Video playback panel button bar (see page 80) is not available.

■ Video borders are removed.

■ The video is automatically scaled to fit the Insight window although the aspect ratio is not kept.

■ You cannot drag Insight windows between grid slots within the Insight Grid.

12   Information panel

The Information Panel enables you to navigate between the currently selected search results (recordings, attachments, events etc.) and shows detailed information appropriate to the type of individual results when they are selected in the panel.

Any recording or event icon you select in the Timeline display and Results table, automatically displays associated data in the Information panel.

The Information panel can be used to display recording information depending on the resource type.

When multiple search results are selected, click the **Show menu** ⤓ button in the Insight panel toolbar (see page 68). Each search result is displayed in the menu bar with an associated resource type icon:

Figure 12-1: Information panel menu bar

The results are displayed with the earliest start time first. Once you have selected the required search result, the Information panel changes to display the associated plugins for that search result.

The following conditions apply when using the Information panel:

- The Information panel is automatically displayed and **CANNOT** be cleared.

- When hovering the mouse over the Information panel, the selected search result is highlighted in the Timeline display (see page 36) (Refer to Recording bar selection states (see page 37)) and Results table (see page 50) assuming the search result is in view.

- When there are search results from paired resources, the Information Panel plugins show data relating to the primary result unless there is no recording. For more information about paired results, refer to Viewing paired results (see page 101).

- When a partially selected search result is displayed in the Information panel, details for the entire recording are provided.

The Information panel supports the following plugins:

- Attachments plugin (see page 73)

- Conversation plugin (see page 76)

- Audio Analytics plugin (see page 77)

- CAD Events plugin (see page 78)

- Properties plugin (see page 78)

Plugin common controls

Within each plugin the following buttons are available:

Table 12-1: Plugin buttons

Button	Description
▲	**Maximize** - maximizes the plugin.
▼	**Minimize** - minimizes the plugin.

Button	Description
>	**Next** - moves to the next attachment (in Attachment plugin) or search result (in the menu bar). Once you have reached the last search result the button is unavailable for selection. The plugin list changes automatically depending on what item is currently selected.
<	**Previous** - moves to the previous attachment (in Attachment plugin) or search result (in the menu bar). Once you have reached the last search result the button is unavailable for selection. The plugin list changes automatically depending on what item is currently selected.
⊞	**Display additional fields** - all available additional fields are displayed in the Properties plugin (see page 78) over and above the fields as configured in the **Information panel** within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).
⊟	**Hide additional fields** - the additional fields are hidden from within the Properties plugin (see page 78) leaving the fields as configured in the **Information panel** within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

12.1   Attachments plugin

The Attachments plugin displays events that contain attachments e.g. images, textual documents etc. These attachments are displayed in an available Insight window within the Information panel (see page 72).

In order to use the Attachments plugin, a search result with an attachment has to be selected from either the Timeline display (see page 36) or Results table (see page 50). Once selected, use the Information panel (see page 72) to view the attachment. If you have selected multiple results that contain attachments, click the **Show Menu** ⊻ button in the Insight panel toolbar (see page 68) and select the resource type with any attachments that you require viewing.

A screen similar to the example below is presented:

Figure 12-2: Attachments plugin
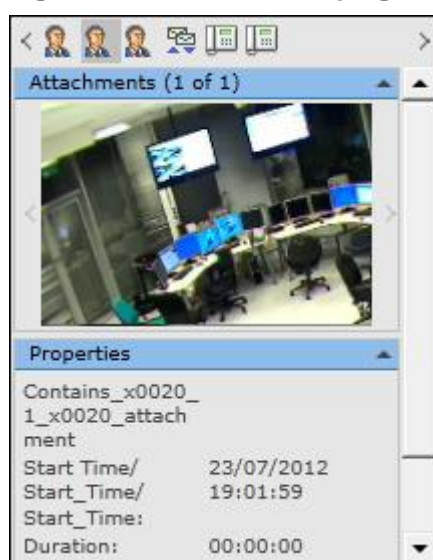
If the Attachments plugin cannot preview an attachment, an icon is displayed for the application that is used to open the attachment (refer to Opening an attachment). For example, for a .pdf attachment if you have Adobe Acrobat installed and is the default application for this file type, the Adobe Acrobat icon is displayed.

If the Attachments plugin displays this icon   the attachment is downloading.

If the Attachments plugin displays this icon   the attachment is unavailable.

12.1.1   Attachments plugin context menu

When right-clicking on any attachment within the Attachments plugin, a context menu is presented.

The following options are available:

- **Open** - opens the attachment (refer to Opening an attachment (see page 74)).
- **Show/Hide Information** - toggles between showing and hiding information relating the attachment (refer to Showing / hiding attachment information (see page 74)).
- **Save** - saves the attachment (refer to Saving an attachment (see page 75)).
- **Print** - prints the attachment (refer to Printing an attachment (see page 75)).

12.1.2   Opening an attachment

▶ To open an attachment:

1. Right-click on the attachment and select **Open** from the context menu.

2. The default application for the file type opens to display the attachment.

NOTE: If the attachment is an unknown file type an unknown file type icon 🖼 is displayed. Without an associated application you **CANNOT** open the attachment. Depending on your version of Microsoft Windows, this icon may vary slightly in appearance.

12.1.3   Showing / hiding attachment information

▶ To show attachment information:

1. Right-click on the attachment and select **Show Information** from the context menu.

2. Information relevant to the attachment type is displayed under the attachment (e.g. start time, duration etc.).

▶ To hide attachment information:

1. Right-click on the attachment and select **Hide Information** from the context menu.

2. The information under the attachment is now hidden from view.

Attachment information

Table 12-2: Attachment information

Attachment type	Attachment details displayed
Image files (e.g. JPG, BMP and PNG)	• File name • File size
All files other than images (e.g. PDF, XLS etc.).	• File name • File size • File icon registered with the operating system (e.g. Adobe Acrobat and Microsoft Excel)
URL	• File icon registered with the operating system (e.g. Microsoft Internet Explorer)

12.1.4   Saving an attachment

▶ To save an attachment:

1. Right-click on the attachment and select **Save** from the context menu.

2. Enter a file name and browse to a location to save the attachment to.

NOTE: The default location for saved attachments is: *My Documents\NICE Inform\My Downloads*

3. Click the **Save** button.

The attachment is now saved in the chosen location.

12.1.5   Printing an attachment

NOTE: The Print option is only available for supported image attachments. To print any other attachment that is suitable for printing, open the attachment (refer to Opening an attachment (see page 74)) and then print.

▶ To print an image attachment:

1. Right-click on the attachment and select **Print** from the context menu.

2. The **Printing Wizard** opens at the **Welcome** screen. Click the **Next** button to continue.

3. At the **Print** screen, the following options are presented:

   – Select the required **Printer** from the drop down list of printers available.

   – Add a suitable **Comment** (if required).

   – Click the **Preview** button to view a print preview of the document.

   – Click the **Settings** button to check or change the printer settings.

4. Click the **Print** button.

5. At the **Wizard Complete** screen, click the **Finish** button to send the print job to the printer.

12.2   Conversation plugin

The Conversation plugin displays conversations associated with the selected search result. The Conversation plugin shows incoming messages as a speech bubble originating on the left side of the plugin and outgoing messages as a speech bubble originating from the right side of the plugin.

In order to use the Conversation plugin, a text conversation search result has to be selected from either the Timeline display (see page 36) or Results table (see page 50). Once selected, the Information panel (see page 72) automatically displays the Conversation plugin.

A screen similar to the example below is presented:

Figure 12-3: Conversation plugin
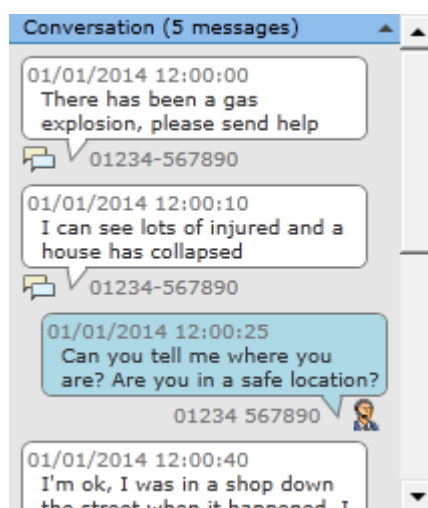
Each message occupies its own speech bubble and provides the following information:

- Message content
- The time and date the message started
- The resource type icon
- The origin of the message (e.g. phone number)

A green icon (●) is displayed indicating the selected message in the conversation. To select the message, within the Timeline display (see page 36) move the replay cursor over a message that is part of a conversation. If required, the Information panel automatically scrolls to display the message.

Figure 12-4: Conversation example
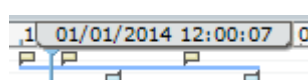
Searching for text within conversations

Use the Search panel (refer to Creating a search (see page 6)) to search for conversations in the same way you do for all searching for all recordings and events etc. However, by

adding the **Text message** other field you can search for text in any message within any conversation. If the search returns a match, the entire conversation is returned. The text matches are highlighted to assist you with finding the matches.

Group text over voice messages

When selecting the Group text over voice message 🖾 search result from either the Timeline display (see page 36) or Results table (see page 50). The following conditions apply:

- The messages are always displayed as incoming (speech bubble on the left side).

- The green icon (●) used to indicate the selected message in the conversation is not displayed as there are no outgoing messages.

12.3   Audio Analytics plugin

The Audio Analytics plugin displays word/phrase detection associated with the selected search result.

In order to use the Audio Analytics plugin, the following conditions must be met:

- You must be licensed for analytics.

- You must have the **Use NICE Inform audio analytics** privilege assigned to you by a NICE Inform Administrator.

- Word/phrase detections or category matches must be searched for and at least one selected from within either the Timeline display (see page 36) or Results table (see page 50).

Once these conditions have been met, the Information panel (see page 72) automatically displays the Audio Analytics plugin.

A screen similar to the example below is presented:

Figure 12-5: Audio Analytics plugin
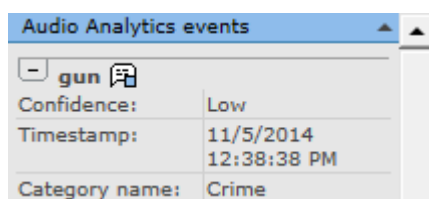
The following information is provided for each detection:

- **Detection** - the detected word/phrase. If the detection is a matched word or phrase associated with a category, the category event icon 🖼 is displayed alongside the detection.

NOTE: The fill color within the category event icon is unique to the category and is configured when the category was created (refer to Adding a category in *NICE Inform System Administration*).

- **Confidence** - the system confidence for the detection (low, medium or high).

- **Timestamp** - the date and time for the recording that has the detection.

- **Category name** - the name of the category. This is only displayed if the search result has detections that are a match within a category.

NOTE: If there are multiple detections within the same audio recording, each detection is available to view by clicking its corresponding ⊞ button.

12.4   CAD Events plugin

The CAD events plugin displays all the events associated with the selected CAD incident search result.

In order to use the CAD events plugin, the following conditions must be met:

- You must be licensed for CAD.

- You must have the **Use CAD integration** privilege assigned to you by a NICE Inform Administrator.

- A CAD incident must be searched for and selected from within either the Timeline display (see page 36) or Results table (see page 50).

Once these conditions have been met, the Information panel (see page 72) automatically displays the CAD events plugin.

A screen similar to the example below is presented:

Figure 12-6: CAD events plugin
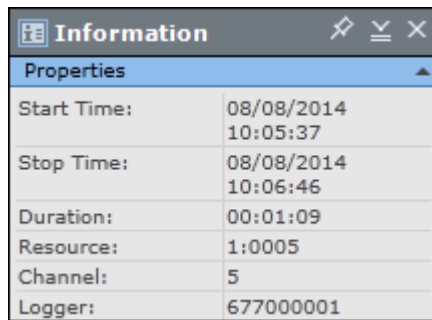
The following information is provided for CAD incident and/or CAD event:

- **Timestamp** - the time and date for the selected CAD event (e.g. Enroute).

- **Operator** - an operator dealing with this incident.

- **Device** - the CAD resource (e.g. telephone or position). This is only displayed when a CAD comment is being viewed.

- **Unit** - The name of the unit (e.g. vehicle reference) dealing with the incident associated with the CAD event.

- **CADEvent** - the CAD event type that is currently being viewed (e.g. Dispatch).

- **Comment** - any comment made for this CAD incident is displayed here. This is only displayed when a CAD comment is being viewed.

12.5   Properties plugin

The Properties plugin displays the fields associated with the currently selected item (recording, attachment, event etc.).

Figure 12-7: Properties plugin

The default view is limited to a small number of priority fields and is configurable in the **Information panel** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

To display all available additional fields, click the **Maximize** ⊞ button.

To hide the additional fields, click the **Minimize** ⊟ button.

NOTE:	Each row in the Properties plugin is selectable and the text can be copied.
	When duplex search results are selected, the Properties plugin only shows data relating to the first recording in the result.

13 Video playback panel

The Video playback panel provides the ability to manipulate the video being replayed.

To use the Video playback panel, a video resource has to be allocated an Insight window within the Insight panel. For help regarding the Insight panel and attaching a video resource into an available Insight window, refer to Video & screen playback (see page 67) in the Insight panel (see page 66) section.

To display the Video playback panel button bar (see page 80), click the **Show Menu** ![icon] button in the Insight panel toolbar (see page 68).

A screen similar to the example below is presented:

Figure 13-1: Video playback panel

13.1 Video playback panel button bar

There are a number of available buttons within the Video playback panel for selection:

Table 13-1: Video playback panel buttons

Button	Name
▶❙❙	**Next frame**
❙❙◀	**Previous frame**
![icon]	**View auto/native size**
![icon]	**Zoom**
![icon]	**Capture frame**
![icon]	**Video preferences**

13.1.1   Next frame

Clicking the **Next frame** ▶▌▌ button once steps the video forwards by one frame. For each click of the **Next frame** button, time is shifted forwards accordingly. For example, if the video is recorded at one frame per second the time moves forward by one second within the Timeline display (see page 36). The Replay cursor therefore moves to reflect this change.

_____

NOTE: The Next frame feature is **ONLY** available when the video is paused.

_____

13.1.2   Previous frame

Clicking the **Previous frame** ▌▌◀ button once steps the video backwards by one frame. For each click of the **Previous frame** button, time is shifted backwards accordingly. For example, if the video is recorded at one frame per second the time moves backward by one second within the Timeline display (see page 36). The Replay cursor moves to reflect this change.

_____

NOTE: The Previous frame feature is **ONLY** available when the video is paused.

_____

13.1.3   Viewing in native or auto scale mode

Toggling the **View auto/native size** 🖼 button causes the display to change:

- ▪ **View auto size** - the video is automatically scaled to fit the Insight window.
- ▪ **View native size** - the video is resized within the Insight window to the native resolution that it was recorded in e.g. 352 x 240. The video image maintains the correct aspect ratio with black borders being applied around the video as appropriate. If the content does not fit in the Insight window, scroll bars are provided to enable navigation of the video.

13.1.4   Using the video Zoom function

Clicking the Zoom 🔍 button either when video is in playback or pause mode invokes the zoom function.

▶ To zoom in:

1.   Hover the cursor over the video and the cursor changes. [🔍]

2.   Click the left mouse button on a particular area of interest to zoom in on.

3.   Release the mouse button.

4.   Repeat steps 1-3 to zoom further to the required level.

▶ To zoom out:

1.   Hover the cursor over the video.

2.   Click the right mouse button to zoom out and the cursor changes. [🔍]

3. Release the mouse button.

4. Repeat steps 1-3 to zoom further out to the required level.

13.1.4.1 Panning

Once zoomed in you can pan around the video to view a particular area of interest.

▶ To pan:

1. Hover the cursor over the edge or corner of the video and the cursor changes to a white arrow pointing in the direction that you are trying to pan.

2. Click the left mouse button and the cursor changes to an orange arrow whilst you are panning around the video.

NOTE: If the arrow changes back to a white arrow, you have reached the edge of the video that you are panning towards.

3. Once you have panned to the required area of interest, release the mouse button.

NOTE: You can only pan on a video that has been zoomed in on.

A zoomed and/or panned video image can then by captured by clicking the **Capture frame** button. From there an annotation can be added, saved or printed.

13.1.5 Capturing the current frame

Clicking the **Capture frame** button captures the current frame and a new button bar is displayed. All playback (video, audio etc.) automatically pauses at the position the button is clicked.

New functionality (via the Capturing the current frame button bar (see page 85)) includes saving, printing and annotating a captured image.

13.1.5.1 Creating a highlighted area

You can highlight a particular section of a captured frame to indicate an area of special interest. This can be included when saving the image to disk, when printing the image or when adding annotations.

▶ To create a highlighted area:

1. Hover the cursor over a corner of the area for highlighting.

2. Click and hold the left mouse button.

3. Drag the mouse over the required area for highlighting.

4. Release the mouse button.

5. The chosen area is now highlighted.

The highlighted area now resembles something like the example below:

Figure 13-2: Image with highlight added
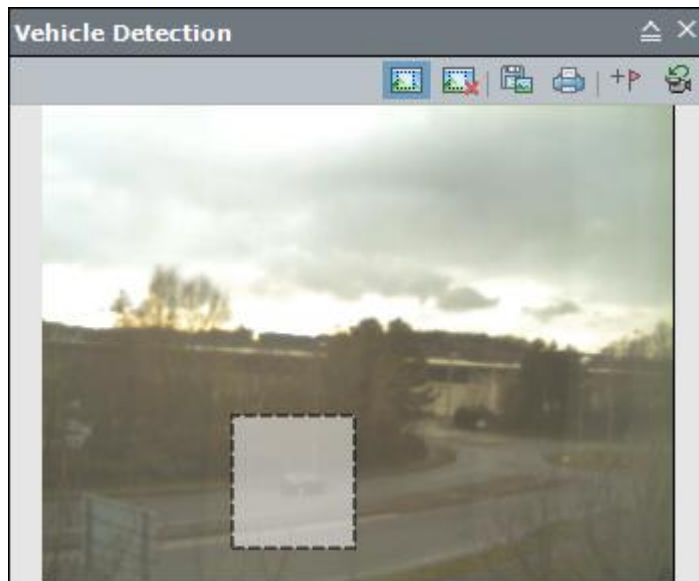
- To clear the highlighted area, click the **Clear highlight** ![icon] button.
- To toggle between showing and hiding the highlighted area, click the **Show/Hide highlight** ![icon] button.

NOTE: Only one highlighted area can be used on the same image.

14   Video preferences

Click the **Video preferences** 🖳 button and the **Video Preferences** control is presented providing all the video On Screen Display (OSD) settings.

To enable/disable the video OSD options in this control, check/uncheck the Show on screen display details box accordingly.

The control is divided into two sections:

Content analysis

The following options are available in this section:

- **Disable** - when selected, all content analysis on the video OSD is disabled.

- **Suspicious objects only** - when selected, all suspicious objects are displayed on the video OSD.

NOTE: With **Suspicious objects only** enabled, background, non-suspicious objects are **NOT** displayed on the video OSD.

All objects - when selected, all objects are displayed on the video OSD. Background objects that are being tracked are represented by green ellipses and any suspicious objects that have triggered an alarm are represented by colored ellipses based on the predefined setup of the content analysis for the channel.

Available on screen display fields

The following options are available in this section:

- **Date** - when checked, the date the video was recorded is displayed on the video OSD.

- **Time** - when checked, the time the video was recorded is displayed on the video OSD.

- **Channel name** - when checked, the name assigned to the channel is displayed on the video OSD.

- **Playback status** - when checked, the playback status (Play and Pause) is displayed on the video OSD.

- **Content analysis type** - when checked, the content analysis type is displayed on the video OSD. Examples of content analysis type include, Baggage Detection, Line Control, Tailgating, Intrusion Detection, People Count, etc.

- **Content analysis status** - when checked, the content analysis status is checked for the content analysis type on the video OSD. Examples of content analysis status include Learning Scene, Analyzing, Not Effective, etc.

- **VMD objects** - when checked, any VMD (Video Motion Detection) objects are displayed as rectangles on the video OSD.

- **Authentication errors** - when checked, if the recording has been tampered with, authentication errors are displayed on the video OSD.

14.1 Capturing the current frame button bar

There are a number of available buttons relating to capturing the current frame:

Table 14-1: Capturing the current frame buttons

Button	Description
	Show/Hide highlight
	Clear highlight
	Save image to disk
	Print image
	Add annotation
	Return to video

14.1.1 Showing / hiding a highlighted area

Toggling the **Show/Hide highlight** button on/off shows and hides a highlighted area on the captured frame.

For help creating a highlighted area, (refer to Creating a highlighted area (see page 82)).

14.1.2 Clearing a highlighted area

Click the **Clear highlight** button to remove the highlighted area on the captured frame.

For help creating a highlighted area, (refer to Creating a highlighted area (see page 82)).

14.1.3 Saving an image to disk

▶ To save a captured frame image to disk:

1. Within the button bar, click the **Save image to disk** button and a **Save As** dialog is presented.

2. Enter a file name and browse to a location to save the image to.

3. Click the **Save** button.

4. The captured frame image is now saved in the chosen location. If the image has been re-sized and/or a highlight has been added this is saved as well.

NOTE: Saving reflects image size and includes a highlighted area if one has been added.

Images are saved in BMP (Bitmap) file format.

14.1.4   Printing a captured frame image

▶ To print a captured video frame image:

1. Within the button bar, click the **Print image** 🖶 button. The **Printing Wizard** opens at the **Welcome** screen. Click the **Next** button to continue.

2. At the **Print** screen, the following options are presented:

   – Select the required **Printer** from the drop down list of printers available.

   – Add a suitable **Comment** (if required).

   – Click the **Preview** button to view a print preview of the document.

   – Click the **Settings** button to check or change the printer settings.

3. Click the **Print** button.

4. At the **Wizard Complete** screen, click the **Finish** button to send the print job to the printer.

14.1.5   Adding an annotation

Clicking the **Add annotation** ⁺⚐ button moves the captured image into the Annotation panel (see page 60). From there the image can be saved as an annotation whereby voice and text can also be added. In addition, the image can be edited by adding a highlighted area, saved to disk or printed if required.

14.1.6   Returning to video

Clicking the **Return to video** 🖳 button, closes the capture frame options and reverts back to the Video playback panel (see page 80).

Replay of the video does **NOT** resume. The video remains in pause mode until you click the **Play** button in the Playback Control panel (see page 32).

15 GIS Map panel

The GIS Map panel displays Geographic Information System (GIS) mapping data such as CAD and ANI/ALI events. This data is displayed on a map called a view within an available Insight window.

In order to use the GIS Map panel, you must:

1. Add a view (refer to *Adding a view*) in *NICE Inform System Administration*).

2. Add one or more layers (refer to *Adding a layer* in *NICE Inform System Administration*).

Once these conditions have been met, the default view is automatically displayed in the Map panel. The GIS Map panel is displayed in an available Insight window within the Insight panel (see page 66).

NOTE: Once licensed for mapping, the GIS Map panel is automatically displayed and **CANNOT** be cleared.

15.1 Panning

You can pan around the view to a particular area of interest.

NOTE: Panning is **ONLY** available (default option) when no other button feature is selected e.g. Drawing a zone (see page 91).

▶ To pan:

1. Hover the mouse over the view and the cursor changes to an icon .

2. Click and hold the left mouse button.

3. Keeping the left mouse button depressed, drag the mouse in the direction where you require panning to and release the mouse button.

15.2 Event location icons

An event location icon indicates the position of an event on a view within the GIS Map panel (see page 87).

NOTE: The Event icons background color changes depending on its selection. Details of these states set their background colors, refer to the **GIS Map** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

Table 15-1: Event location icons

Icon	Name
	ANI/ALI - the location of an ANI/ALI event associated with a recording. For more information about viewing these events, refer to ANI/ALI and RapidSOS playback (see page 88).

Icon	Name
📍	**RapidSOS** - the location of a RapidSOS event associated with a recording. For more information about viewing these events, refer to ANI/ALI and RapidSOS playback (see page 88).
🖥️	**CAD incident** - the location of a CAD incident search result. For more information about searching for CAD incidents, refer to CAD Search panel (see page 12).
💬	**Text message** - the position of a text message search result. For more information about text messages, refer to Conversation plugin (see page 76).

15.3   ANI/ALI and RapidSOS playback

The GIS Map panel (see page 87) displays ANI/ALI 🖥️ and RapidSOS 📍 event locations within the view. By replaying a recording, these event locations are selected in sequence on the view. This section details how to replay a recording and how the event location icons are displayed during playback. The examples used in this section show ANI/ALI location events but the same process applies when replaying recordings with RapidSOS events and even a combination of both ANI/ALI and RapidSOS location events.

NOTE: To display ANI/ALI and RapidSOS events on the view you have to be licensed for mapping. Once licensed the GIS Map panel is automatically displayed and **CANNOT** be cleared.

▶ To replay a recording that has associated ANI/ALI and/or RapidSOS data:

1. Search for the recording (refer to Creating a search (see page 6)).

2. The search result is displayed within the Timeline display (see page 36) with any associated ANI/ALI 🏠 and/or RapidSOS 📍 events located at points along the recording, for example:

3. Select the recording. All associated ANI/ALI and/or RapidSOS event locations are displayed on the view within the GIS Map panel (see page 87).

4. Click the **Play** button within the Playback Control panel (see page 32).

5. The ANI/ALI event locations are now displayed within the GIS Map panel (see page 87) in chronological order.

Example

Using an example of a recording with three ANI/ALI events, when the recording is being replayed:

While the first section of the call (represented in blue) is being replayed, the first ANI/ALI event is displayed as playing on the map. When the call playback reaches the second ANI/ALI event (represented in orange), the second ANI/ALI is shown as playing and the first as selected. When the call playback reaches the third ANI/ALI event (represented in orange) the third ANI/ALI is shown as playing and the second as selected.

The example screen below shows the ANI/ALI event currently playing with an orange background color and the remaining selected ANI/ALI event icons as highlighted blue.

Figure 15-1: ANI/ALI displayed on Map panel
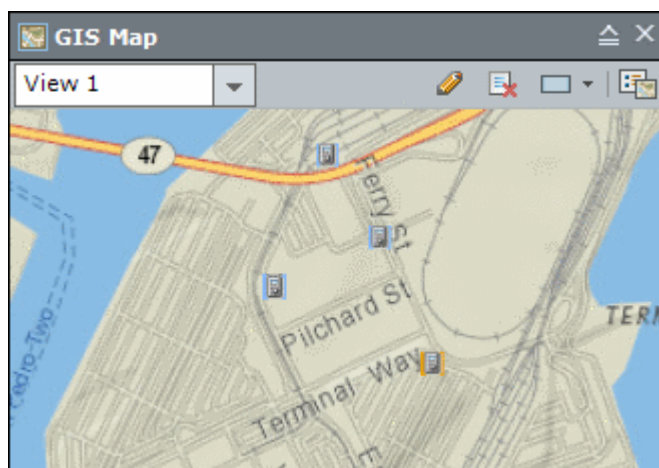
NOTE: The background colors for the location events (e.g. playback and selected) are customizable in the **GIS Map** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

15.4   Selecting search results on the map view

To select search results on the map view e.g. ANI/ALI and CAD incident events use the following methods:

Table 15-2: Keyboard shortcuts

Key held down	Single click	Click and drag
None	▪ **Unselected result** - the search result is selected and other search results are deselected. ▪ **Selected result** - no change. ▪ **Not on a result** - all search results are deselected.	Not applicable
Ctrl	▪ **Unselected result** - the search result is selected and other selected search results also remain selected. ▪ **Selected result** - the search result is deselected. For other search results, the state is left unchanged. ▪ **Not on a result** - No change.	Not applicable
Ctrl	Not applicable	The selection of search results / parts of search results outside the selection box is unchanged. Those parts of search results that are inside the selection box are selected.

Any search results that you select on the map view are also selected in the Timeline display (see page 36) and Results table (see page 50) and visa versa.

Hover the cursor over the search result and an information balloon is displayed providing you with information relating to the result. The content of the information balloon is customizable within the **Information Balloons** page within the Preferences control (refer to Setting Reconstruction preferences (see page 125)).

15.5 GIS Map panel button bar

There are a number of available buttons within the GIS Map panel (see page 87) for selection:

Table 15-3: GIS Map panel buttons

Button	Name
View 1 ▼	**View selector**
🖉	**Draw zone**
🗎✖	**Clear zone**
▭ ▼	**Zone shape**
🗏	**Preferences**

15.5.1 Changing the view

NOTE: The view selector is **ONLY** available when the GIS Map panel is displayed within the **Insight Grid** and of sufficient width to display the control.

▶ To change the current view:

1. At the view selector, View 1 ▼ click the down arrow.

2. Select the required view from the available views.

The selected view is automatically displayed within the GIS Map panel (see page 87) with any layers that have been added to the view.

15.5.2 Using the Zoom function

NOTE: Using the zoom function is **ONLY** available (default option) when no other button feature is selected e.g. Drawing a zone (see page 91).

▶ To use the zoom function:

1. Hover the cursor over the view and the cursor changes 👆.

2. Use the mouse scroll wheel to zoom in and out.

15.5.3   Drawing a zone

A user defined search zone is an area that cover a specific section within a view. For example, this could be the boundary of a city, motorway intersection, or even a building. The zone type is customizable (drawn) by you.

Once drawn, you can search for certain events (ANI/ALI, CAD incidents and text messages). For multiple ANI/ALI events that occur for the same search result and where one or more falls within the zone, all ANI/ALI events that occur outside the zone are also displayed.

NOTE: Zone searching **ONLY** affects map resources and therefore, searching on any other resource type is unaffected.

▶ To draw a zone:

1.   Click the **Zone shape** ⬜ ▾ button and select the Rectangle zone shape option in the list.

2.   Click the **Draw zone** 🖊 button.

3.   On the view, the cursor changes to a cross ✛ icon. Select the area you require the zone shape to be drawn by left clicking mouse button.

4.   Keeping the left mouse button depressed, drag the mouse in the direction where you require drawing the zone shape. Whilst drawing, an outline of what the zone shape will look like is displayed.

5.   Once satisfied, release the left mouse button.

Once finished, the created zone is displayed on the view:

Figure 15-2: User defined zone example
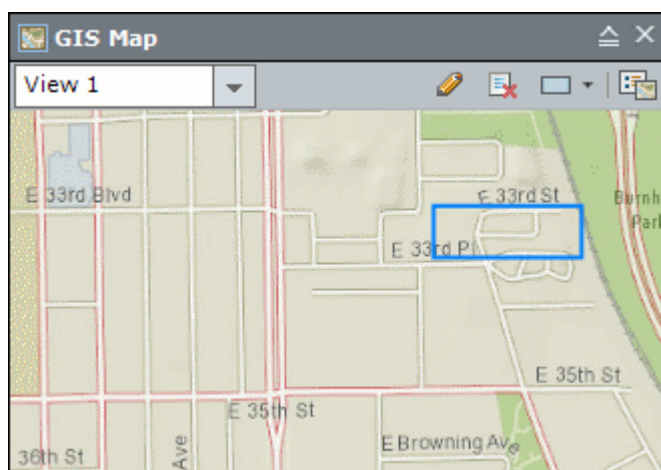
NOTE: The zone color is customizable within the GIS Map panel preferences accessible within the **GIS Map** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

Should you make a mistake drawing your zone, you can clear it and start again by clicking the **Clear zone** button.

15.5.4   GIS Map panel preferences

Clicking the **Preferences** button invokes the **GIS Map Preferences** page.

The options on this page are identical to that of the GIS Map page within Reconstruction preferences.

For help regarding these options refer to the **GIS Map** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

16   Redaction panel

Certain audio recordings may include sensitive or confidential information (e.g. an address or a telephone number). You may require hiding this so that not everyone can listen to this information. The process of hiding this information is called *redacting*.

Redactions are configured by using the **Redaction panel**.

To open the Redaction panel, select the required audio recording from one of the following:

- Click the **Redaction Panel** ⟨button icon⟩ button.

- Timeline display (refer to Selecting a recording (see page 46) from the Timeline display). Right-click and select **Open in Redaction panel** from the context menu.

- Results table (refer to Selecting a recording (see page 52) from the Results table). Right-click and select **Open in Redaction panel** from the context menu.

The Redaction panel consists of a scrollable waveform display with control buttons to assist you in managing your audio redactions. The selected audio recording is displayed in the Redaction panel regardless of whether you require redacting the recording or not. The recording is also replayed within the Redaction panel when it is replayed within the Timeline display (see page 36) or Results table. (see page 50)

NOTE: Use the **Play** button in the Playback Control panel (see page 32) to replay the recording in the Redaction panel.

The vertical blue line is called the Replay cursor. This cursor indicates at what point the recording is being replayed. There are three methods to move the Replay cursor to the position of the recording where you want to replay from:

- Drag the Replay cursor using the left mouse button to the required time.

- Click on the required time location within the time text above the waveform.

- Click on the required location on the waveform.

NOTE: During playback, the waveform automatically scrolls to keep the Replay cursor in view.

              The Replay cursor in the Timeline display (see page 36) moves automatically for the selected recording.

In order for you to use the Redaction panel, the following conditions apply:

- The Redaction panel is **ONLY** available for an individual audio recording.

- If multiple audio recordings are selected, the redaction panel opens for the recording that you right-click on only.

- The system is licensed for redaction.

- Partial selections are **NOT** supported.

- Duplex calls are **NOT** supported.

- You **MUST** have the **Create and edit audio redactions** privilege assigned to you by a NICE Inform Administrator.

If one or more of these conditions have not been met, when opening the Redaction panel, the following icon is displayed indicating that there is not a recording ready for redaction

available:

NOTE: Any redactions that you have made in Reconstruction are not saved once you perform a new search. It is recommended that you either save your redacted audio (refer to Loading/saving scenarios & saving audio/video/text (see page 114)) or add your redacted audio recordings to an incident in NICE Inform Organizer (refer to Adding Reconstruction Content to Organizer (see page 121)). Alternatively, you can create redactions within NICE Inform Organizer where they can be saved.

When using NICE Inform Organizer, if you have *read* access privileges for the incident, the Redaction panel is unavailable.

Refer to the following sections to assist you in redacting audio recordings:

- Creating redactions (see page 94)
- Editing redactions (see page 95)
- Removing redactions (see page 97)
- Redaction panel button bar (see page 97)

16.1   Creating redactions

In order to create audio redactions, you first need to add the required audio recording into the Redaction panel. For help adding the recording, refer to Redaction panel (see page 93).

▶ To create audio redactions within the Redaction panel (see page 93):

1. Within the waveform display, identify a section of the recording the you want to redact.

2. Using the left mouse button, drag the cursor over the section of the recording.

3. Release the left mouse button. Your selection is displayed as a blue rectangle as shown below:

Figure 16-1: Waveform recording selection
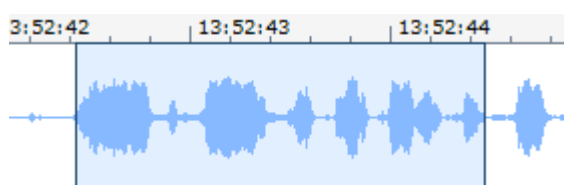
4. Click the **Redact selection** 🖊 button.

5. The rectangle now changes to a gray color to indicate that the redaction has been created as shown below:

Figure 16-2: Redacted section

NOTE:	Within NICE Inform Organizer **ONLY**, click the **Save redaction changes** 💾 button to save your redactions or to cancel any redaction changes, click the **Cancel redaction changes** button.

6. To create further redactions, repeat steps 1-4.

The redacted audio recording is updated on the Timeline display (see page 36) with each redacted section displayed as a blue rectangle on the recording as shown below:

Figure 16-3: Redaction Timeline display example

Redaction panel nudge shortcut keys

There are a number of nudge shortcut keys to assist you in creating and editing your selection before you redact your redactions.

To use the shortcut keys, first click on the selection (blue rectangle) or redacted section (gray rectangle). The nudge shortcut keys are:

- Nudge the start of the selection or redaction to the left: CTRL + 9

- Nudge the start of the selection or redaction to the right: CTRL + 0

- Nudge the end of the selection or redaction to the left: CTRL + SHIFT + 9

- Nudge the end of the selection or redaction to the right: CTRL + SHIFT + 0

The nudge moves the selection or selected redaction by one pixel. Under zoom conditions, the maximum zoom level shows one second for 1 pixel and the minimum zoom level shows one pixel for 10ms.

NOTE:	Any redactions that you have made are not saved once you perform a new search. It is recommended that you either save your redacted audio (refer to Loading/saving scenarios & saving audio/video/text (see page 114)) or add your redacted audio recordings to an incident in NICE Inform Organizer (refer to Adding Reconstruction Content to Organizer (see page 121)). Alternatively, you can create redactions within NICE Inform Organizer where they can be saved.

16.2 Editing redactions

Once you have created your audio redactions (refer to Creating redactions (see page 94)), they can be edited if required.

▶ To edit redactions within the Redaction panel (see page 93):

1. Select the required redaction (gray rectangle) within the waveform display as shown below:

Figure 16-4: Redacted section
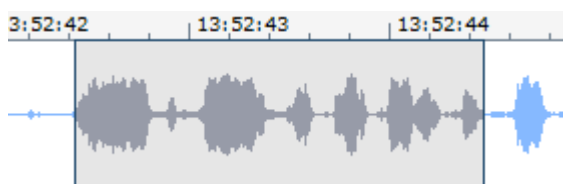
2. Using the left mouse button, select the left or right edge of the redaction and drag to the required location.

3. Release the left mouse button.

NOTE: Within NICE Inform Organizer **ONLY**, click the **Save redaction changes** 💾 button to save your changes or to cancel any redaction changes, click the **Cancel redaction changes** 📝 button.

4. To edit further redactions, repeat steps 1-3.

NOTE: Dragging the redaction edges is highly customizable. For example, it supports you dragging the end of the redaction (right edge) beyond the start of the redaction (left edge) and conversely the start of the redaction to beyond the end of the redaction. This in effect swaps the end time with the start time of the redaction.

To assist you in editing your redactions, use the nudge shortcut keys:

Redaction panel nudge shortcut keys

There are a number of nudge shortcut keys to assist you in creating and editing your selection before you redact your redactions.

To use the shortcut keys, first click on the selection (blue rectangle) or redacted section (gray rectangle). The nudge shortcut keys are:

- Nudge the start of the selection or redaction to the left: CTRL + 9
- Nudge the start of the selection or redaction to the right: CTRL + 0
- Nudge the end of the selection or redaction to the left: CTRL + SHIFT + 9
- Nudge the end of the selection or redaction to the right: CTRL + SHIFT + 0

The nudge moves the selection or selected redaction by one pixel. Under zoom conditions, the maximum zoom level shows one second for 1 pixel and the minimum zoom level shows one pixel for 10ms.

Merging multiple redactions

You can drag a redaction such that it can span one or more redactions to make one large redaction:

Figure 16-5: Merging multiple redactions
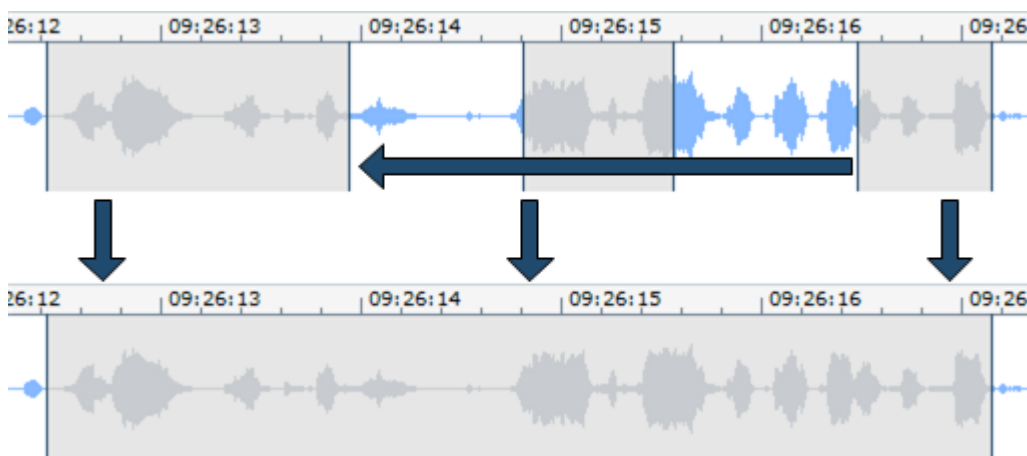
NOTE:	Any redactions that you have edited are not saved once you perform a new search. It is recommended that you either save your redacted audio (refer to Loading/saving scenarios & saving audio/video/text (see page 114)) or add your redacted audio recordings to an incident in NICE Inform Organizer (refer to Adding Reconstruction Content to Organizer (see page 121)). Alternatively, you can create redactions within NICE Inform Organizer where they can be saved.

16.3   Removing redactions

▶ To remove a redactions within the Redaction panel (see page 93):

1. Select the required redaction (gray rectangle) within the waveform display as shown below:

Figure 16-6: Redacted section

2. Click the **Remove redaction** ✎x button.

The redaction is now removed.

NOTE:	Within NICE Inform Organizer **ONLY**, click the **Save redaction changes** 🖫 button to save your changes or to cancel any redaction changes, click the **Cancel redaction changes** 🗏x button.

16.4 Redaction panel button bar

The following buttons are available for selection within the Redaction panel:

Table 16-1: Redaction panel buttons

Button	Description
	Redact selection - redacts the current selection on the audio recording (refer to Creating redactions (see page 94)).
	Remove redaction - removes the selected redaction (refer to Removing redactions (see page 97)).
	Replay redacted/unredacted - toggles between replay with redactions applied (default mode) or replay without redactions applied. When replaying with redactions applied, any redacted sections are played with either silence or a tone. This is configured in the **Playback Settings** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).
	Save redaction changes - saves any redactions you have added or updated. This button is **ONLY** available in NICE Inform Organizer.
	Cancel redaction changes - cancels any redactions you have added or updated. This button is **ONLY** available in NICE Inform Organizer.
	Zoom - Opens the Zoom control. This control increases and decreases the number of milliseconds per pixel displayed. The minimum zoom level shows one pixel for 10ms and the maximum zoom level shows one pixel for 1 second. The functionality of the redaction Zoom control is the same as the Zoom control (see page 108) in the Timeline display (see page 36).

17   Screen playback panel

The Screen playback panel provides the ability to manipulate the screen recording being replayed from resources supported by the following data sources:

- NICE Recording/NICE Inform Recorder

- NICE Perform

In order to use the Screen playback panel, a screen resource has to be allocated an Insight window within the Insight panel. For help regarding the Insight panel and attaching a screen resource into an available Insight window, refer to Video & screen playback (see page 67).

To display the Screen playback panel button bar (see page 99), click the **Show Menu** ⌄̲ button in the Insight panel toolbar (see page 68).

A screen similar to the example below is presented:

Figure 17-1: Screen playback panel
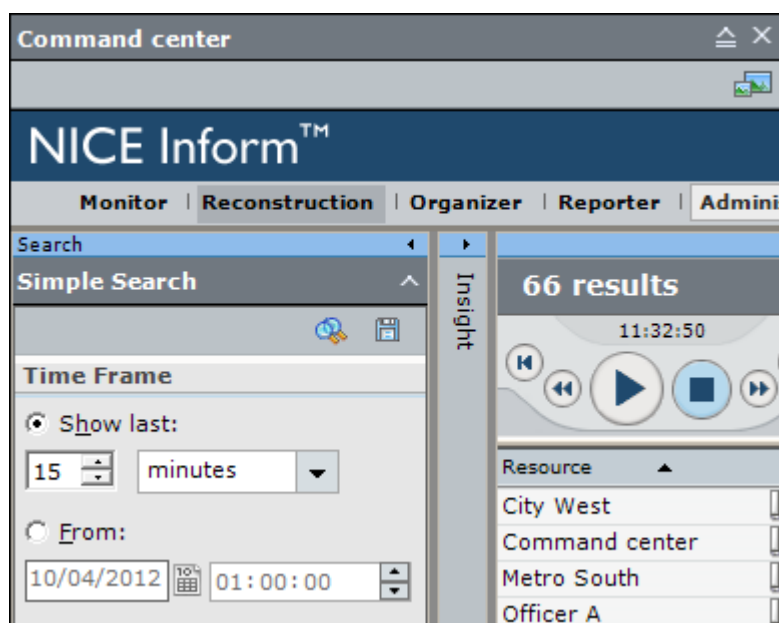
17.1   Screen playback panel button bar

There is one button within the Screen playback panel for selection:

Table 17-1: Screen playback panel buttons

Button	Name
🖼️	**View auto/native size**

17.1.1   Viewing in native or auto scale mode

Toggling the **View auto/native size** 🖼️ button causes the display to change:

- **View auto size** - the screen is automatically scaled to fit the Insight window.

- ■ **View native size** - the screen is resized within the insight window to the native resolution that it was recorded in e.g. e.g. 800 x 600). The screen recording maintains the correct aspect ratio with black borders being applied around the screen as appropriate. If the content does not fit in the insight window, scroll bars are provided to enable navigation of the screen recording.

18 Viewing paired results

The **Paired results view** ⬚ ▾ button provides the feature of showing primary or secondary paired results from within the Results table (see page 50) and Timeline display (see page 36). It also allows you to hide paired results.

In order to view paired resources within the Results table and Timeline display there are some important prerequisites to note:

- To use this feature, you need **View paired secondary resources** privilege assigned to you by a NICE Inform Administrator.

- The system first needs to be configured to have paired resources. This is achieved by adding or editing a NICE Recording/NICE Inform Recorder, NLS or a NICE Interaction Management resource.

18.1 Searching for paired results

You can use both basic search and advanced search in order to display any paired resources. If a resource is paired, when searching only the primary is the available criteria. When the search is run, the secondary resource of any pair is automatically added to the search criteria.

Once results from any paired resources have been searched for and displayed, you are able to view the paired results in a number of ways (refer to Paired results menu options (see page 101)).

This section frequently refers to 'fallback'.

Fallback means that the recording could not be found on the primary resource and thus it has been retrieved from the secondary resource. Fallback is displayed associated with the resource in the Results table (see page 50).

18.2 Paired results menu options

This section uses annotated Timeline examples. Please refer to the following key:

- (A) = Unmatched primary recording

- (B) = Unmatched secondary recording

- (C) = Primary recording

- (D) = Secondary recording

A definition for each paired item recording type can be viewed within the section below.

To view the paired results, click the **Paired results view** ⬚ ▾ button. You are presented with a context menu which provides the following options:

Hide Paired Results

Selecting the **Hide Paired Results** menu option (default option) hides the secondary resource of any resource pairs. The primary resource and all unpaired resources are displayed as normal. Upon playback, any fallback occurs automatically without requiring user interaction. To illustrate this refer to the following Timeline example:

Figure 18-1: Hide paired results Timeline display example

98122_L:11037101_C... 🎤 🔊 (A)═══ (B)═══ (C)══════

Show Paired Results

Selecting the **Show Paired Results** menu option displays both the primary and secondary resources of the resource pair (in addition to displaying all unpaired resources). Paired resources are displayed linked together using the 📎 icon. Unpaired resources are displayed as normal. To illustrate the show paired results view, refer to the following Timeline example:

Figure 18-2: Showing paired results

98102_L:1103710... 📎 🎤 🔊 (A)═══ (C)═══════
98102_L:1103720...   🎤 🔊   (B)═══ (D)═══════

NOTE: The primary resource is always the top of the pair.

You **MUST** have **Maintenance mode** enabled to view the **Show Paired Results** menu option. To enable **Maintenance mode**, refer to *Editing site details* in *NICE Inform System Administration*.

Show Unmatched Results

Selecting the **Show Unmatched Results** menu option displays only recordings that do not match between the primary and secondary resource. All unpaired resources and successfully matched recordings are hidden in this view. To illustrate the unmatched results view, refer to the following Timeline example:

Figure 18-3: Showing unmatched results

98102_L:1103710... 📎 🎤 🔊 (A)═══
98102_L:1103720...   🎤 🔊   (B)═══

NOTE: You **MUST** have Maintenance mode enabled to view the **Show Unmatched Results** menu option. To enable **Maintenance mode**, refer to *Editing site details* in *NICE Inform System Administration*.

Show Primary/Secondary Results Only

Selecting the **Show Primary Results Only** menu option displays only the recordings on the primary resource of the resource pair. In addition, selecting the **Show Secondary Results Only** menu option displays only the recordings on the secondary resource of the resource pair.

NOTE: Recordings on unpaired resources are **NOT** displayed in either view.

Showing only primary and secondary results is for diagnostic purposes only.

Associated columns in the Results table

There are two columns that can be selected for viewing in the Results table (see page 50) by using the **Results Table** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)):

■ **Paired Media Source** - typically this column is blank indicating that the recording was obtained from its expected location. However, if **Fallback Secondary** is displayed then this indicates that the recording could not be found on the primary resource and thus it has been retrieved from the secondary resource.

■ **Paired Item Type** - the different column results are:

– **Primary** - there is a recording on the primary resource and there is a matching

recording on the secondary resource. Therefore, fallback can occur (in the Timeline display examples).

– **Secondary** - there is a recording on the secondary resource. Fallback cannot

occur (in the Timeline display examples).

– **Unmatched primary** - there is a recording on the primary resource but there is no matching recording on the secondary resource. Therefore, fallback to the

secondary resource cannot occur (in the Timeline display examples).

– **Unmatched secondary** - there is a recording on the secondary resource but

there is no matching primary resource (in the Timeline display examples).

NOTE: In normal **Hide Paired Results** view, the call count is typically lower than in the **Show Paired Results** view as this view shows unmatched calls as well.

Once an Inform system has been configured for paired resources, certain NICE Inform features can function differently. For more help regarding these features, refer to Paired resource functionality differences (see page 104).

19   Paired resource functionality differences

Once an Inform system has been configured for paired resources, certain NICE Inform features can function differently. This section refers to each of these features:

Searching

If a resource is paired, when searching, only the primary is in the available criteria. When the search is run (refer to Searching (see page 5) or Advanced searches (see page 17)), the secondary resource of any pair is automatically added to the search criteria.

Saved searches

When you save a search (refer to Saving a search (see page 28)), the specific selected resources are saved (including their resources pairs). When the search is run, results from the specified resources are returned including the resource pairs at save time. If resources have subsequently been paired to a different resource, then selecting **Show Paired Results** or **Show Unmatched Results** shows the new resource pair but with no returned results.

NOTE: You **MUST** have Maintenance mode enabled to view the **Show Paired Results** and **Show Unmatched Results** menu options. To enable **Maintenance mode**, refer to *Editing site details* in *NICE Inform System Administration*.

If you load a saved search into the Search panel by clicking the **Edit saved search** ✏ button, the specific resources at the time the search was saved are loaded. If any resource has subsequently been paired to a different resource, its pair would be correctly resolved when the new search is committed and additional results may be displayed.

Saving scenarios

When selecting **Hide Paired Results**, the primary and secondary results are both saved to the scenario when fallback has occurred. Otherwise only the primary result is saved.

Fallback means that the recording could not be found on the primary resource and thus it has been retrieved from the secondary resource. Fallback is displayed associated with the resource in the Results table (see page 50).

When selecting **Show Primary Results Only/Show Secondary Results Only**, the selected results are saved to the scenario, no rules are applied.

NOTE: If only a secondary result is saved and the scenario is loaded into a system in the **Hide Paired Results** mode, the result is not shown.

For help saving scenarios, refer to Loading/saving scenarios & saving audio/video/text (see page 114).

Saving audio

In all modes of operation, the audio that would be output upon selection and playback is saved to the audio file.

For help saving audio, refer to Loading/saving scenarios & saving audio/video (see page 114).

Adding to clipboard

When a result is added to the clipboard (using the Clipboard controls (see page 107)), its pair (if it exists) is always added as well.

Adding to Organizer

When selecting **Hide Paired Results**, the results are added to NICE Inform Organizer applying the same rules as NICE Inform Reconstruction fallback.

Fallback means that the recording could not be found on the primary resource and thus it has been retrieved from the secondary resource. Fallback is displayed associated with the resource in the Results table (see page 50).

When selecting **Show Primary Results Only/Show Secondary Results Only**, the selected results are added to NICE Inform Organizer, with no rules applied.

For help adding Reconstruction content in to NICE Inform Organizer, refer to Adding Reconstruction Content to Organizer (see page 121).

Removing from list

When selecting **Hide Paired Results**, the primary and secondary results are both removed from the Results table (see page 50) and Timeline display (see page 36) when selecting the **Remove from list** option from the context menu.

When selecting **Show Primary Results Only/Show Secondary Results Only**, paired results cannot be removed from the Results table (see page 50) and Timeline display (see page 36) individually.

Annotations

When selecting **Hide Paired Results**, the results are annotated applying the same rules as Reconstruction fallback.

Fallback means that the recording could not be found on the primary resource and thus it has been retrieved from the secondary resource. Fallback is displayed associated with the resource in the Results table (see page 50).

When selecting **Show Primary Results Only/Show Secondary Results Only**, the selected result is annotated. If the secondary result of a paired resource is specifically annotated when the primary exists, it is not shown when in Hide Paired Results mode.

For help adding and updating annotations, refer to Annotation panel (see page 60).

20   Goto control

Click the **Goto new position / set start and end markers** button and the **Goto control** is presented.

The following options are provided:

Replay position

The Replay position enables you to locate a selected recording (or recordings) in accordance to a specific date and time.

This feature is useful when the date and time of a recording is known. To configure the replay position:

Change the date within the date text (if required) and the time from the time text box using the associated up/down arrows.

Once the time and date has been set, click the **Goto** button. The replay position moves to the specified date and time of the selected recording within the Timeline display (see page 36). The current replay state remains in the current state e.g. if a recording is playing at 2 x speed with AGC on then when the Goto request is actioned the replay continues with those settings.

NOTE: The replay position feature **ONLY** applies to selected recordings within the Timeline display.

Start and End markers

This function enables you to add a Start and End marker within your Reconstruction search time frame. The markers are displayed within the Timeline display

▶ To set your Start and End markers:

1. Change the date within the date text (if required) and the time from the time text box using the associated up/down arrows.

NOTE: The time and date is already populated in the associated text boxes for the start and end time of your Reconstruction search. You **CANNOT** set the Start and End markers outside of this time frame.

You can also configure whether the time is AM or PM depending on how the time is configured on your workstation.

The End marker **CANNOT** be set before the Start marker and the Start marker **CANNOT** be set after the End marker. This is enforced by the Goto control.

---

2. Click the **Set** button. The markers are now displayed within the Timeline display.

Start and End markers can also be set within the Timeline display. For help setting markers and for further details about markers and their appearance within the Timeline display, refer to Setting playback markers on recordings (see page 44).

21   Clipboard controls

The clipboard is used to maintain a collection of recordings which you might wish to retain from your search. The contents of the clipboard are retained until such time as you clear them. The clipboard can be used to compare the contents of the clipboard with the results of the last search.

The following conditions apply:

- Imported recordings **CANNOT** be copied to the clipboard.

- Partial selections of recordings **CANNOT** be added to the clipboard. A recording that is partially selected results in the entire recording being added to the clipboard.

- Up to a maximum of 20,000 recordings can be added to the clipboard.

Table 21-1: Clipboard control buttons

Button	Description
	Add to clipboard - adds the selected recordings to the clipboard.
	View clipboard - toggles between the main view of current search results and the clipboard view. The content of the clipboard is displayed in the Timeline display (see page 36) and Results table (see page 50).
	Empty clipboard - clears the contents of the clipboard. NOTE: If you try clearing the content within the GIS Map panel (see page 87), you are presented with a message informing you that this is **NOT** possible. Once a map view has been added and displayed within the GIS Map panel, it **CANNOT** be cleared.

22   Zoom control

Clicking the **Zoom** 🔍▾ button in the Timeline display (see page 36) opens the Zoom control. This control increases or decreases the time, (horizontal) resolution of the Timeline display.

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

Figure 22-1: Zoom control
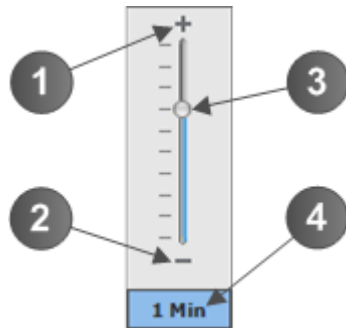
Table 22-1: Zoom control features

Feature number	Description
1	**Maximum zoom** - either press the down arrow on your keyboard or drag the **Zoom level slider** towards the - sign to increase the time span of the Timeline. Minimum zoom time to display is 4 hours.
2	**Minimum zoom** - either press the up arrow on your keyboard or drag the **Zoom level slider** towards the + sign to decrease the visible detail of the Timeline. Maximum zoom time to display is 5 seconds.
3	**Zoom level slider** - drag the slider up towards the + sign to zoom in and towards the - sign to zoom out on the Timeline.
4	**Current zoom duration** - the greatest duration that can be viewed with the current zoom setting.

NOTE: With the Zoom control closed shortcut keys apply. Click **Ctrl + [** to zoom in and **Ctrl +]** to zoom out.

---

23   Setting Loop mode

▶ To replay recordings in Loop mode:

1. Select the required recordings in the Timeline display (see page 36) (refer to Selecting a recording (see page 46)).

2. Click the **Loop** ⌤ button to start Loop mode. The selected recordings continue to replay.

When Replay reaches the end of the selection, it loops back to the start of the first item in the selection and repeats the replay to the end of the selection. The looping continues until you exit **Loop** mode by clicking the **Loop** ⌤ button, or the **Stop** button.

23.1   Loop replay between markers

▶ To replay recordings in Loop mode between markers:

1. Set the required markers on the selected recordings (refer to Setting playback markers on recordings (see page 44)).

2. Click the **Loop** ⌤ button.

3. Start replay by clicking the **Play** button.

NOTE:	You can also select Loop mode whilst the recording is playing by clicking the **Loop** ⌤ button.

24   Information balloons on playback

Information balloons can be configured so that upon playback useful information is displayed alongside the recording.

To enable information balloons, toggle the **Information Balloons on playback** ⊕ button on.

the next time you play your recordings, an information balloon is displayed similar to the following example:

Figure 24-1: Information balloon
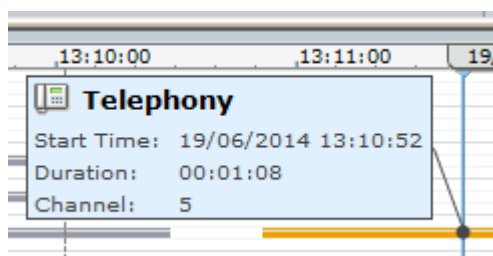
NOTE: To disable the information balloons on playback, whilst playing no recordings toggle the **Information Balloons on playback** ⊕ button off.

To configure the details in the information balloons, use the **Information Balloons** page within the Preferences control (refer to).

25   Changing the master volume

To change the master playback volume, click and drag the master volume slider:

- **Right** to increase the volume.
- **Left** to decrease the volume.

NOTE: This is a global setting that affects all replayed audio and date and time
             announcements.

             Any resources that have their volume individually set are overridden when
             changing the master volume.

26 Volume and balance control

The volume and balance can be adjusted for each resource.

To activate the audio balance controls, click the speaker 🔊 icon in the resource type section of the Timeline display (see page 36).

To mute the recording, 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.

27   Configuring date & time output

NOTE: Date and & time output is **NOT** available in Sequential playback (see page 34) mode.

Once the Sequential playback mode has been disabled, the date and time output can be enabled by toggling the **Date & time output** button to **On**.

The Sequential mode option is toggled on/off within the Playback Control panel (see page 32).

You can configure how the date and time output behaves within the **Playback Settings** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

The options available to you are **Spoke date & time** and **IRIG B122**.

28   Loading/saving scenarios & saving audio/video/text

This section refers to selecting recordings from the Results table (see page 50) and Timeline display (see page 36) (refer to Selecting a recording (see page 46)).

Click the **Load/Save** 📁 ▾ button and the following menu options are presented:

- Save Scenario (see page 114)
- Load Scenario (see page 115)
- Save Audio (see page 115)
- Save Video (see page 117)
- Save Text (see page 118)

28.1   Save Scenario

Saves each selected recording from within the Timeline display (see page 36) and Results table (see page 50). Search results and clipboard items can all be saved in this way. When this option is selected, the **Save Scenario** dialog is presented enabling you to name the scenario and select the location where it is to be saved.

NOTE:	Any audio recordings that have redacted sections are saved but without the redactions.
	Any audio recordings that contain audio analytics detections are saved but without the detections.

▶ To save a scenario:

1. Enter a filename for the scenario in the **Name** text box.

2. Do one of the following:

    – Click the **Browse** button, select a location to save the scenario and click the **Save button.**

    – Leave the default location: *My Documents\NICE Inform\My Scenarios*

3. Click the **OK** button.

4. A Progress dialog is presented providing a summary of the scenario that is being saved.

5. Do one of the following:

    – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the save process completes, unless an error has occurred

    – Once the save process is complete, click the **Close** button to close the dialog.

28.2   Load Scenario

When this option is selected, the **Load Scenario** dialog is presented enabling you to select the required saved scenario.

When loaded, the scenario is displayed in the Timeline display (see page 36) and Results table (see page 50) just as it was before it was exported.

▶ To load a scenario:

1. Do one of the following:

    –   Enter the full name the scenario in the **Name** text box as long as the scenario is located within the file path displayed. The default path is *My Documents\NICE Inform\My Scenarios*.

    –   Click the **Browse** button, browse to the location that the scenario is saved and click the **Open** button.

2. Click the **OK** button.

3. A Progress dialog is presented providing a summary of the scenario that is being loaded.

4. Do one of the following:

    –   Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the save process completes, unless an error has occurred.

    –   Once the save process is complete, click the **Close** button to close the dialog.

28.3   Save Audio

NOTE: You can **ONLY** save Motorola Dimetra recordings that are routed to the CryptR if they are the **ONLY** recordings selected.

Saves each selected audio recording from within the Timeline display (see page 36) and Results table (see page 50) as one file. When this option is selected, the **Save As Audio File** dialog is presented enabling you to name the file and select the location where it is to be saved.

▶ To save the selected audio recordings:

1. Enter a filename for the audio file in the **Filename** text box.

2. At the **Audio format** section, click the down arrow and select one of the following:

    –   **Standard Audio (*.wav)**

    –   **Windows Media Audio (*.wma)**

    –   **Advanced Audio Coding (*.mp4)**

    –   **MPEG-1 Audio Layer III (*.mp3)**

NOTE:	The *.mp4 and *.mp3 options are **ONLY** available if your version of Microsoft Windows supports them. For example, *.mp4 is supported on Microsoft Windows 7 but *.mp3 is **NOT** supported. Microsoft Windows 10 supports both formats.

3. There are three further options available for selection prior to saving your audio:

– **Sample and bit rate** - the higher the sample and bit rate used the higher quality audio file is generated but as a result the file size will be larger. To set, click the down arrow and select the sample rate (kHz) and bite rate (kbps) combination.

NOTE:	You **CANNOT** adjust the sample and bit rates for *.wav and *.wma formats and therefore, for those formats the **Sample and bit rate** option is unavailable for selection. The available sample and bit rates are dependent upon the available encoder settings.

– **Save redactions as** - this setting is only available if at least one of the selected audio recordings you are saving has one or more audio redactions created for it (refer to Creating redactions (see page 94)). To select your preference on how to save redactions when saving audio, click the down arrow and select one of the following:

➢ **Tone** - redactions are saved as one continuous tone.

➢ **Silence** - redactions are saved as silence.

➢ **One-second tone** - redactions are saved as a one-second tone irrespective of how long the redacted section is. This therefore reduces the length of the audio file that is saved. For example, if the audio recording is 90 seconds long and has one redaction of 18 seconds, the saved audio file will have a new duration of 73 seconds (90 seconds - 18 seconds for the redaction + 1 second for the one-second tone = 73 seconds).

NOTE:	The default **Save redaction as** option is configurable in the **General** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

– **Date & Time** - the date and time can be added to the saved file. This option is configurable in the **Playback Settings** page within the **Preferences** control (refer to Setting Reconstruction preferences (see page 125)).

– **Automatic Gain Control (AGC)** - check the box to improve the clarity of quiet audio.

4. Do one of the following:

– Click the **Browse** button, select a location to save the audio file and click the **Save** button.

– Leave the default location: *My Documents\NICE Inform\My Audio*

5. Click the **OK** button.

6. A Progress dialog is presented providing a summary of the audio that is being saved.

7. Do one of the following:

– Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the save process completes, unless an error has occurred.

– Once the save process is complete, click the **Close** button to close the dialog.

NOTE: All audio recordings selected within the Timeline display (see page 36) and Results table (see page 50) are saved in the chosen location as one single file.

The Audio format settings are remembered for the next time you save audio. However, fall back settings apply.

Fall back settings

The Audio format settings are restored to the last used settings for the appropriate Audio format and default to the lowest sample/bit rate combination when no previous selection has been made.

However, when the last used Audio format or format settings are not applicable (for example, you are using a different workstation), the following fall back approach is applied:

➢ If the Audio format is not available, the **Standard Audio (*.wav)** Audio format is selected.

➢ If the Audio format is available but the sample/bit rate is not available, the next lowest sample/bit rate value is selected.

➢ If the Audio format is available but the sample/bit rate is not available and there are no other sample/bit rates available, the **Standard Audio (*.wav)** Audio format is selected.

NOTE: In all fall back cases, if the audio format is not available, a dialog message is displayed informing you that it is not available. Click the **OK** button and make an alternative selection.

28.4   Save Video

This menu option saves each selected video recording from within the Timeline display (see page 36) and Results table (see page 50). When this option is selected, the **Save As Video File** dialog is presented enabling you to name the file and select the location where it is to be saved.

▶ To save the selected video recordings:

1. Enter a name for the video file in the **Base filename** text box.

2. Do one of the following:

– Click the **Browse** button, select a location to save the video file and click the **Save** button.

– Leave the default location: *My Documents\NICE Inform\My Video*

3.   At the **Video format** drop down list, select one of the following:

– **Standard Video (*.avi)**

– **NICE Video (*.nvf)**

NOTE:	If video files are saved to disk in a NVF format (NICE Video Format) then they can be played using the external NiceVision application.
	Saving as a video file can take a significant amount of time depending on length, quality and quantity of the video recordings.

4.   Click the **OK** button.

5.   A Progress dialog is presented providing a summary of the video that is being saved.

6.   Do one of the following:

– Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the save process completes, unless an error has occurred

– Once the save process is complete, click the **Close** button to close the dialog.

NOTE:	All video recordings selected within the Timeline display (see page 36) and Results table (see page 50) are saved in the chosen location. A separate file is saved for each selected recording. For example if the chosen base filename is called 'test' then each subsequent filename will read test_1, test_2 etc.
	If multiple segments for the recording exist on the server, then the files saved have an additional suffix identifying the segment number. Therefore, if the third recording in this example has three segments, the files named test_3_1, test_3_2 and test_3_3 will be generated.

28.5   Save Text

This menu option saves a selected text conversation to PDF and CSV, including metadata (timer, caller ID) from within the Timeline display (see page 36) and Results table (see page 50). When this option is selected, the **Save Text As** dialog is presented enabling you to name the file, select a file format and select the location where it is to be saved.

▶ To save the selected text conversations:

1.   Enter a name for the video file in the **Base filename** text box.

2.   Do one of the following:

– Click the **Browse** button, select a location to save the video file and click the **Save** button.

– Leave the default location: *My Documents\NICE Inform\My Conversations*

3.   At the File **format** drop down list, select one of the following:

– **.pdf (Portable Document Format)**

NOTE:	To include a header for all .pdf files, refer to the *Reconstruction* page in *NICE Inform System Administration*.

– **.csv (Comma Separated Values)**

4. Click the **OK** button.

5. A Progress dialog is presented providing a summary of the text that is being saved.

6. Do one of the following:

    – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the save process completes, unless an error has occurred.

    – Once the save process is complete, click the **Close** button to close the dialog.

NOTE:	All text conversations selected within the Timeline display (see page 36) and Results table (see page 50) are saved in the chosen location. A separate file is saved for each selected text conversation. For example if the chosen base filename is called 'test' then each subsequent filename will read test_1, test_2 etc.
	You may only save one conversation at a time. The button is disabled on multiple select.

29   Printing recording details

▶ To print recording details:

1. Select the recording (or recordings) from either the Timeline display (see page 36) or Results table (see page 50) (refer to Selecting a recording (see page 46)) and click the **Printing wizard** 🖨 button. The **Printing Wizard** opens at the **Welcome** screen.

2. Click the **Next** button to continue and the **What Would you like to print** screen is presented.

3. Select one of the following:

   – **Selected recordings**

   – **All recordings**

4. Click the **Next** button to continue and the **Select Fields** screen is presented.

5. Select the call fields you wish to print.

NOTE: Refer to Adding and removing items (see page 3) on how to add or remove selected fields.

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6. If these selected fields are your normal requirement, check the **Keep these settings as my Preferences** box.

7. Click the **Next** button and the **Print** screen is presented. The following options are presented:

   – Select the required **Printer** from the drop down list of printers available.

   – Add a suitable **Comment** (if required).

   – Click the **Preview** button to view a print preview of the document.

   – Click the **Settings** button to check or change the printer settings.

8. Click the **Print** button.

9. At the **Wizard Complete** screen click the **Finish** button to send the print job to the printer.

30   Adding Reconstruction Content to Organizer

NOTE: In order to add Reconstruction Content to Organizer, you **MUST** have the **Add to Organizer** privilege assigned to you by a NICE Inform Administrator.

You can create an incident using recordings from the NICE Inform Reconstruction application or you can add recordings to an existing incident within NICE Inform Organizer.

Within NICE Inform Reconstruction, a recording or partial selection of recordings can be selected (refer to Selecting a recording (see page 46)) in preparation for the recordings to be added to an incident within NICE Inform Organizer.

Before adding Reconstruction Content to Organizer, there are some important things to note:

- Motorola Dimetra encrypted recordings **CANNOT** be added to NICE Inform Organizer incidents.

- In order to add partial selections to Organizer, you **MUST** have the Add partial items to Organizer privilege assigned to you by a NICE Inform Administrator. For help selecting partial selections, refer to *Selecting a recording* (see page 46). If a partial selection includes redacted audio, the redacted section is adjusted or removed to the new boundaries of the partial selection.

- Any audio recordings that include redacted sections are included in the transfer to Organizer.

- Only complete conversations can be transferred to Organizer. If a partial conversation is selected, the complete conversation is added to Organizer.

- Audio analytics events are added when a call is fully selected or when a partial selection covers the event.

▶ To add selected recordings to NICE Inform Organizer:

1.   Click the **Transfer** ⁺👜 ▾ button and select the **Add to Organizer** option from the drop down menu.

NOTE: Up to five of the most recent incident folder locations are displayed when hovering the mouse cursor over the **Add to Organizer** option. If you select an incident folder location, a confirmation message is displayed asking if you are sure you wish to transfer the selected items to the incident folder before the transfer starts. Click the **Yes** button to continue.

2.   The Add to Organizer Wizard within NICE Inform Organizer automatically starts.

3.   The Add to Organizer Wizard branches at this point depending whether you select:

–   **Create new incident** - recordings are added to a new incident (refer to *Adding Reconstruction Content to a new Incident* in *NICE Inform Organizer*).

–   **Add results to existing incident** - recordings are added to an existing incident (refer to *Adding Reconstruction Content to an Existing Incident* in *NICE Inform Organizer*).

31   Smart Transfer to Organizer

The Smart Transfer to Organizer Wizard provides the functionality of transferring recordings to NICE Inform Organizer without having to use NICE Inform Reconstruction to search for the recordings first.

The wizard allows you to search for particular resources on a data source over a given time range. All the associated recordings that meet the search criteria are then transferred to a new incident in NICE Inform Organizer which you create using the wizard.

Before adding recordings to Organizer using the Smart Transfer to Organizer Wizard, there are some important things to note:

- Retrieving large amounts of data may result in increased loading times in the created incident.

- You can **ONLY** transfer audio and screen recordings.

- If Shift restriction (see page 56) is enabled, 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.

- Audio analytics detections are **NOT** supported by the Smart Transfer to Organizer Wizard.

▶ To transfer recordings to NICE Inform Organizer:

1. Click the **Transfer** ⁺🗂 ▾ button and select the Smart **Transfer to Organizer** option from the drop down menu. The **Smart Transfer to Organizer Wizard** opens at the **Welcome** screen. Click the **Next** button to continue.

2. At the **Search Definition** screen, select the time range and data source for the recordings that you require to transfer into NICE Inform Organizer.

3. The following sections are available:

   – **From** - defines a time range between two specific dates and times. Date entry is assisted by clicking the **Calendar** 📅 button. A calendar control (refer to Using the calendar control (see page 7)) is presented to aid in choosing a particular date.

   – **Data Source** - expand the associated tree and select the required data source to search against.

NOTE: If you are searching against a Loggers only data source, select the logger from the **Loggers** table.

             Any recordings that occur within the time frame are included within the search including any recordings that span the start and/or end time.

4. Click the **Next** button to continue and the **Resource Selection** screen is presented.

5. Select the required resources using the normal selection methods.

NOTE: Refer to Adding and removing items (see page 3) on how to add or remove selected resources.

6. Click the **Next** button to continue and the **Incident Details** screen is presented.

7. Enter the following details:

    – **Incident name** - enter a name for the incident that the recordings are to be added.

    – **Incident number** - enter a number (optional) for the incident.

    – **Description** - enter a description (optional) for the incident.

NOTE: These incident details are used to create a new incident for the recordings. Details for an existing incident should **NOT** be entered.

8. Click the **Next** button to continue and the **Summary screen** is presented.

9. Check that the content to be transferred is correct. Also, check that there is enough space on the storage device (displayed by the estimated space required calculation). Once satisfied, click the **Add** button. If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.

NOTE: If Incident age based deletion has been configured (refer to *Managing incident and evaluation storage for file sharing* in *NICE Inform System Administration*), the date on, or, after that this incident will be deleted is displayed at the bottom of this screen.

10. A Wizard Progress dialog is presented providing a summary of the incident that is being created for the time frame chosen and including the number of items transferred so far.

11. Do one of the following:

    – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the transfer process completes, unless an error has occurred.

    – Once the transfer process is complete, click the **Close** button to close the dialog.

NOTE: It can take some time to perform the smart transfer depending on the amount of resources and the time frame that you are searching against.

12. At the **Wizard Complete** screen, you are provided with the details relating to the transfer of recordings to the incident that you have created.

13. Click the **Finish** button to exit the wizard. NICE Inform Organizer opens at the Incidents pane with the incident you have just created preselected within the **Incidents list** (refer to *Incident list* in *NICE Inform Organizer*).

32   Adding recordings to Evaluator

NOTE: In order to add recordings to Evaluator, you **MUST** have the **Manage Evaluations** privilege assigned to you by a NICE Inform Administrator.

You can add recordings to NICE Inform Evaluator from NICE Inform Reconstruction and NICE Inform Organizer. The procedure from either application is identical. Recordings can be added to a new evaluation or to an existing evaluation.

Within NICE Inform Reconstruction or NICE Inform Organizer, a recording or partial selection of recordings can be selected (refer to *Selecting a recording* (see page 46) in *NICE Inform Reconstruction*) in preparation for the recordings to be added to an evaluation within NICE Inform Evaluator.

▶ To add selected recordings to NICE Inform Evaluator:

1. Click the **Transfer** button and select the **Evaluate** option from the drop down menu.

NOTE: The **Transfer** button is located within NICE Inform Reconstruction and NICE Inform Organizer.

Motorola Dimetra encrypted recordings **CANNOT** be added to evaluations within NICE Inform Evaluator.

Any audio recordings added to NICE Inform Evaluator that have redacted audio are replayed but the redacted sections **CANNOT** be heard. Either silence or a tone is played which is a preference set within the **Playback Settings** page within the **Preferences** control (refer to Setting Reconstruction Content preferences). You **CANNOT** edit audio redactions within NICE Inform Evaluator.

2. The Evaluate Recordings Wizard within NICE Inform Evaluator automatically starts.

3. The Evaluate Recordings Wizard branches at this point depending whether you select:

    – **Create new evaluation** - recordings are added to a new evaluation (refer to Adding recordings to a new evaluation).

    – **Add results to existing evaluation** - recordings are added to an existing evaluation (refer to Adding recordings to an existing evaluation).

33   Setting Reconstruction preferences

Click the **Reconstruction Preferences** [icon] button to open the **Preferences** control for the Reconstruction application. This control consists of the following tabbed pages:

NOTE: Depending on the number of tabbed pages available to you, you may have to click on the left/right [icon] buttons to locate the required page.

- ▪ General page (see page 126)
- ▪ Results Table page (see page 127)
- ▪ Information Balloons page (see page 127)
- ▪ Playback Settings page (see page 127)
- ▪ Printing page (see page 130)
- ▪ Filter page (see page 130)
- ▪ Information panel (see page 130)
- ▪ Search page (see page 130)
- ▪ CAD Search page (see page 131)
- ▪ Views page (see page 131)
- ▪ GIS Map page (see page 131)

NOTE: Some tabbed pages have sections which can be expanded and collapsed. To expand a section, click the [+] button and to collapse a section, click the [−] button.

Resetting preferences

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

1. Click the **Use Defaults** button. A message is presented confirming the reset.

2. Click the **Yes** button.

All Reconstruction preferences are now reset to their default settings.

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.

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.

NOTE: Refer to Adding and removing items (see page 3) on how to add or remove selected fields.

33.1   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 and whether you require displaying linked resources.

The following sections are available:

ANI/ALI Records

If there is more than one ANI/ALI record associated with the recording, this feature selects which record is displayed in the Results table (see page 50), information balloons (as configured within the Information Balloons page (see page 127)), print output (refer to Printing recording details (see page 120)) and Insight panel (see page 66).

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

The following options are available:

- Select the resolution 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.

- **Save redactions as** - this setting is only applicable when saving audio recordings (refer to Loading/saving scenarios & saving audio/video (see page 114)) that have one or more associated audio redactions (refer to Creating redactions (see page 94)). To set your preference on how to save redactions when saving audio, click the down arrow and select one of the following:

  – **Tone** - redactions are saved as one continuous tone.

  – **Silence** - redactions are saved as silence.

  – **One-second tone** - redactions are saved as a one-second tone irrespective of how long the redacted section is. This therefore reduces the length of the audio file that is saved. For example, if the audio recording is 90 seconds long and has one redaction of 18 seconds, the saved audio file will have a new duration of 73 seconds (90 seconds - 18 seconds for the redaction + 1 second for the one-second tone = 73 seconds).

- **Close dialog when search is complete** - when checked, causes the **Search progress** dialog to close automatically shortly after the search completes, unless an error has occurred. Otherwise, the dialog remains open until you click its **Close** button.

- **Show imported media notification icon** - when checked, an imported media notification icon 📥 is displayed associated with a resource type icon. The notification is displayed in the following areas:

NOTE:	The **Show imported media notification** icon feature is **ONLY** displayed in the Embedded Reconstruction preferences within NICE Inform Organizer.

– **Timeline display** - the imported media notification icon ⌖ associated with a resource type icon (📷 or 🎤) indicating that the resource is an imported external media resource.

– **Results table** - an extra **Imported media column** ⌖ is displayed. Any imported media is displayed by the notification icon ⌖ associated with the Result type icon (📷 or 🎤). However, even with the **Show imported media notification icon** box checked, the column does not appear if there are no imported media files within the incident.

33.2   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 50) and the order they are displayed in.

NOTE:	For help selecting which fields you require, refer to Adding and removing items (see page 3).

33.3   Information Balloons page

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

The following sections are available:

Fields

The Fields section enables you to select which fields are displayed in the information balloon (displayed when you hover your cursor over a call, event or other recording) 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 Adding and removing items (see page 3).

ANI/ALI Fields

The ANI/ALI Fields section enables you to select which ANI/ALI fields are displayed in the 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.

NOTE:	For help selecting which fields you require and for help ordering the fields in the **Selected fields** list, refer to Adding and removing items (see page 3).

33.4   Playback Settings page

The Playback Settings page enables you to set:

- Audio settings including fast forward/rewind interval and the playback audio balance.
- Default video OSD (On Screen Display) settings.
- Date and time output settings.

The following sections are available:

Audio

Enables you to change the following audio settings:

- **Fast forward/rewind interval** - changes the time skipped forwards/backwards when the **Fast forward** 🔼 / **Rewind** 🔽 buttons are clicked within the Playback Control panel (see page 32). 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).
- **Select the required replacement for redacted sections of calls** - select one of the following:
  - **Silence** - silence is played for all redacted sections of audio recordings.
  - **Tone** - a tone is played for all redacted sections of audio recordings. This is the default setting.

NOTE: For help creating audio redactions, refer to Redaction panel (see page 93).

Date & Time Output

NOTE: When replaying recordings that are routed to the CryptR, date & time output is **NOT** available.

Enables you to change the required date & time options:

- **Volume** - click and adjust the slider to set the required date & time volume level (default value: 50%), or type the required value directly into the edit box.
- **Balance** - click and adjust the slider to set the required balance of date & time announcements (default value: center).
- **Select the required time zone for date & time output** - select one of the following time zone option:
  - **Local time**
  - **Coordinated Universal Time (UTC)**
- **Select the required format for date & time output** - select one of the following:
  - **IRIG B122** - a time synchronization format, once **IRIG B122** is selected the **Volume** is level is set to the maximum setting and the **Balance** setting is moved to the right hand channel (by default). The audio is played through the other channel only. When selected, the four check boxes below are deselected as they are only relevant to the **Spoken date & time** option.

- **Spoken date & time** - once selected the following options are provided to configure how the spoken date and time is added to the playback of recordings:

    ➢ **Announce date & time before playback starts** - check the box if you require an additional announcement of date and time prior to playback start. Uncheck the box to disable the option.

    ➢ **Announce date & time after playback ends** - check the box if you require an additional announcement of date and time after playback ends. Uncheck the box to disable the option.

    ➢ **Major interval - date & time** - check the box to enable announcement of date and time, then set the interval at which date & time is announced during playback. Uncheck the box to disable the option.

    ➢ **Minor interval - time only** - check the box to enable announcement of time only, then set the interval at which the time is announced during playback. Uncheck the box to disable the option.

Video

Enables you to make the required changes for the video On Screen Display (OSD) settings that are displayed within the Video playback panel (see page 80).

NOTE: The Video section is disabled (and collapsed) if you have not added a NiceVision data source within System Administration (refer to *Adding a data source* within *NICE Inform System Administration*).

To enable/disable the video OSD options in this control, check/uncheck the **Show on screen display details** box accordingly.

The control is divided into two sections:

- **Content analysis**

The following options are available in this section:

- **Disable** - when selected, all content analysis on the video OSD is disabled.

- **Suspicious objects only** - when selected, all suspicious objects are displayed on the video OSD.

NOTE: With **Suspicious objects only** enabled, background, non-suspicious objects are **NOT** displayed on the video OSD.

All objects - when selected, all objects are displayed on the video OSD. Background objects that are being tracked are represented by green ellipses and any suspicious objects that have triggered an alarm are represented by colored ellipses based on the predefined setup of the content analysis for the channel.

- **Available on screen display fields**

The following options are available in this section:

- **Date** - when checked, the date the video was recorded is displayed on the video OSD.

- **Time** - when checked, the time the video was recorded is displayed on the video OSD.

■ **Channel name** - when checked, the name assigned to the channel is displayed on the video OSD.

■ **Playback status** - when checked, the playback status (Play and Pause) is displayed on the video OSD.

■ **Content analysis type** - when checked, the content analysis type is displayed on the video OSD. Examples of content analysis type include, Baggage Detection, Line Control, Tailgating, Intrusion Detection, People Count, etc.

■ **Content analysis status** - when checked, the content analysis status is checked for the content analysis type on the video OSD. Examples of content analysis status include Learning Scene, Analyzing, Not Effective, etc.

■ **VMD objects** - when checked, any VMD (Video Motion Detection) objects are displayed as rectangles on the video OSD.

■ **Authentication errors** - when checked, if the recording has been tampered with, authentication errors are displayed on the video OSD.

33.5   Printing page

The Printing page enables you to select which order the fields are printed in the printed table of recording details when using the Printing Wizard (refer to Printing recording details (see page 120)).

NOTE:	For help selecting which fields you require and for help ordering the fields in the **Selected fields** list, refer to Adding and removing items (see page 3).

33.6   Filter page

The Filter page enables you to select the fields you wish to use on the **Filter** panel and the order they are displayed in (refer to Filtering Search Results (see page 30)).

NOTE:	You can select a maximum of **TWO** fields.
	For help selecting which fields you require and for help ordering the fields in the **Selected fields** list, refer to Adding and removing items (see page 3).

33.7   Information panel

The Information Panel page enables you to select which fields you wish to display in the Information panel (see page 72) 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 Adding and removing items (see page 3).

33.8   Search page

The Search page enables you to select the fields you wish to use on the Search panel and the order they are displayed in (refer to Searching (see page 5)).

NOTE:	You can select a maximum of **THREE** fields.
	ANI/ALI fields are **NOT** displayed in the **Available fields** list.
	For help selecting which fields you require and for help ordering the fields in the **Selected fields** list, refer to Adding and removing items (see page 3).

33.9   CAD Search page

The CAD Search page enables you to select the additional CAD search fields that are provided for selection within the CAD search dialog (refer to CAD Search panel (see page 12)).

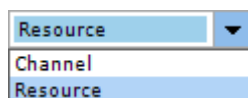|	
NOTE:	You can select a maximum of **THREE** fields.
	For help selecting which additional CAD fields you require and for help ordering the fields in the **Selected fields** list, refer to Adding and removing items (see page 3).

33.10   Views page

The Views page enables you to select the fields on which you wish to base the Timeline views. Once you have chosen the required fields, select it from the **View by** menu:

Figure 33-1: View by menu

NOTE:	You can select a maximum of **FIVE** fields.
	For help selecting which fields you require and for help ordering the fields in the **Selected fields** list, refer to Adding and removing items (see page 3).

33.11   GIS Map page

NOTE:	The GIS Map page is only available if you are licensed for mapping.

The GIS Map page enables you to customize the display settings displayed within the GIS Map panel (see page 87):

The GIS Map preferences are also accessible by clicking the **Preferences** button within the GIS Map panel button bar (see page 90). The options for the GIS Map preferences are identical on both pages.

The following sections are available:

NOTE: Each section can be expanded clicking the [+] button and collapsed clicking
               the [−] button.

Style

The following style settings are available:

NOTE: To change any of the style colors in this section, Click the associated **Browse**
               [...] button and a **Color** dialog is presented. Select the required color and
               click the **OK** button.

- **Icon background color** - change the background color for the following:

  – **Normal** - the color for the search result or event which is not selected and is not
    being highlighted.

  – **Selection** - the color for the search result or event when it is selected.

  – **Highlight** - the color for the search result or event when it is selected.

  – **Playback** - the color for the search result when it is being replayed.

- **Zone color**- change the zone color for the following:

  – **Normal** - either predefined or user defined zones that are not selected or
    highlighted are displayed on the view. All zones that are either not selected or
    highlighted are displayed in this color.

  – **Selection** - either predefined or user defined zones that are selected are
    displayed on the view. All zones that are selected are displayed in this color.

General

The following general GIS Map panel (see page 87) settings are available:

- **Default view** - the view that is displayed on the GIS Map panel (see page 87). Click
  the down arrow and select the required view or select **All** to display all configured
  views within the GIS Map panel (see page 87).

- **Show search results after search** - select one of the following:

  – **When selected** - search results and events are displayed on the map only after
    they are selected in the Timeline display (see page 36) or Results table (see
    page 50).

  – **Always** - search results and events are displayed on the map immediately after
    a search (refer to Searching (see page 5)).

- **Zoom to selected items on replay** - the GIS Map panel either zooms in or out to
  display the selected tracks on replay.

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