



NICE PUBLIC SAFETY SOLUTIONS
NICE INFORM VERIFY USER
GUIDE

Release 9.1

November 2019

NICE • Inform

Important Notice

Subject always to any existing terms and conditions agreed between you and NICE or any Affiliate with respect to the products which are the subject matter of this document. Neither NICE nor any of its Affiliates shall bear any responsibility or liability to a client or to any person or entity with respect to liability, loss or damage caused or alleged to be caused directly or indirectly by any product supplied or any reliance placed on the content of this document. This includes, but is not limited to, any interruption of service, loss of business or anticipatory profits or consequential damage resulting from the use or operation of any products supplied or the content of this document. Information in this document is subject to change without notice and does not represent a commitment on the part of NICE or any Affiliate.

All information included in this document, such as text, graphics, photos, logos and images, is the exclusive property of NICE or an Affiliate and is protected by United States and international copyright laws. Permission is granted to use, view and photocopy (or print) materials from this document only in connection with the products to which this document relates and subject to the terms of license applicable to such products. Any other use, copying, distribution, retransmission or modification of the information in this document without the express prior written permission of NICE or an Affiliate is strictly prohibited. In the event of any permitted copying, redistribution or publication of copyrighted material, no changes in, or deletion of, author attribution, trademark legend or copyright notice shall be made.

Products supplied may be protected by one or more of the US patents listed at <http://www.nice.com/patents>.

For the full list of trademarks of NICE and its Affiliates, visit <http://www.nice.com/Nice-Trademarks>. All other marks used are the property of their respective proprietors.

Part number: OM812-102-09-01-02-01

Date: November 2019

MSR2437 Rev17

Contents

1	Welcome to NICE Inform™ Verify	1
1.1	Conventions.....	2
1.2	Using this guide	2
1.3	Notices & customer support	3
1.4	Navigating Verify	4
1.5	Verify prerequisites.....	5
1.6	Verify functions	6
2	Getting started	7
2.1	Second Password.....	7
2.2	Logging in messages	8
2.3	Changing your password.....	9
2.4	Logging out from NICE Inform Verify	10
3	Playback control panel	11
3.1	Playing back a recording	11
4	Play bar	13
5	Results table	15
5.1	Shift restriction	17
6	Details table.....	19
7	Slide out panel	20
7.1	Saving audio.....	20
7.2	Playback panel	21
7.3	Annotation panel.....	22
8	Setting preferences	25
8.1	General page.....	25
8.2	Playback Settings page.....	26
8.3	Results Table page.....	26
8.4	Resources page	27
9	Glossary	28
9.1	Icon glossary	28
9.2	Shortcut keys glossary	29

List of Tables

Table 1-1: NICE Inform Verify Help button bar	3
Table 1-2: NICE Inform Verify features	4
Table 3-1: Playback control panel buttons	11
Table 4-1: Play bar selection states	13
Table 4-2: Annotation bookmark icons	13
Table 5-1: Result type icons	15
Table 5-2: Recording location icons	15
Table 7-1: Slide out panel features	20
Table 7-2: Playback panel controls	22
Table 7-3: Annotation panel buttons	23
Table 8-1: List order controls	27
Table 9-1: Icon glossary	28
Table 9-2: Shortcut keys	29

List of Figures

Figure 1-1: Verify main screen	4
Figure 2-1: Logging in screen	7
Figure 3-1: Playback Control panel	11
Figure 4-1: Play bar	13
Figure 5-1: Results table	15
Figure 6-1: Verify Details table	19
Figure 7-1: Slide out panel	20
Figure 7-2: Slide out panel	21
Figure 7-3: Annotation panel	22
Figure 7-4: Updating a text annotation	24

1 Welcome to NICE Inform™ Verify

Welcome to the NICE Inform Verify application for Public Safety organizations.

NICE Inform Verify enables you to:

- Replay the last recordings (over a pre-defined search period) on up to fifty resources assigned to either:
 - The position the logged in workstation is connected to. A position is a logical grouping of workstations and resources. You can **ONLY** see and replay recordings on resources that have been assigned to the position that your workstation is connected to. Positions are configured within the System Administration application within NICE Inform (refer to your NICE Inform user documentation).
 - A user group. Users within the user group have access to resources that have been assigned to the group. You can **ONLY** see and replay recordings on resources that have been attached to the user group that you are a member of. User groups are configured within the User Administration application within NICE Inform (refer to your NICE Inform user documentation).

If new resources are assigned to a position or attached to a user group, the next time NICE Inform Verify runs, it either automatically selects all new resources (if it is fifty or less) or it informs you that new resources are available but not selected. Available resources are selected within the **Resources** page within the **Preferences** control (refer to [Setting preferences](#) (see page 25)).

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

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

- Replay (from the click of a button) the last recording that occurred on the assigned resources.
- Replay completed dynamic (non channel based) recordings e.g. agent ID, extension and talkgroup.
- Replay in progress and completed channel based recordings
- Select what resources to search against (up to a maximum of fifty resources).

NOTE: You **MUST** have the required user privileges to change resources to search from that are either assigned to your position or user group. For help, refer to your NICE Inform user documentation.

- Customize workstation specific preferences.

Application privileges

To use the NICE Inform Verify application, you **MUST** have the required privilege allocated to you. The privilege is set in NICE Inform User Administration (refer to your *NICE Inform* user documentation).

1.1 Conventions

Information with special meaning

Certain typographical conventions are used to help denote information of special note or importance.

NOTE: A **NOTE** calls attention to additional information or references related to an operation, procedure, practice, and so on.

TIP: A **TIP** calls attention to topics or tutorials related to an operation, procedure, practice, and so on.

Hyperlinks

There are many hyperlinks to aid in your searching / experience when using the help. These links may point to other relevant help topics, display textual pop-ups or provide you with a screen image to illustrate the help that you are currently reading.

Window features

Within a 'How to ...' type topic, when you see text in bold face, it is referring directly to some literal text in the program window. For example, "When the changes are completed, click the **Next** button" means there will be a button on the screen labeled '**Next**'.

Shortcut keys

Throughout NICE Inform there are a number of places where shortcut keys (or accelerator keys) can be used to invoke a particular function. For example, in NICE Inform Reconstruction, to playback a selected recording, press the Shift + Space keys.

The help details these shortcut keys and where they occur within NICE Inform.

1.2 Using this guide

The aim of this guide is to familiarize yourself with all the features that the NICE Inform Verify User Guide application provides. It has been designed to provide you with the relevant help.

Locating the information you want

There are four main ways of finding information:

- **Contents** - a categorized list of topics organized by subject.
- **Index** - alphabetical list of important keywords.
- **Search** - search for any word in all the topics.
- **F1 Help** - while using the application, simply press the F1 key on your keyboard to open the help documentation at the required page.

Button bar

The buttons available in the navigation pane are:

Table 1-1: NICE Inform Verify Help button bar

Button Icon	Description
	Refresh - clicking this button refreshes the navigation pane.
	Back - clicking this button returns the help to the previous viewed page.
	Forward - if you have clicked the Back button, then by clicking this button returns the help to the original viewed help page.
	Close - clicking this button closes the help application.

Related topics

Click the relevant related topic that is displayed under the **Relevant Information** heading to view items that might be useful in context of the topic currently being displayed.

1.3 Notices & customer support

Refer to your supporting documentation for customer support information.

Copyright

This product contains the following code library:

- log4net
- Windows Media Video 9 VCM Codec
- Chilkasoft Chilkat.NET
- Netopia

Further details can be found on your Software Release Note.

1.4 Navigating Verify

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

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

Figure 1-1: Verify main screen

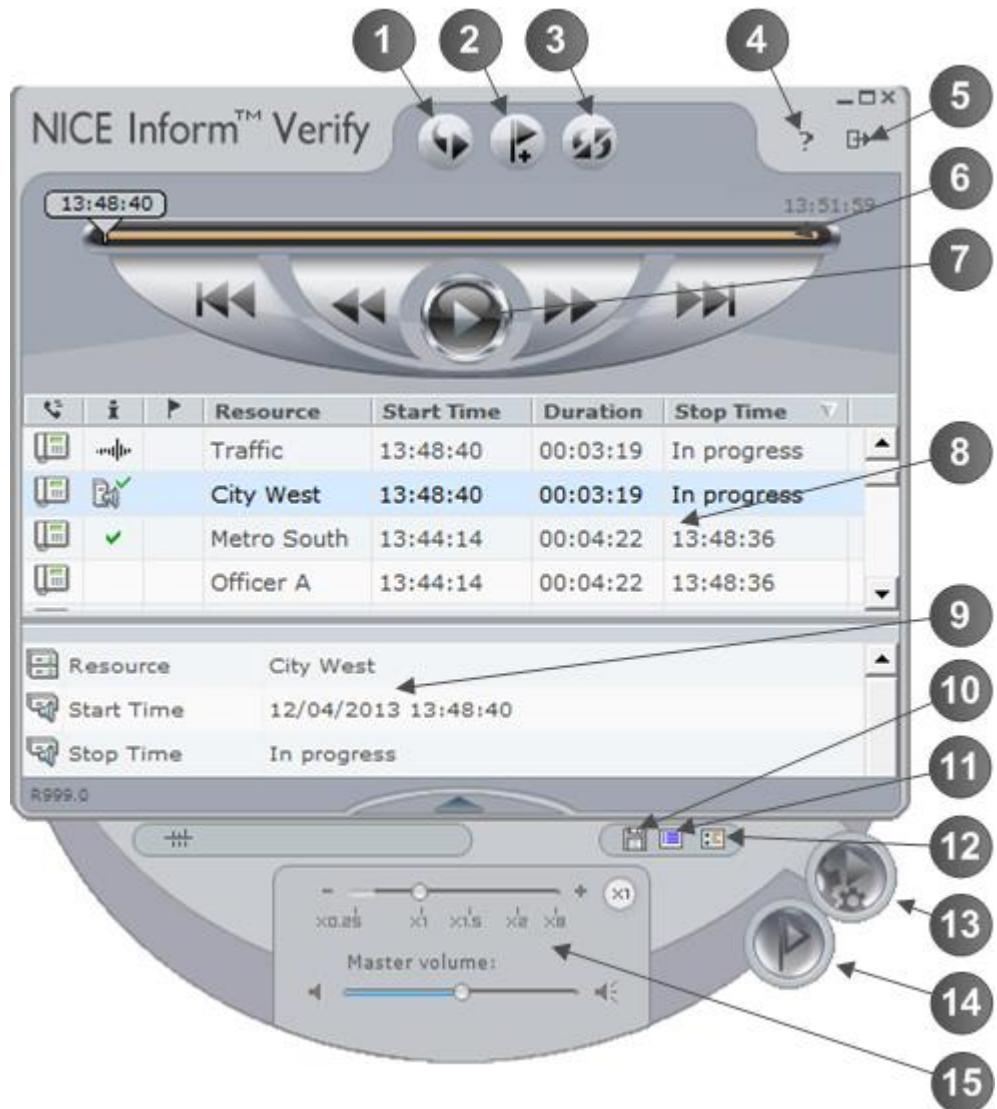


Table 1-2: NICE Inform Verify features

Feature number	Description
1	Replay last message button - available in the Playback control panel (see page 11), once clicked the last recording that occurred is replayed.
2	Add bookmark annotation button - enables access for you to add a text annotation to a recording to mark a point of interest for future reference (refer to Adding an annotation (see page 23)).

Feature number	Description
3	Refresh button - available in the Playback control panel (see page 11), once clicked the recordings in the Results table are cleared and restarts the search for recordings.
4	Help button - enables access to the Online Help to assist you when using NICE Inform Verify and provides details as to the NICE Inform version (via the About menu).
5	Logout button - (refer to Logging out from NICE Inform Verify (see page 10)).
6	Play bar - provides a graphical representation of the recording that has been selected from within the Results table. (refer to Play bar (see page 13)).
7	Playback control panel - provides playback controls to assist you when replaying recordings (refer to Playback control panel (see page 11)).
8	Results table - displays (in a tabular format) all the recordings associated with the resources assigned to the user group or position your workstation is connected to (refer to Results table (see page 15)).
9	Details table - displays extra information relating to the recording selected from within the Results table (refer to Details table (see page 19)).
10	Save call button - enables access to save the selected audio recording as a file (refer to Saving audio (see page 20)).
11	Change password button - enables access to change your password used to log into NICE Inform Verify (refer to Changing your password (see page 8)).
12	Preferences button - enables access to the Preferences control (refer to Setting preferences (see page 25)).
13	Playback panel - enables access to increase playback speed and adjust the volume when replaying recordings (refer to Playback panel (see page 21)).
14	Annotation panel - enables access to the Annotation panel (see page 22).
15	Slide out panel - enables access to extra functionality that can be hidden easily to reduce the NICE Inform Verify footprint (refer to Slide out panel (see page 20)).

1.5 Verify prerequisites

In order to use NICE Inform Verify, you need to have one or more resources assigned to the position that the logged in workstation is connected to or one or more resources attached to the user group that you are a member of. This is configured using the NICE Inform System Administration application whereby you need to either configure a position or user group:

Positions

- ▶ To configure a position:
 1. Add a new position.
 2. Assign resources to the position.
 3. Assign the required number of workstations to the position.
 4. Assign a user to each position assigned workstation.

NOTE: Adding a position and then assigning it resources and workstations is detailed in your NICE Inform user documentation.

This is the default method of assigning resources for use within NICE Inform Verify.

User groups

► To configure a user group:

1. Add a new user group ensuring that:

- a. The required users are added to the group
- b. The required resources are added to the group.

NOTE: In order for you to use the user group attached resources method, you **MUST** have the **User group based resources** application privilege assigned to the profile that you use for NICE Inform Verify. For help configuring profiles, refer to your NICE Inform user documentation.

Users and resources can be added later to the user group not just when it was created.

Adding a user group with the required users and resources is detailed in your NICE Inform user documentation.

1.6 Verify functions

The NICE Inform Verify application enables you to perform the following main functions:

- View recordings in a [Results table](#) (see page 15) - enables you to view the current search results in a tabular format.
- Playback recordings - enables you to fully control playback of the selected recording (refer to [Playback control panel](#) (see page 11)).
- View recordings in the [Play bar](#) (see page 13) - a graphical representation of the selected recording which enables you to move (by the use of the Replay cursor) to a specific point within the selected recording.
- Add annotations within the [Annotation panel](#) (see page 22) - enables you to add either a bookmark or text annotation at a particular point on a recording.
- Set preferences - a number of tabbed pages enabling you to set up your preferences within this application (refer to [Setting preferences](#) (see page 25)).

NOTE: Once you have customized the system to suit your requirements, the settings are saved as a preference for your workstation.

2 Getting started

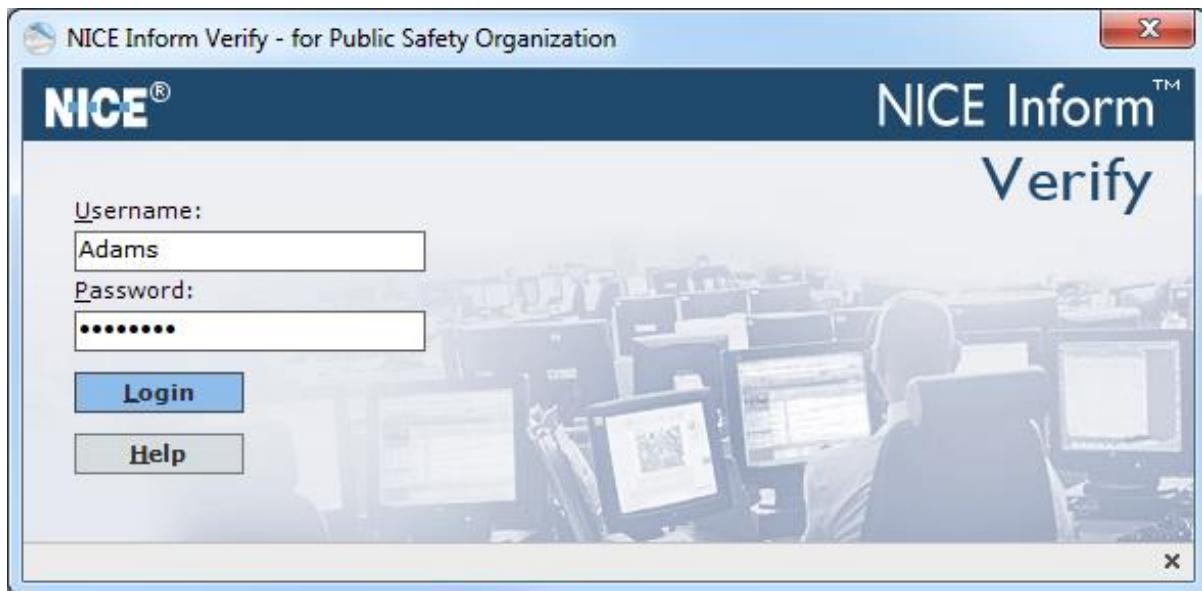
► To start NICE Inform Verify:

1. Open your Internet Browser.

NOTE: To avoid re-entering the NICE Inform Verify URL every time you run the application, it is recommended that you add the NICE Inform Verify website to your Internet 'favorites' the first time you run the application.

2. In the **Address** text box, type in the web address of NICE Inform Verify, or select the application from your list of favorites.
3. Click **GO** and you are presented with the login screen as shown here.

Figure 2-1: Logging in screen



4. Enter your **username** and **password** in the text boxes provided.

NOTE: Your NICE Inform Verify login details are configured in the User Administration application within NICE Inform by a NICE Inform administrator (refer to your NICE Inform user documentation).

You can close the Login screen by either clicking the **Close**  button or by clicking the red cross  button in the top right corner of the screen.

5. Click the **Login** button. The NICE Inform Verify application now opens.

2.1 Second Password

During the login process you may be asked to enter a second password for further verification:

► To enter your second password:

1. Enter the second password and click the **OK** button.

NOTE: The second password login option is configured in the User Administration application within NICE Inform by a NICE Inform administrator.

2. If the second password has not been configured yet, enter the new password, confirm it and click the **OK** button.

The NICE Inform Verify application loads and automatically searches for the resources that are assigned to the position that your workstation is connected to or the resources assigned to the user group that you are a member of.

2.2 Logging in messages

Once you initially log in you may be presented with one of three disclaimer messages:

■ **No resources assigned to position/user group**

You may be presented with a message informing you that there are no resources assigned to the position that your workstation is connected to or no resources assigned to the user group.

In this instance you need to contact your NICE Inform administrator to assign resources to the position or attach resources to the user group (refer to your *NICE Inform user documentation*).

■ **No resources selected**

You may be presented with a message informing you that there are no resources selected in NICE Inform Verify to search against.

In this instance, there are resources available to search against for replay but none are selected. You need to select the resources you require in the **Resources** page within the **Preferences** control (refer to [Setting preferences](#) (see page 25)).

■ **Too many resources assigned to the position/user group**

You may be presented with a message informing you that there are too many resources assigned to the position or user group that can be automatically selected.

In this instance you need to select the resources you require in the **Resources** page within the **Preferences** control (refer to [Setting preferences](#) (see page 25)).

NOTE: Once you have initially configured the resources you require to search for replay, they are saved as a workstation preference for all users that use this workstation.

If there are fifty or less resources assigned to the position or user group, they are automatically selected to search against.

2.3 Changing your password

► To change your password:

1. Click the  button to display the slide out panel.
2. Click the **Change password**  button at the top right hand corner of the slide out panel. The **Change Password** dialog box opens:
3. Enter the following details:
 - a. Your old password.
 - b. Your new password.
 - c. Your new password confirmed.

NOTE: A NICE Inform Administrator can set your account so that you **MUST** change your password at next login by editing your user details.

2.3.1 Changing your second password

If you login to NICE Inform with a second password, when changing your password you are presented with a different **Change Password** dialog:

First Password

► To set your password

1. Check the **Set this password** box to enable this section.
2. Type in the required information:
 - a. Your old password.
 - b. Your new password.
 - c. Your new password confirmed.

Second Password

► To set your second password

1. Check the **Set this password** box to enable this section.
2. Type in the required information for your second password:
 - a. Your old second password.
 - b. Your new second password.
 - c. Your new second password confirmed.

NOTE: Copying and pasting the text from the previous text box does **NOT** work.

Your password **MUST** conform to the password rules.

2.3.2 Password rules

The following password rules always apply:

- Must be equal to or longer than the minimum length.
- Must not contain any of the user's first name, last name or username.
- Must not be the same as the second password (either the standard or second, if enabled).
- Must not appear in the Password History (if password history is enabled), (both standard and second password histories).
- Must not appear in the Forbidden Password list (in the NICE Inform User Administration application (refer to your NICE Inform user documentation)).
- Must not contain any blanks.

If strict password checking is enabled then the following additional rules apply:

- Must have at least one capital letter.
- Must have at least one lower case letter.
- Must have at least one number or special character.
- Must have no identical consecutive characters.

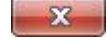
2.4 Logging out from NICE Inform Verify

► To logout from NICE Inform Verify:

1. Click the **Logout**  button in the bottom right hand corner of the application.
2. You are presented with a confirmation message asking if you want to log out:
3. Click the **Yes** button to confirm that you wish to logout.

2.4.1 Closing NICE Inform Verify

► To close NICE Inform Verify:

1. Click the red cross button  in the top right corner of the application.
2. You are presented with a confirmation message asking if you want to close NICE Inform Verify.
3. Click the **Yes** button to confirm that you wish to close NICE Inform Verify.

NOTE: Either logging out or closing NICE Inform Verify saves your current workstation preferences.

3 Playback control panel

The playback control panel consists of the following buttons as shown here.

Figure 3-1: Playback Control panel



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

Table 3-1: Playback control panel buttons

Button	Description
	Play (Shift + Space) - click to start playback of the selected recording. When clicked, changes to Pause .
	Pause (Shift + Space) - click to pause playback of the selected recording at the current position. When clicked, changes to Play , which, when clicked, restarts playback of the selected recording from the paused position.
	Down (Ctrl + K) - when clicked, replay skips to the next recording in the Results table (see page 15)).
	Up (Ctrl + J) - when clicked, replay skips to the previous recording in the Results table (see page 15)).
	Rewind (Ctrl + ,) - moves the position of the recording currently being replayed back by a predefined amount, defined in the Playback Settings page within the Preferences control (refer to Setting preferences (see page 25)).
	Fast forward (Ctrl + .) - moves the position of the recording currently being replayed forward by a predefined amount, defined in the Playback Settings page within the Preferences control (refer to Setting preferences (see page 25)).
	Replay last message (Ctrl + R) - click to replay the last recording that occurred.
	Add bookmark annotation (Ctrl + D) - click to add a bookmark annotation. The annotation can now be updated using the Annotation panel .
	Refresh - (F5) clears the recordings in the Results table (see page 15) and restarts the search for recordings. This is useful when checking for annotations created by other users.

3.1 Playing back a recording

- ▶ To playback a recording:

1. Select the required recording from within the [Results table](#) (see page 15).
2. Do one of the following:

- Double-click the recording.
- Click the **Play** button in the [Playback control panel](#) (see page 11).

Replaying the last recording

This feature is designed to be a quick single method to replay the last recording for the resources assigned to the workstation that you are logged into.

To replay the last recording, from within the [Playback control panel](#) (see page 11), click the

Replay last message  button. Any playback that is in progress before you click this button is stopped to allow the last recording to be replayed.

The following rules apply:

- If no recordings are in progress:
 - The recording with the end time closest to the current workstation time is replayed.
 - If more than one resource has a recording with the same end time as another, then the recording with the start time closest to the workstation time is replayed.
- If a recording is in progress:
 - If a single recording is still in progress then it is replayed.
 - If more than one resource has a recording in progress and all recordings started at the same time the first recording returned by the search is replayed.

4 Play bar

The play bar provides a graphical representation of the recording that has been selected from within the [Results table](#) (see page 15).

Figure 4-1: Play bar



Functions of the Play bar include:

- Displaying the start and end point of the selected recording.
- Points at which ALI/ALI records have been added as indicated by the ANI/ALI  icon.
- The ability to move the Replay cursor  along the Play bar to a chosen time on the selected recording.

Play bar selection states

The Play bar has a number of different selection states:

Table 4-1: Play bar selection states

Appearance	Description
	Recording is not selected.
	The recording is selected and is being downloaded ready for playback.
	The selected recording has downloaded, being replayed or paused.
	The selected recording could not be downloaded and cannot be replayed.

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 4-2: Annotation bookmark icons

Icon	Name
	Bookmark (annotation with no text).
	Text only

Context menu

When right clicking on any recording or event within the Play bar, a context menu is presented.

The following option is available:

- **Add annotation** - opens the Annotation Panel enabling you to add an annotation for this recording (refer to [Adding an annotation](#) (see page 23)).

NOTE: If you have already added one or more annotations by either selecting the recording and clicking the **Add bookmark annotation**  button or by adding an annotation using the [Annotation panel](#) (see page 22), the context menu displays these annotations so that once selected they can be edited.

5 Results table

The Results table displays all the recordings associated with the resources assigned to the user group or position your workstation is connected to.

Figure 5-1: Results table

		Resource	Start Time	Duration	Stop Time
✖	ⓘ	▶			
		Precinct	14:43:48	00:00:54	14:44:42
		City West	14:43:48	00:00:54	14:44:42
	✓	Officer A	14:35:18	00:00:41	14:35:59
		Metro South	14:35:17	00:00:41	14:35:58

NOTE: The search results are automatically refreshed every 30 seconds.

- ✖ - the recording type column header.
- ⓘ - the recording location type column header.
- ▶ - the annotation type column header.

By default, the **Resource**, **Start Time**, **Duration** and **Stop Time** columns are displayed. You can set the remaining columns to be displayed and the order they are displayed in the **Results Table** page within the **Preferences** control, (refer to [Setting preferences](#) (see page 25)) otherwise the defaults are used.

NOTE: Each column can be sorted in descending or ascending order by clicking the column heading. You can also reorder the columns by dragging them to the required location.

If a recording is in progress the **Stop Time** column displays 'In progress' as the recording has not finished.

Result type icons

The result type is shown by an icon:

Table 5-1: Result type icons

Icon	Name
	Telephone call
	Radio recording
	Generic audio recording
	ANI/ALI record

Recording location icons

The location of the recording is shown by an icon:

Table 5-2: Recording location icons

Icon	Description
	In progress - the recording is in progress.
	Complete awaiting data - the recording is complete but the data for the recording is

Icon	Description
	not fully available. Once available the icon disappears.
	NOTE: In progress calls from dynamic (non channel based) resources are only displayed once they have completed and data for the recording is fully available.
▶	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 - the recording has successfully transferred to the workstation.
🚫	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 - in the replayer's cache, on a logger hard disk
💾✓	Online - on a NICE Storage Center™. 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 recording available.
🔒	Restricted call (not located yet) - restricted audio recording that has not been located yet for playback. This icon is also displayed for restricted audio recordings 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 has been located and is available for playback.
🔓	Restricted tampered audio available - the restricted tampered audio recording is ready for playback.
🔒	Restricted audio unavailable - the restricted audio recording is unavailable for playback.

The location field remains blank until the location is known for each item.

Selecting a recording

To select a recording for replay, do one of the following:

- Double-click the required entry in the **Results table**.
- Select the recording in the **Results table** and click the **Play** button from within the **Playback control panel** (see page 11).

When a recording is selected and/or being replayed, the **Play bar** (see page 13) displays the recording in a graphical form consisting of a horizontal strip (recording bar).

Annotation

If a recording has one or more annotations, an icon is displayed in the Annotation column of the corresponding row (refer to [Adding an annotation](#) (see page 23)).

Context menu

When right-clicking on any recording or event within the [Results table](#) (see page 15), a context menu is presented.

The following option is available:

- **Add annotation** - opens the Annotation Panel enabling you to add an annotation for this recording (refer to [Adding an annotation](#) (see page 23)).

NOTE: If you have already added one or more annotations by either selecting the



recording and clicking the **Add bookmark annotation** button or by adding an annotation using the [Annotation panel](#) (see page 22), the context menu displays these annotations so that once selected they can be edited.

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

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

ANI/ALI data

Where calls in the Results table are displaying ANI/ALI data with more than one ANI/ALI record associated with them, the entries display the data from either the earliest or latest ANI/ALI record, as set in the **General** page in the **Preferences** control (refer to [Setting preferences](#) (see page 25)).

5.1 Shift restriction

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

In order to set shift restriction, you **MUST** have the **Time period to search** privilege assigned to you with either 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.

6 Details table

The Details table displays extra information relating to the recording selected from within the [Results table](#) (see page 15).

Figure 6-1: Verify Details table

 Resource	Traffic
 Start Time	27/03/2013 10:05:04
 Stop Time	In progress
 Duration	00:04:02
 Channel	21

By default, the **Resource** and **DTMF** columns are displayed. If you have ANI/ALI configured, a further two columns; **Caller Number** and **Zip Code** are also displayed. You can set the remaining columns to be displayed and the order they are displayed in the **Results Table** page within the **Preferences** control, (refer to [Setting preferences](#) (see page 25)) otherwise the defaults are used.

7 Slide out panel

The slide out panel provides extra functionality that you may not require to access often.

Where relevant, the shortcut keys are displayed alongside each function in the accompanying table e.g. for resetting playback speed to x1 the shortcut is **Ctrl + Shift + N** as shown here.

Figure 7-1: Slide out panel



By default, the slide out panel is minimized.

- ▶ To maximize the panel, click the  button.
- ▶ To minimize the panel, click the  button.

Once the slide out panel is maximized the following functionality is available:

Table 7-1: Slide out panel features

Function/button	Description
	Save call – click this button to save the selected recording as a file (refer to Saving audio (see page 20)).
	Change Password - click this button to change your password (refer to Changing your password (see page 8)).
	Preferences - clicking this button invokes the Preferences control (refer to Setting preferences (see page 25)).
	Playback panel tab - clicking this tab invokes the Playback panel to be displayed within the slide out panel (refer to Playback panel (see page 21)).
	Annotation panel tab - clicking this tab invokes the Annotation panel to be displayed within the slide out panel (refer to Annotation panel (see page 22)).

7.1 Saving audio

- ▶ To save the selected audio recording as a file:
 1. Select the required audio recording from within the [Results table](#) (see page 15).
 2. Click the  button to display the slide out panel.
 3. Click the **Save call**  button and the **Save As Audio File** dialog is presented enabling you to name the file and select the location where it is to be saved.
 4. At the **Audio format** section, click the down arrow and select one of the following:
 - **Standard Audio (*.wav)**.

— **Windows Media Audio (*.wma).**

5. There is one further option available for selection prior to saving your audio:
 - **Automatic Gain Control (AGC)** - check the box to improve the clarity of quiet audio.
6. Do one of the following:
7. 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**
8. A Wizard Progress dialog is presented providing a summary of the audio that is being saved.
9. 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.

7.2 Playback panel

► To display the Playback panel:

1. Click the  button to maximize the [Slide out panel](#) (see page 20).

2. Click the Playback panel  button and the **Playback panel** is presented as shown here.

Figure 7-2: Slide out panel



The following functionality is available within the Playback panel:

NOTE: Where relevant, the shortcut keys are displayed alongside each function in the accompanying table e.g. for resetting playback speed to x1 the shortcut is **Ctrl + Shift + N**.

Table 7-2: Playback panel controls

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

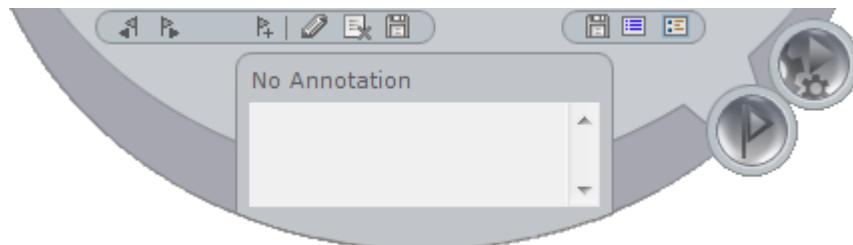
7.3 Annotation panel

- ▶ To display the Annotation panel:

1. Click the  button to maximize the [Slide out panel](#) (see page 20).

2. Click the **Annotation panel**  button and the **Annotation panel** is presented as shown here.

Figure 7-3: Annotation panel



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

7.3.1 Button bar

The following buttons are available within the Annotation panel:

Table 7-3: Annotation panel buttons

Button	Description
	Add annotation - click this button to add a new annotation for the selected recording (refer to Adding an annotation (see page 23)).
	Update annotation - click this button to update an existing annotation or bookmark (refer to Updating an annotation (see page 24)).
	Save annotation changes - click this button to save the current annotation.
	Cancel annotation changes - click this button to cancel any changes made to an existing annotation.
	Next annotation - click this button to view the next annotation on the selected recording.
	Previous annotation - click this button to view the previous annotation on the selected recording.

7.3.2 Adding an annotation

You can add a text annotation to a recording to mark a point of interest for future reference.

NOTE: A maximum of 10 annotations can be added to a recording.

► To add a text annotation:

1. Within the [Play bar](#) (see page 13) move the replay cursor to the position / time that the annotation is to be added and do one of the following:
 - Right-click on the recording within the Play bar and select **Add Annotation** from the context menu. The annotation is added at the position of the replay cursor.
 - Click the **Add annotation**  button in the Annotation panel.
 - Click the **Add bookmark annotation**  button in the Annotation panel.

NOTE: A bookmark is an annotation with no text. You can add text to a bookmark annotation by updating the annotation (refer to [Updating an annotation](#) (see page 24)).

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

NOTE: Text annotations are limited to 3500 characters.

3. On completion, do one of the following:
 - Click the **Save annotation changes**  button to save the annotation.
 - Click the **Cancel annotation changes**  button to cancel changes made to the annotation.

NOTE: If you click the **Save annotation changes**  button without adding text, the annotation is saved as a bookmark  on the recording in the **Play bar** (see page 13) and **Results table** (see page 15). You can update the annotation later with text if required.

7.3.3 Updating an annotation

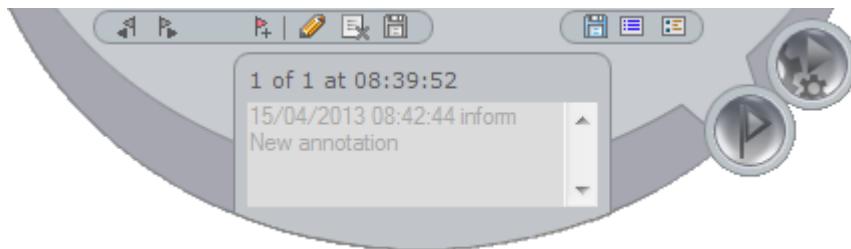
► To update an annotation:

1. Within the **Play bar** (see page 13) or **Results table** (see page 15) select the recording with the annotation to be updated.
2. Click the  button to maximize the **Slide out panel** (see page 20).



3. Click the Annotation panel  button and the **Annotation panel** (see page 22) is presented as shown here.

Figure 7-4: Updating a text annotation



4. Click the **Update annotation**  button.
5. Enter the additional text in the text box provided.

NOTE: Text annotations are limited to 3500 characters.

6. On completion, do one of the following:
 - Click the **Save annotation changes**  button to save the annotation.
 - Click the **Cancel annotation changes**  button to cancel changes made to the annotation.

8 Setting preferences

► To open the Preferences control:

1. Click the  button to display the [Slide out panel](#) (see page 20).
2. Click the **Preferences**  button to open the **Preferences** control. This control consists of the following tabbed pages:
 - [General page](#) (see page 25)
 - [Playback Settings page](#) (see page 26)
 - [Results Table page](#) (see page 26)
 - [Resources page](#) (see page 27)

Resetting preferences

► To reset all the preferences pages back to their default setting:

1. Click the **Use Defaults** button.
2. Click the **Yes** button to the confirmation message. All preferences are reset to their default settings except for your selected resources.

8.1 General page

The General page enables you to:

- Select which ANI/ALI record you wish to display.
- Select the accuracy to which time spans are displayed.

ANI/ALI Records

If there is more than one ANI/ALI record associated with the recording, then this feature selects which record is displayed in the [Results table](#) (see page 15) and [Details table](#) (see page 19).

Click the down arrow and select one of the following:

- **First** - select this option to take the ANI/ALI value from the first record associated with each call.
- **Last** - select this option to take the ANI/ALI value from the last record associated with each call.

Date & Time

Click the down arrow and select one of the following:

- **Second** - the Results table displays recordings to the second.
- **Tenths of seconds** - the Results table displays recordings to a 10th of a second.
- **Hundredths** - the Results table displays recordings to a 100th of a second.

8.2 Playback Settings page

The Playback Settings page enables you to set the fast forward and rewind intervals.

The following section is available:

Audio

The following audio setting is available:

- **Fast forward/rewind interval** - changes the time skipped forwards/backwards when the **Fast forward/Rewind** buttons are clicked (refer to [Playback control panel](#) (see page 11)). Set the required value by adjusting the slider or typing the value directly into the text box (default value: 10 seconds).

8.3 Results Table page

The Results Table page enables you to select which fields you wish to display as columns in the:

- Results table and the order they are displayed in.
- Details table and the order they are displayed in.

NOTE: You **MUST** select at least **ONE** column for display within the [Results table](#) (see page 15) and [Details table](#) (see page 19).

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

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

1. Highlight the required entry in the **Available fields** list.
2. Click the **Add >** button. The entry is moved to the **Selected fields** list.
3. Repeat for each entry required.

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

1. Highlight the required entry in the **Selected fields** list.
2. Click the **< Remove** button. The entry is moved to the **Available fields** list.
3. Repeat for each entry required.
 - To move all entries to the **Selected fields** list, click the **Add All >>** button.
 - To move all entries from the **Selected fields** list, click the **<<Remove All** button.

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

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

Table 8-1: List order controls

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

8.4 Resources page

The Resources page enables you to select the resources that you can search against in order to replay recent recordings.

NOTE: You can **ONLY** select up to fifty resources to search against.

You **MUST** have the required user profile privilege to change the resource selection. For help, please refer to your NICE Inform user documentation.

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

- ▶ To add entries to the **Selected resources** list:
 1. Highlight the required entry in the **Available resources** list.
 2. Click the **Add >** button. The entry is moved to the **Selected resources** list.
 3. Repeat for each required entry.
- ▶ To remove entries from the **Selected resources** list:
 1. Highlight the required entry in the **Selected resources** list.
 2. Click the **< Remove** button. The entry is moved to the **Available resources** list.
 3. Repeat for each entry required.
 - To move all entries to the **Selected resources** list, click the **Add All >>** button.
 - To move all entries from the **Selected resources** list, click the **<< Remove All** button.

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

9 Glossary

This section includes the following:

- [Icon glossary](#) (see page 28)
- [Shortcut keys glossary](#) (see page 29)

9.1 Icon glossary

All icons that appear in the NICE Inform Verify application are displayed in the following table displaying each icon, its name and a brief description.

Any button icon that has a tool tip is not displayed within this table.

Table 9-1: Icon glossary

Icon	Name	Description
	Recording type	The recording type column header within the Results table.
	Recording location type	The recording location type column header within the Results table.
	Annotation type	The annotation type column header within the Results table.
	Bookmark	Annotation with no text.
	Text only	Text only annotation.
	Telephone call	A telephone call recording type icon.
	Radio transmission	A radio transmission recording type icon.
	Generic audio	A generic audio recording type icon.
	ANI/ALI record	An ANI/ALI record that is associated with that recording.
	In progress	The recording is in progress.
	Compete awaiting data	The recording is complete but the data for the recording is not fully available. Once available the icon disappears.
	Playing	The selected recording is playing.
	Playing a tampered recording	The selected tampered recording is playing. This only applies to recordings on a NICE Recording/NICE Inform Recorder data source.
	Transferred to workstation	The recording has successfully transferred to the workstation.
	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	Online audio recording on a logger hard disk.
	Online	Recording on a NICE Storage Center™. This only applies to NiceLog based systems.
	Nearline	Recording 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.

Icon	Name	Description
	Retrieval in progress	Recording currently in the process of being transferred from removable media to a logger hard disk drive.
	Offline	Recording on removable media that is not in a logger media drive in 'retrieval' mode.
	Unplayable	There is no recording available.
	Restricted call (not located yet)	Restricted audio recording that has not been located yet for playback. This icon is also displayed for restricted audio recordings 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 has been located and is available for playback.
	Restricted tampered audio available	The restricted tampered audio recording is ready for playback.
	Restricted audio unavailable	The restricted audio recording is unavailable for playback.

9.2 Shortcut keys glossary

here are a number of shortcut keys (or accelerator keys) provided to aid in your experience whilst using NICE Inform Verify.

The table below details each shortcut name and its function.

Table 9-2: Shortcut keys

Shortcut name	Function
Play/Pause	Shift + Space
Up	Ctrl + J
Down	Ctrl + K
Rewind	Ctrl + ,
Fast forward	Ctrl + Shift + N
Speed x1	Ctrl + Shift + G
Speed faster	Ctrl + Shift + S
Speed slower	Ctrl + R
Replay last message	Ctrl + Shift + A
AGC on/off	Ctrl + + (plus sign)
Increase master volume	Ctrl + - (Minus sign)
Add bookmark annotation	Ctrl + D
Refresh	F5

ABOUT NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com

CONTACTS

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

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

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

Asia Pacific, Singapore Office
T +65 6222 5123

The full list of NICE marks are the trademarks or registered trademarks of Nice Systems Ltd. For the full list of NICE trademarks, visit www.nice.com/nice-trademarks. All other marks used are the property of their respective proprietors.

CONTENTS OF THIS DOCUMENT ARE COPYRIGHT © 2019.

