REVCORD USER MANUAL
TRAINING SYLLABUS

MMS Version 12.1

PREPARATION AND SETUP

- What is needed?

USING THE LOGGER

Installing the Remote Web Client
- Logging In
- Auto Login Function
- Domain User Login
- Recover Password

General Features
- Logout
- Disable Auto Login
- Multi-Lingual Feature
- Main Menu
- Dashboard
- Setup
- Monitor
- Search
- QA Evaluation
- Play List
- Reports

Scheduled Events (IQ3)
Instant Recall
Dashboard Tab
- Channels
- Calls
- Users
- Recent Call List
- Evaluation Status Chart
- Play List

Instant Recall
Setup Tab
- Adding a New User
- Invite a User
- Send a New Invitation
- Invitation Receipt & Acceptance
- Manage User Invitations
- Recover Deleted Users
- Recover a Deleted User

User Settings Toolbar
- Edit
- Assign Groups
- Assign Permissions
- IQ3 Marker
- Custom Field
- Delete

Permission Types
- Admins
- Custom User Rights
- Assigning Permissions Without Custom User Rights

Deleting a User
Edit Root Group Name
Simple User Rights
Column Settings
- Manage Column Settings
  - Logger
  - IQ3 Only Mode
- Reset Column Model
- Different Views on the Mange Column Settings

Important Points
- Custom Settings
- Call Tag Settings
- Call Tag Page
- Search IR Lite & IR Full Page
- Evaluation Search Calls & Playlist Page
- Reports Page

Manage Groups
Email Configuration
Role-Based Access Rights
- Types
- System Defined Roles
- Custom Roles
- List of Main Function/Features
  - Get all Roles
  - Edit Role Name
  - Delete a Role
  - Get/View Role Permissions
  - Role Permission Types
  - Module Based Permissions
  - Channel Based Role Permissions
  - Edit/Update Role Permissions
  - Assign an Role to a User
  - Settings to Enable Role Based Access

Monitor Tab
- General Use
- Live Player Control Panel
- Configure Live Monitor
- Advanced Controls
- Start Recording
- Stop Recording
- Start Silence
- Stop Silence
- Comments on Custom Fields
- Inactivity Alarm
- Channel Inactivity Email Notification
- Live Recall
- Book Marking in Live Monitor
- Adding a Bookmark to a Live Call

The Search Tab
- Search Basics
- Global Search
- Search Parameters
- Viewing Search Results
- Increase Webui Call Count
- Save & Load User Searches
- Saving & Exporting Your Search Results
- Save & Export by Call Right Click
- Clear Selected Calls & Search Criteria
- Call Playback
  - Call Control Panel
  - Player Time Display
- Multiple Calls Playback
- Search View Screen Playback
- Quad View Fullscreen
- Individual Fullscreen
- Search View Item Retention
- Adding a Bookmark
- Viewing a Bookmark
- Editing a Bookmark
- Talking Clock
- Transcription with Word Search (STT)
- Speaker Diarization
- Call ID

The QA Evaluation Tab
Evaluation Dashboard
- Evaluation(s) by Status
  - In Progress
  - Completed
  - Closed
- Evaluation(s) by Campaign

- Evaluation(s) by Evaluator
- Evaluation(s) by Top Scorer
- Multi Call Evaluation Statistics

Creating a "QA Evaluation" Form

- Types of Questions
  - Text Input
  - Single Choice
  - Multiple Choice
- List of QA Evaluation Forms
- Edit/Delete Published QA Forms
- Import/Export QA Forms
- Search Calls
- QA Search by Agent & Channel
- Show Channels Tree View
- Evaluate a Screen
- Agents Evaluations
- Show/Hide Left Panel

Filter by Evaluation Status

- All
  - In Progress
  - Completed
  - Closed
  - Shared
  - Unshared
  - Multi Call Evaluation
- Search a Closed Evaluation by Evaluator Name
- Email a Closed Evaluation
- Search Evaluation
- Action(s) Bar
- View/Modify an Evaluation
- "Mark Closed" an Evaluation
- Delete an Evaluation
- Associate an Agent with the Evaluation

Multi Call Evaluation

- Selection of Multiple Calls for Evaluation
- Multi Call Evaluation – Agents Evaluation Page
- Main Functionalities
- Printing QA Evaluation Form
- Evaluation Feedback

The Playlist Tab

- Create a New Playlist
- Delete A Playlist
- Add Items To Playlist
- Add Screen Item To Playlist
- Delete Items From A Playlist
- Edit Playlist Name
- Playlist Share Feature
- Important Points
- Playlist Views
- List View
- Call Commenting
- Playlist Item Retention
- Map Playlists
- Paper Clip

Manual File Add

- User Items
- Add File
- Add Textual Information
- Playback Added Document
- File Types & Supported Formats
- Audio File
- Video File
- Image File
- Document File
- Full-Screen Playback

Incident/Scenario Recreation (Playlists)

Export Incident On The Timeline & List Views

Watermarking Using Sha256

Replay Incident

- Replay Incident Exported From List View
- Replay Incident Exported From Timeline View

Saving A Call

- Saving Complete Call(S)
  - Select File Checkbox
  - File Name
  - Period
- Output Format
- Output Mixing
- Finish Saving A Call

Email A Call

Call Copy Editing

- Process
- Filters
- Add Annotations

The Reports Tab

- Reports Upgrade
- Reports Category
- All Reports
- Recent Reports
- Reports Created By Me
- Scheduled Reports
- Shared Reports
- Favorite Report
- New Report
- StandArd Reports
- Select Report Parameters

Report Parameters

- Report Format
- X Axis (Horizontal)
- Data Item
- View Type
- Call Type
- Date
- Executive Summary
- Time & Duration
- Duration
- Talk Time

Types Of StandArd Reports

- Tabular Reports (Excel)
- Ability To Playback Calls In Standard Report
- Bar Charts
- Pie Charts
- The Toolbar
- Paging Controls
- Find
- Export Reports
- Refresh
- Print
- Email

QA Evaluation Reports

- Creating QA Evaluation Report
- Report By Associated Agents
- Report Format
- Types Of QA Evaluation Reports
- Generate QA Evaluation Report
- Email
- Saved Reports
- Delete Saved Report
- Scheduled Reports
- Geo Tagging/Map Reports
- Search Criteria
- Playback Geotagged Call/Events
- Activity Report
- Search Criteria

Instant Recall

- Ir Full
- Live Calls
- Recorded Calls
- Ir Views
- Stack View
- Non-Stack View
- Ir Lite

Enterprise Configuration (Ec)

- Ec Implementation
- Enterprise Configuration - New Architecture
- Enterprise Configurations
- Ec Access
- Communication Upgrade
- User Manager
  - Enterprise User
  - Create An Enterprise User/Change Enterprise Flag For Existing User
  - Setup Enterprise Rights
  - Limited Features (Where Ec Is Not Implemented)
  - Search Module
  - Monitor
  - Instant Recall (Full)
  - Ir Lite
  - QA Evaluation
  - Dashboard
  - Search Calls
  - Agents Evaluation
  - QA Forms
  - QA Forms List
  - Design New QA Form
- Reports
  - StandArd Reports
  - QA Evaluation Reports
  - Ec Access
  - Setup In Ec Mode
  - Search In Ec Mode
  - Playlist In Ec Mode
  - StandArd Reports In Ec Mode
- The Schedule Event Tab
  - Features Of Scheduled Events
  - Schedule New Event
  - View Event On Calendar
  - Calendar Event Details
- Other Revcord Applications
  - Remote Monitoring Services
  - Backup Manager
  - Revagent
  - Revshield Software Suite
  - Revguard
    - Database Full
    - Channel Alert Formatting
    - Channel Range Alerts
  - Revwatch
    - Report: Recorder System Information
- Optional Features Available For Purchase
  - IQ3
  - Revview
  - Rapidsos
    - Rapidsos On Monitor Page
    - Rapidsos On Reports Page