# IQ3 MMS VERSION 12.2

# USER MANUAL

MMS VERSION 12.2

REVISION 11.2023

MULTI-MEDIA LOGGING SYSTEMS

1250 WOOD BRANCH PARK DR #490
HOUSTON, TEXAS 77079

WWW.REVCORD.COM
281-404-7040

CONTENTS


LOG IN ..... 1

NAVIGATE THE MMS ..... 2

- DASHBOARD ..... 2
- SETUP ..... 2
- MONITOR ..... 2
- SEARCH ..... 3
- QA EVALUATION ..... 3
- REPORTS ..... 3
- REMOTE INSPECTION ..... 3
- SCHEDULE EVENTS ..... 3
- PLAYLISTS ..... 3

NAVIGATING THE USER MANAGER ..... 4

OVERVIEW ..... 4

- USER MANAGER AND SETUP ..... 4
- INVITE A USER ..... 4
- SEND A NEW INVITATION ..... 4
- INVITATION RECEPTION AND ACCEPTANCE ..... 5
- ACCEPT AN INVITATION ..... 6
- REJECT AN INVITATION ..... 7
- MANAGE USER INVITATIONS ..... 7
- ADDING A NEW USER ..... 8
- RECOVER DELETED USER ..... 9
- EDIT USER ..... 10

ASSIGN GROUPS ..... 10
ASSIGN PERMISSIONS ..... 12
PERMISSION TYPES ..... 13
INVITATION ..... 13
MARKERS ..... **ERROR! BOOKMARK NOT DEFINED.**
CUSTOM MARKERS ..... **ERROR! BOOKMARK NOT DEFINED.**
CONTEXT MENU ..... **ERROR! BOOKMARK NOT DEFINED.**
CREATE ..... **ERROR! BOOKMARK NOT DEFINED.**
GROUP ..... **ERROR! BOOKMARK NOT DEFINED.**
MARKER ..... **ERROR! BOOKMARK NOT DEFINED.**
RENAME ..... **ERROR! BOOKMARK NOT DEFINED.**
REMOVE ..... **ERROR! BOOKMARK NOT DEFINED.**
IP CAM CONFIGURATION FROM MMS TO APP ..... 13
IQ3 REPORTS LOGO ..... 14
USER COLUMN SETTINGS ..... 14
MANAGE COLUMN SETTINGS ..... 23
1. LOGGER ..... 23
2. IQ3 ONLY MODE ..... 24
RESET COLUMN MODEL ..... 24
DIFFERENT VIEWS ON THE MANAGE COLUMN SETTINGS ..... 25
IQ3 ONLY MODE ..... 25
IMPORTANT POINTS ..... 25
WATCHING A LIVE EVENT ..... 25
OVERVIEW ..... 25

REMOTE VIDEO INSPECTION (RVI) ..... 30
MOBILE BROWSER HOSTED REMOTE INSPECTIONS ..... 30
STARTING AN RVI EVENT ..... 30
MMS (REMOTE VIDEO INSPECTION– ON DEMAND RVI) ..... 30
SCHEDULE IQ3 EVENT ..... 31
TO SCHEDULE IQ3 EVENT ..... 31
TO SCHEDULE RVI ..... 32
PLAYING BACK AN UPLOADED EVENT ..... 33
THE SEARCH TAB ..... 33
OVERVIEW ..... 33
IQ3 FEATURES IN SEARCH PAGE ..... 33
SEARCH BASICS ..... 34
IQ3 EVENT PLAYBACK ..... 36
INTERVIEW DETAILS ..... 37
BOOKMARKS ..... 38
THE REPORTS TAB ..... 39
OVERVIEW ..... 39
REPORTS UPGRADE ..... 39
REPORTS CATEGORY ..... 39
ALL REPORTS ..... 40
RECENT REPORTS ..... 40
REPORTS CREATED BY ME ..... 40
SCHEDULED REPORTS ..... 42
SHARED REPORTS ..... 42

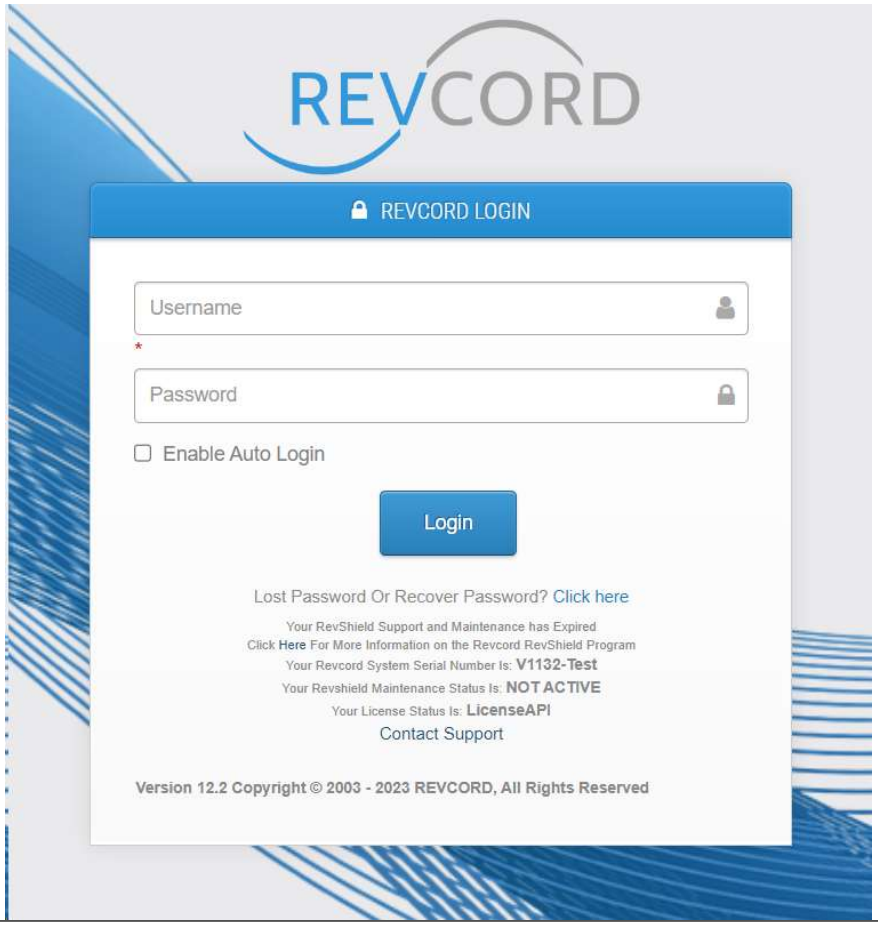
FAVORITE REPORT ..... 43
NEW REPORT ..... 43
STANDARD REPORTS ..... 44
REPORT PARAMETERS ..... 45
REPORT FORMAT ..... 45
X-AXIS (HORIZONTAL) ..... 45
DATA ITEM ..... 45
VIEW TYPE ..... 45
DATE ..... 46
EXECUTIVE SUMMARY ..... 46
TIME ..... 46
DURATION ..... 46
TALK TIME ..... 46
TYPES OF STANDARD REPORTS ..... 46
TABULAR REPORTS (EXCEL) ..... 46
ABILITY TO PLAYBACK EVENTS IN STANDARD REPORT ..... 47
BAR CHARTS ..... 48
PIE CHARTS ..... 49
THE TOOL BAR ..... 50
PAGING CONTROLS ..... 50
FIND ..... 50
EXPORT REPORTS ..... 50
REFRESH ..... 51
PRINT ..... 51

EMAIL ..... 51
QA EVALUATION REPORTS ..... 51
OVERVIEW ..... 51
CREATING QA EVALUATION REPORT ..... 52
REPORT FORMAT: ..... 52
TYPES OF QA EVALUATION REPORTS ..... 53
GENERATE QA EVALUATION REPORT ..... 53
EMAIL ..... 54
SAVED REPORTS ..... 54
DELETE SAVED REPORT ..... 55
SCHEDULED REPORTS ..... 56
GEO TAGGING/MAP REPORTS ..... 57
SEARCH CRITERIA ..... 57
ACTIVITY REPORT ..... 58
SEARCH CRITERIA ..... 58

# LOG IN

Open your MMS using the Link provided in your Welcome Letter.

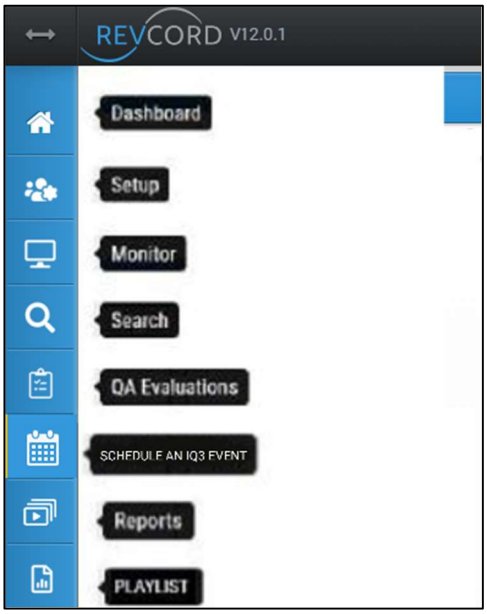
Enter your Username and Password on the Login Screen.



# NAVIGATE THE MMS

The Revcord IQ3 MMS is broken into eight different tabbed sections,

1. Dashboard
2. Setup
3. Monitor
4. Search
5. Schedule
6. QA Evaluation
7. Reports
8. Playlist.




## DASHBOARD

The Dashboard contains all real-time information and provides real-time data on all major modules of the IQ3 System. Total Events, Screens, Total Users, Active/Inactive Users, and published/unpublished survey forms. QA Evaluations by status, Evaluations by shared/unshared, User Event summary for the past seven days, Playlist, and the number of Events.

## SETUP

Used to add Users, delete Users, change User information, change passwords, etc. Admin Users can create New Users, View Profile, Edit User Profile, Assign Groups, Assign Privileges, Assign User Viewing Privileges, etc.

## MONITOR

View and monitor real-time IQ3 Events. Users can watch which other Users are currently active and view Live IQ3 Events. With proper permissions, you can monitor live Events, start recording, stop recording, start silence, stop silence, email an Event, and add bookmarks.

## SEARCH

Users can enter specific search criteria to find and playback IQ3 Events, auto-refresh the page for immediate playback of the most recent Event, view and add bookmarks, add Events to a Playlist, and access Event reports.

## QA EVALUATION

Create QA Evaluation forms. Publish QA forms and Edit and Delete QA forms. Search and Select Events for Evaluation using QA forms. View Closed Evaluations and analyze evaluation data using bar/pie charts.

## REPORTS

View and analyze searched data and evaluated data using Excel spreadsheet bar charts or pie charts. Four kinds of reports will be displayed under the Report's submenu: Standard, Evaluation, Mapped, and Activity Reports.

## REMOTE INSPECTION

From the MMS, Remote Inspections are only available to device Users(Non-Admins). The User has the ability to send an Event link from the MMS to a third party's mobile device. Carry out a Remote Inspection with the external User's device camera.

## SCHEDULE EVENTS

From the MMS, Scheduled Events are only available to device Users, including ability to edit and delete a scheduled Event and email an Event invitation, Event details, or deleted operation.

## PLAYLISTS

You can create Playlists to manage records for a scenario. A Playlist allows you to bunch audio, video, text, social, email, and screens into a single Playlist.

# NAVIGATING THE USER MANAGER

# OVERVIEW

The "Setup" tab allows the Administrator to add, delete, modify User information, assign groups, and assign permissions to each User. This tab is visible only when you log on with an administrator account or a User with privileges to the Setup tab. Please contact your system administrator for your Username, password, and related rights.

## USER MANAGER AND SETUP

## INVITE A USER

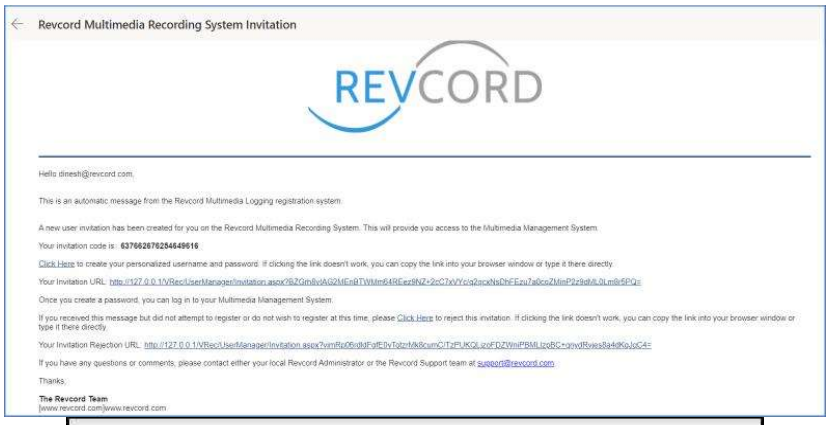
Administrators and supervisors who have access to the setup tab can invite other members from the invites section of the setup tab. This feature allows signup by entering a valid email address.

## SEND A NEW INVITATION

1. To invite a new User, click the invites link on the setup tab. A dialog titled "Pending Invites" will open.
2. Click on the "New User" button.
3. Invite New User dialog will open.
4. Enter a valid email address and then click the send invite button.
5. An invitation email will be sent to the invitee after clicking the send invite button.

## INVITATION RECEPTION AND ACCEPTANCE

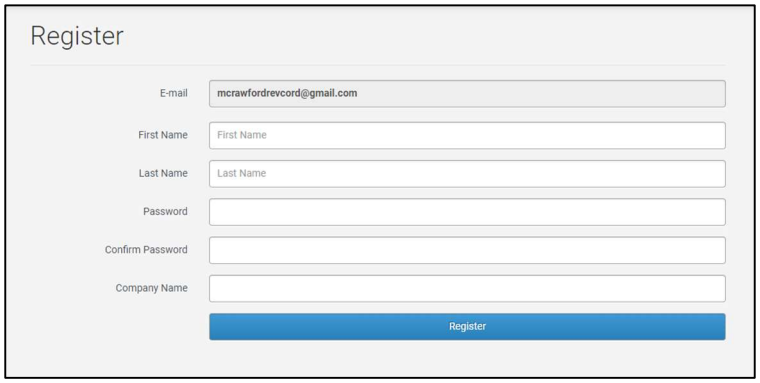
As soon as the administrator/supervisor has invited a User, the User will receive an email. The invitee will have the option to either accept or reject the invitation just by clicking the link in the email.



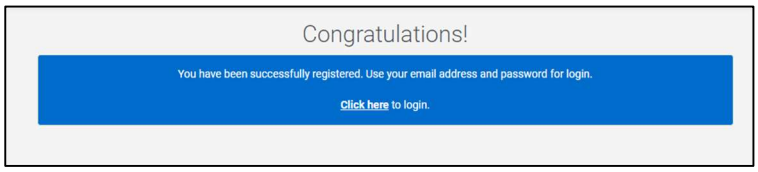
## ACCEPT AN INVITATION

To accept the invitation, click the "Click Here" Link provided in the invitation email. You will be automatically directed to a page titled "Invitation." Enter your first name, last name, and password, and confirm the password. Then click the Register button, which will register the User information.

**Note:** Your email ID is read-only and will be required at the time of login to the IQ3 MMS.




After completing the registration, the User will see the following message.

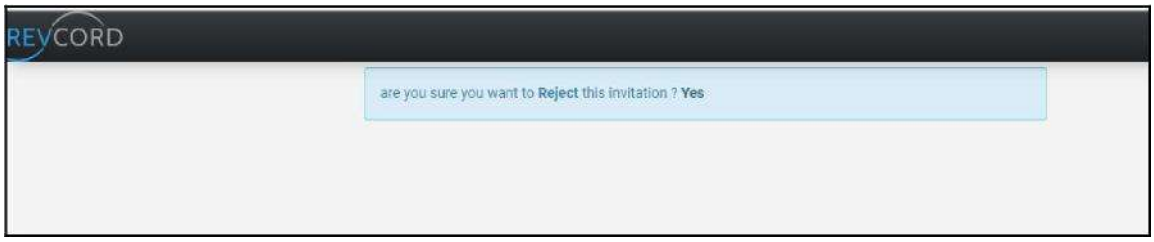



In addition to this message, an email will be sent to the Administrator requesting to set the User's access rights.

**Note:** Users will only be able to login into the IQ3 MMS if the Administrator has set the permissions and groups.

## REJECT AN INVITATION

The invitation email contains a reject link. Clicking the reject link will open a page to reject the invitation. Click yes to decline the invitation.



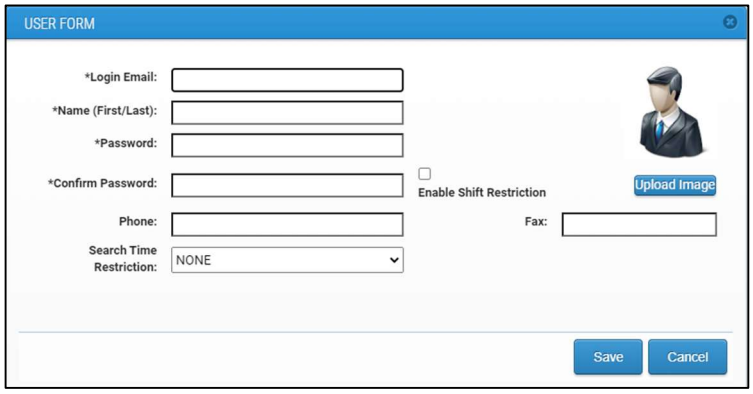

## MANAGE USER INVITATIONS

Clicking the invites link on the setup tab opens the "Pending Invites" dialog. You will see three options under the actions column.

1. Clicking the first image button will copy the invitation link to your system's clipboard.
2. Clicking the resend image button will resend the invitation.
3. Clicking the revoke image button will delete the invitation.

## ADDING A NEW USER

1. Click the Setup tab in the Main Menu
2. A list of all available Users will be available.
3. Click the "Add New User" link to see a User Form displayed as a pop-up window.




   a. Since email signup has been enabled, the login ID must be a valid email address.
   b. Please note that you CAN NOT use the following characters for the Login ID, Windows filenames/ Usernames, and Groups - <>: "/ \ |? *or space.
   c. Enter the information into the appropriate fields.
   d. Now press the Save button to save the User information.

**Note:** Newly created Users will be assigned to the root group. I.e., Public Safety or any other you have configured.

---

Below are other informational and rights fields. If changes are made here, the "SAVE" button must be clicked for the changes to take effect.

**Login ID** - This is the login User ID that the User will enter to log in to the IQ3 MMS.

**Username** - This is the Username that will be associated with Event retrieval, reports, evaluations, and Live monitoring.

**Password** - This is the login password that the User will enter to log in to the IQ3 MMS

**Confirm** - This login password must be the same as the 'Password' field. (The User settings will not save if they are different).

---

**Using Upload Image** - you can add an image to any User. If no image is uploaded, then a default image will be displayed against each User.

**Enable Shift Restriction** – If shift restriction is enabled for a particular User and some search time restriction is there, that User will be able to get notified from login time to his/her shift time on Instant Recall Full and Lite pages. Once the shift time has elapsed, the shift restriction will be disabled, and the search time restriction will work.

**Search Time Restriction** - This restricts the User to a certain number of hours he/she can search Events.

## RECOVER DELETED USER

After you delete a User, the User is added to the Recover deleted User(s) list. You can then restore the deleted User's account and all the User's data, including login information, email permissions, and assigned group. To restore a deleted User, you must have Administrator privileges or permissions to the Setup tab.

**TO RECOVER A DELETED USER**

1. Click on "Recover Deleted User(s)".
2. A list of all deleted Users will be displayed.
3. Select your desired User by clicking the check box.
4. Click on the Recover Users button.

**USER SETTINGS TOOLBAR**

To manage each User on the setup page, a toolbar has been provided under the User Settings column.

All these actions are available under the User Settings column.

1. **Edit** – Administrators can view the profile and edit the profile of any User.
2. **Assign Groups** – Groups can be assigned under this action.
3. **Assign Permissions** – User rights and permissions can be granted to each User under the Assign Permissions action. The following permissions can be given to any User in Revcord Web Client.
    a. Custom User Rights (Simple User Rights).
        i. Advance Reports
        ii. Monitor
        iii. Search
        iv. QA Evaluation
        v. QA Evaluation Reports
        vi. Save and Email
    b. Setup
    c. Monitor
    d. Search
    e. Evaluation
    f. QA Evaluation Reports
    g. Advanced Reports
    h. Instant Recall
    i. Save and Email
4. **Marker** – Custom Markers will be enabled only after enabling the IQ3. The User can Add/Edit/Delete the Custom Markers.
5. **Custom Fields** – Visible only after enabling IQ3. The User can Add/Edit/Delete the Custom IQ3 Event Fields.
6. **Delete** – This action will delete the User account.

## EDIT USER

1. Click on the Edit button under "User Settings".
2. User Form will be displayed.
3. Edit the User Form and click on the Save button.

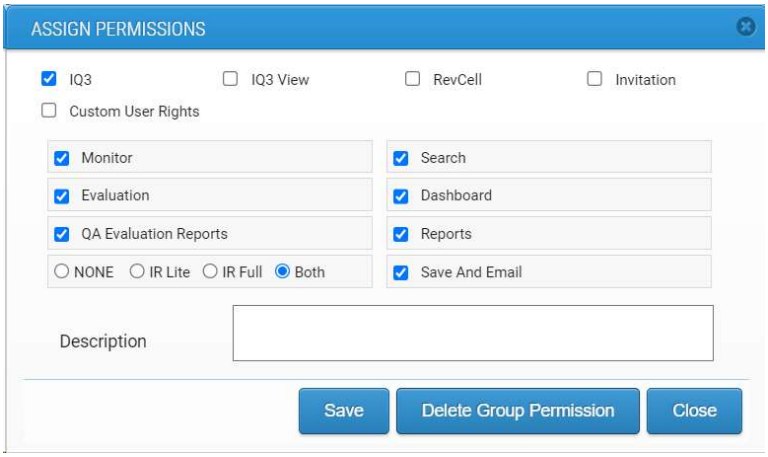
## ASSIGN GROUPS

1. Go to the "Users Settings" column. Click on the Assign Group button.
2. A list of all groups' roots and subgroups will be displayed. You can change the Group of any User by selecting any other group from the "Assign Group" pop-up using the option box.
3. Click on the Assign Group button to assign selected groups.

ASSIGN GROUP
LOCALREC
AUDIO
ROOT
Public Safety Center
Fire
Admin Fire
Fire Dispatch
Trunk - Fire.
Call center OPS
Admin
Support
Customer Service
IQ3
ROOT
Public Safety Center
Fire
Admin Fire
Assign Group
Close

## ASSIGN PERMISSIONS

1. After creating a new User, you must define the User Rights for the recently created User
2. Click on the row containing the Username you would like to configure for permissions, and then click on the Assign Permissions button under the User Setting Column. The Assign Permissions Pop-Up window will be displayed as shown below.



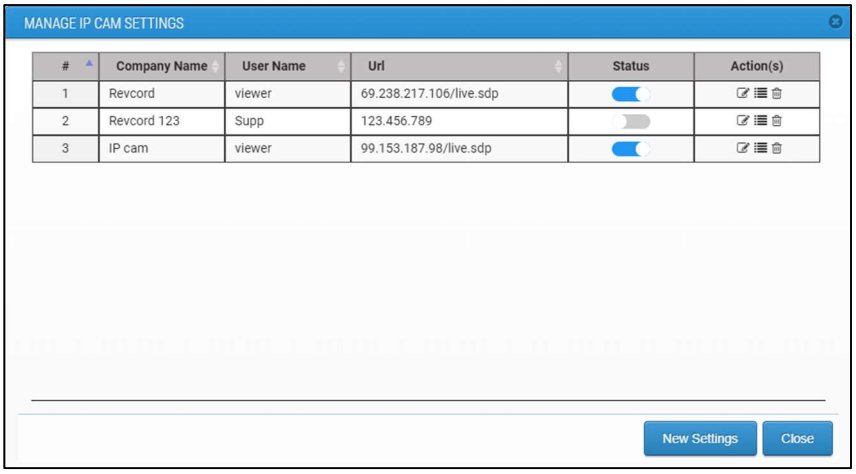
# PERMISSION TYPES

## INVITATION

1. An Admin User can Enable/Disable an Invitation anytime by checking/unchecking the option from the setup page.
2. If the admin disabled the Invitation rights then the following User will not be able to invite any User/Non-User to join the IQ3 Event from the IQ3 Application respectively.

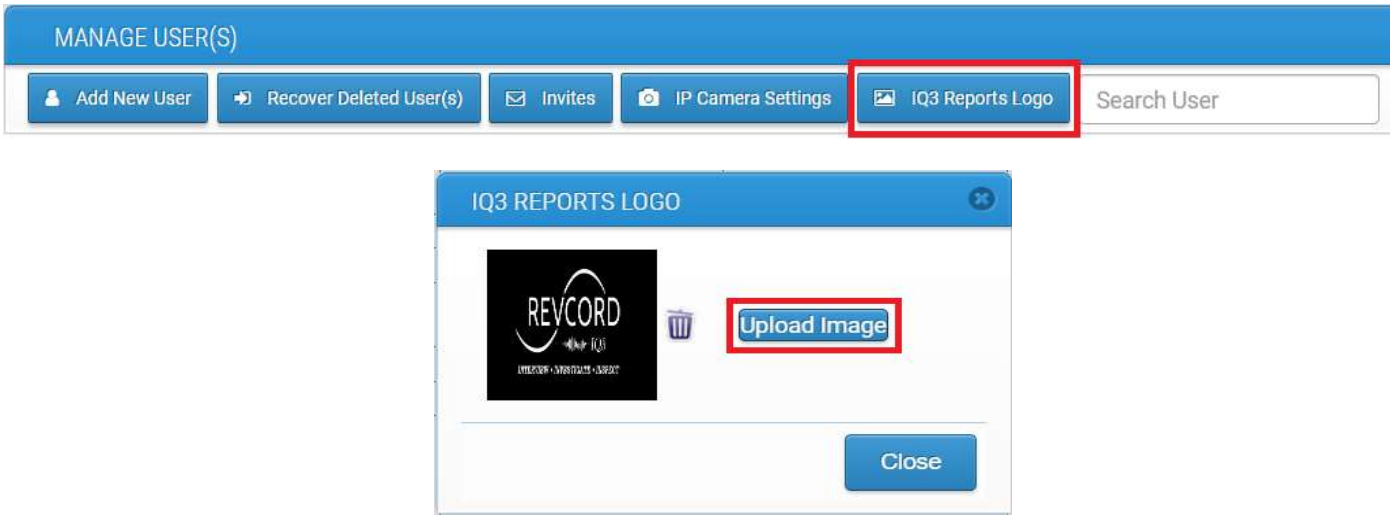
## IP CAM CONFIGURATION FROM MMS TO APP

1. In the Login API, the App will automatically upload a list of available IP camera URLs and will store them in a local database.
2. Users will see a list of URLs from the Network Camera screen and will be able to select a URL from the List.
3. MMS end-Users can add a list of IP camera URLs that will be loaded into the Application.



# IQ3 REPORTS LOGO

Users can now apply a custom logo to their IQ3 reports. Selecting the "IQ3 Reports Logo" button will allow a user to upload their organizations logo to the MMS to be displayed on Inspection Reports.




# IQ3 INSPECTION

## INTRODUCTION

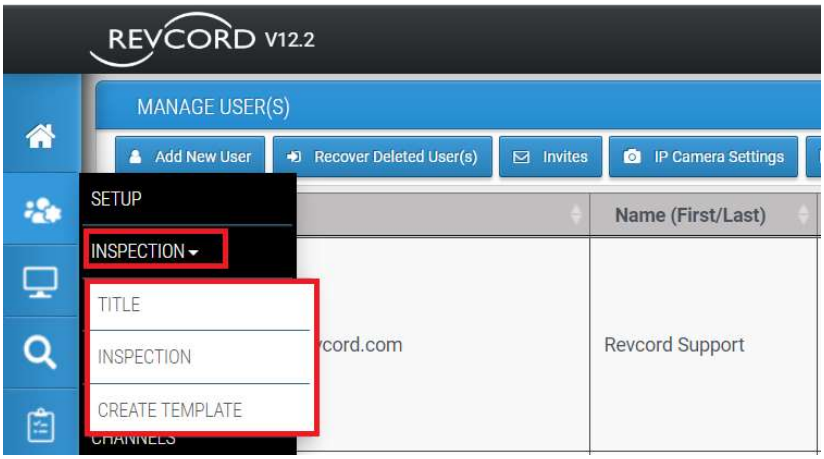
The purpose of this IQ3 Inspection is to guide the development of IQ3 template-based inspections in MMS and implementation of system generated IQ3 reports. The main theme is to develop a mechanism to conduct IQ3 inspections using templates and generate the IQ3 inspection reports. These IQ3 inspection templates may be shared among inspectors and even across tenancies as well.

### IMPLEMENTATION FLOW FOR IQ3 INSPECTION TEMPLATE (SETUP)

Here is the list of sub modules linked with the IQ3 Inspection Template. For IQ3 enabled tenancies or independent IQ3 enabled sites, a new sub tab will be provided under setup. It will be named as IQ3 Inspection Templates. Here is the list of main functions to be implemented on the IQ3 Inspection Templates page.

#### *IQ3 Inspection Template List*

This will be a complete page to list all the existing IQ3 inspection templates. In addition to listing, the ability to view, modify and delete an IQ3 inspection template is provided on this page.




## TITLE INFORMATION

Title Information provides the details of the User/Dealer/Customer/Client whichever is required and printed on IQ3 Inspection Title Information.

## INSPECTION TEMPLATES

Inspection Template provides the list of Template created so far and their details and Action Tab is provided for further View, Edit, Share, Copy and Delete of the selected template.

## INSPECTION TEMPLATE ACTIONS

### VIEW IQ3 INSPECTION TEMPLATE

This section of the IQ3 Inspection Template will deal with viewing any IQ3 Inspection template.

### EDIT EXISTING IQ3 INSPECTION TEMPLATE

This section of the IQ3 Inspection Template will deal with editing any IQ3 Inspection template. All the data / items need to be fetched and displayed as soon as the tool is opened to edit an inspection.

### SHARE INSPECTION TEMPLATE

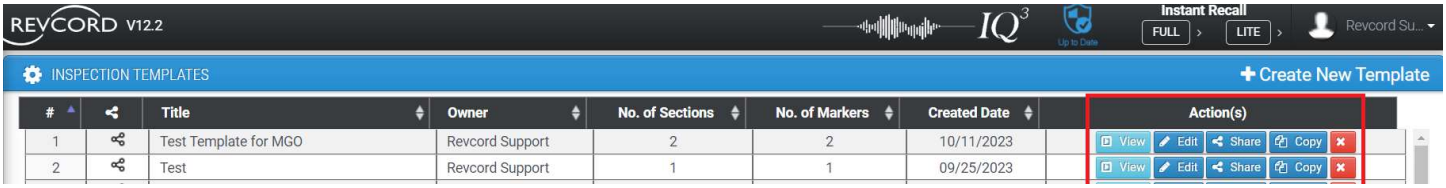
- This is about sharing the template with any other user on the same tenancy.

### COPY INSPECTION TEMPLATE

- Ability to copy inspection templates from other tenancy.
- This is an admin function and will be available to admin users only.

### DELETE EXISTING IQ3 INSPECTION TEMPLATE

- This functionality is to delete any inspection template.
- Implement the ability to auto un-assign a deleted template.



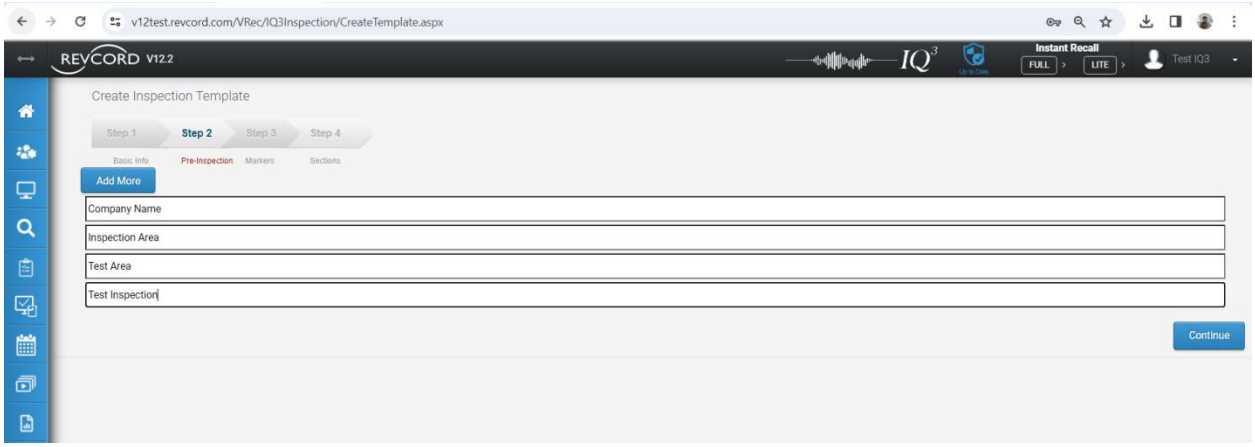

## CREATE TEMPLATES

### STEP 1 - TITLE

User need to provide the Tile and Descriptions

## STEP 2 – PRE-INSPECTION

Pre-Inspection details basic information of the Inspection Template




## STEP 3 – ADD MAKERS

## ADD NEW IQ3 INSPECTION TEMPLATE

A wizard-based functionality to accommodate all the sub modules under the IQ3 Inspection template. Main tabbed based inspection items may contain the following.

### Pre-Inspection Details

- Custom Fields equivalent associated with the IQ3 inspection template.
- Provision of ability to set up N number of inspection details (custom fields).
- Grant the ability to add custom fields using plus icon.

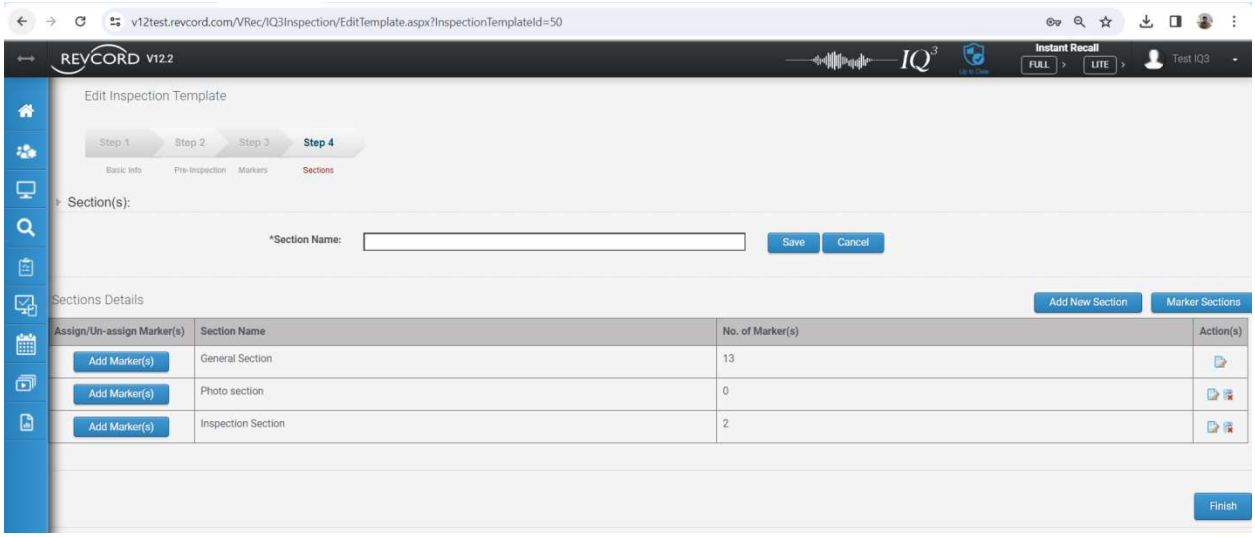
### Header / Title

- Text input to be used as an IQ3 event report title and will not be associated with any marker during Event.

### Section Title

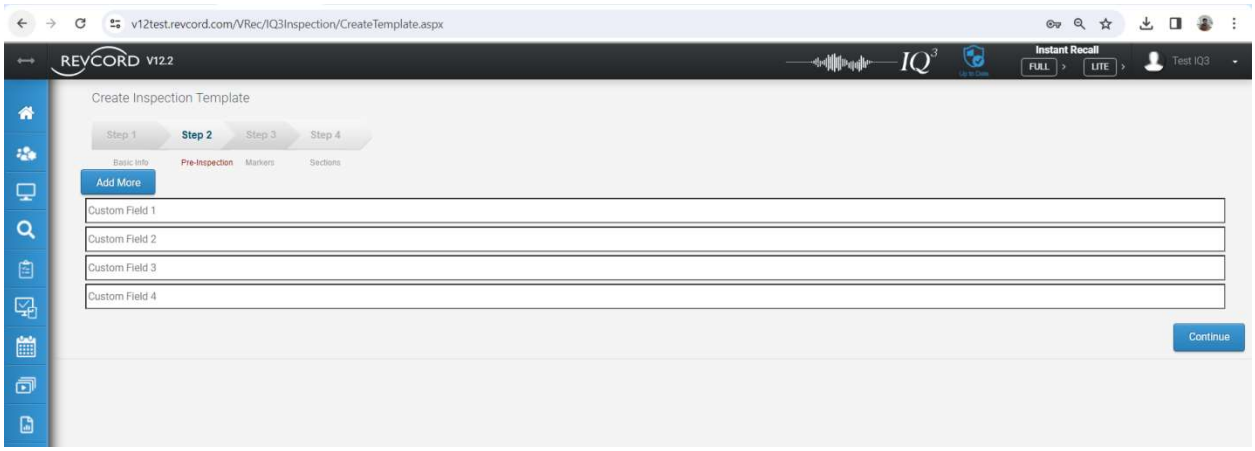
- Implement the ability to Create sections.

- On the user interface add a small line between two sections.




## Textual Questions / Custom Fields

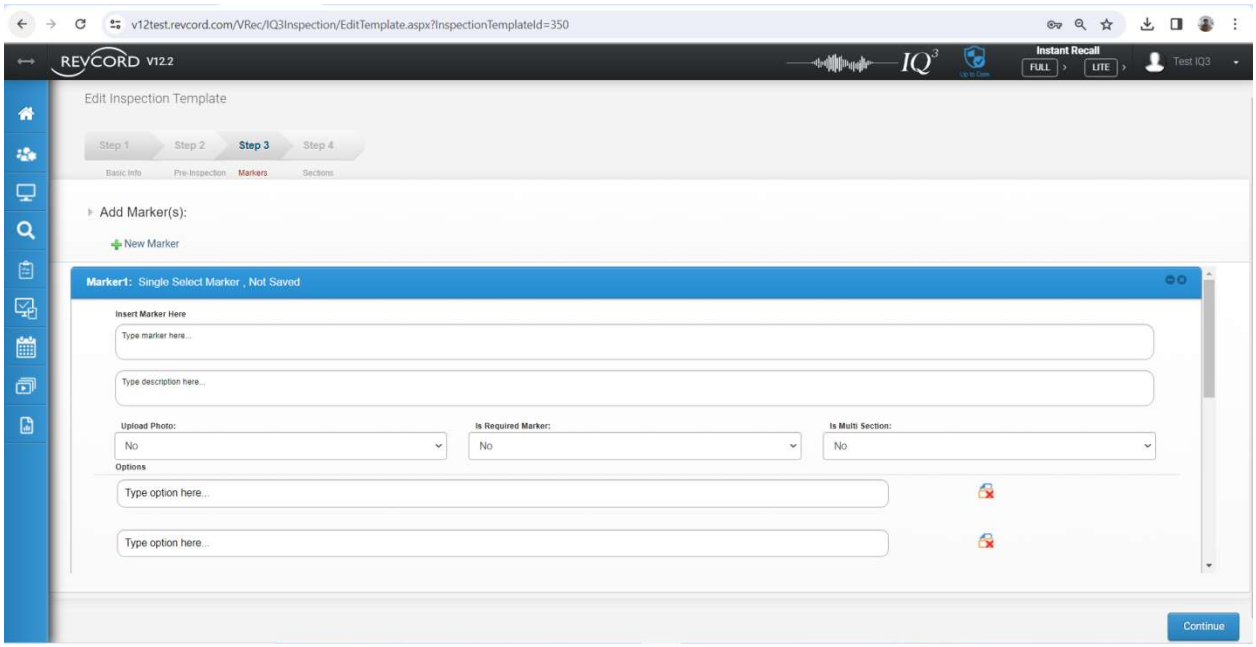
- Plain text-based question to be added at the time of inspection template creation.
- While events are in progress, text-based questions will come up and the inspector needs to answer the question.




## Single Choice Markers

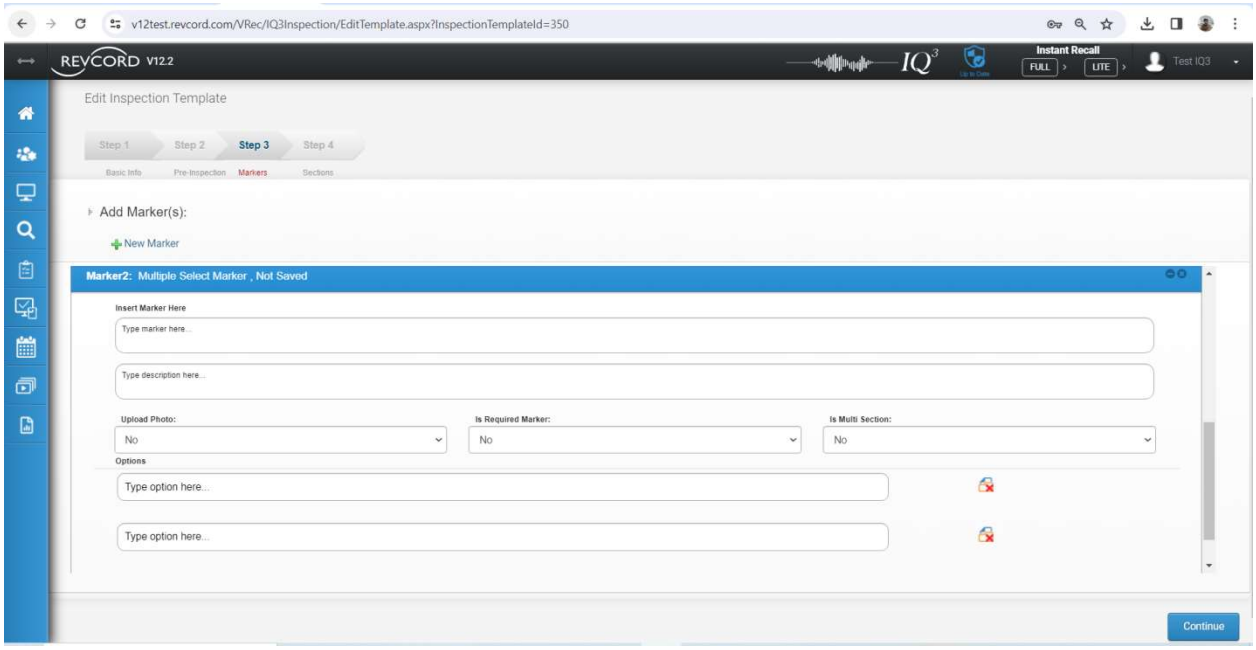
- Marker set title.
- Set of markers / Choices. At least two.
- Inspector needs to select at least one radio option while inspecting.
- A flag to upload photo, if enabled then app needs to upload the photo when answering this single choice marker.
- A flag to mark as repeating marker. If set to true, then this marker / single choice question may be added more than once while inspecting.

- Ability to associate with sections.



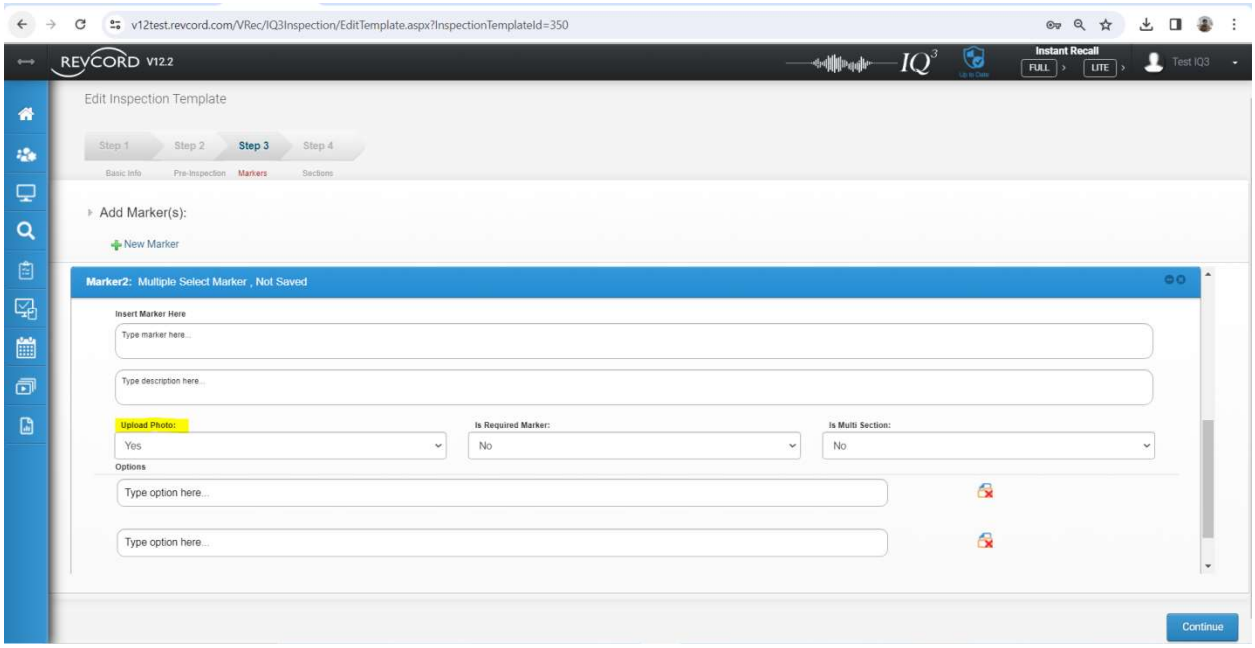

## Multiple Choice Marker

- Similar to single choice marker with the additional ability to select multiple markers / choices.
- Ability to set up Multiple Choice markers along with choices.
- Inspector needs to select at least one check box to record response against the question.
- A flag to upload photo
- A flag to mark as repeating marker.
- Ability to associate with sections.



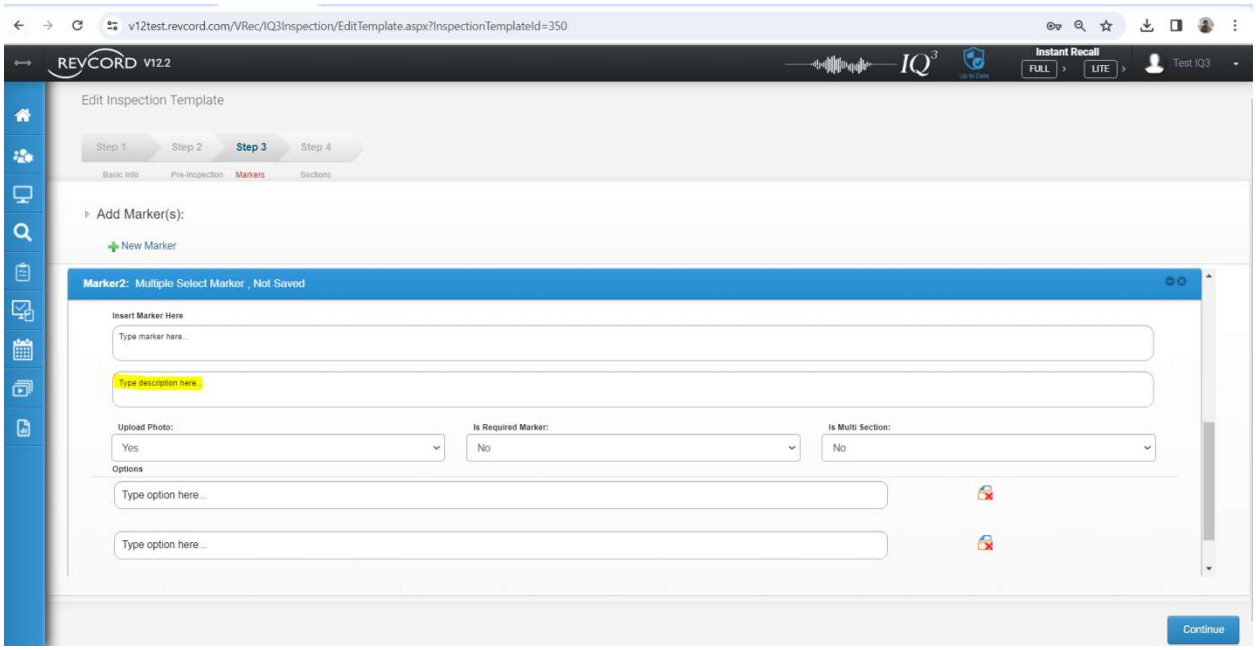

## Photo Markers

- A title needs to be added under the inspection template.
- When this marker is added during inspection, app users must take a certain photo of the inspection item.




## Description Title

- From the IQ3 inspection template, we need to associate description title with any type of marker (Single Choice, Multiple Choice, Photo Marker)




## *IQ3 Template Based Inspection*

a. Provision of system defined IQ3 Inspection templates.

b. Provision of the ability to set up custom IQ3 inspection templates. Grant permissions to admin and app users (inspectors) to set up their own templates for IQ3 inspection.
c. Implementation of the ability to share IQ3 inspection template among app users (inspectors) and the admin users can also share template with any of IQ3 app user.
d. Copy IQ3 inspection template from any of the remote tenancy. Admin function and specific to admin users only.
e. Access to app user's own templates and read only access to shared templates.
f. Implementation of the ability to create IQ3 inspection templates.
g. Ability to edit / modify User's own IQ3 inspection templates.
h. Ability to delete iq3 inspection templates.
i. Ability to list IQ3 inspection templates.

## *IQ3 Reports Template*

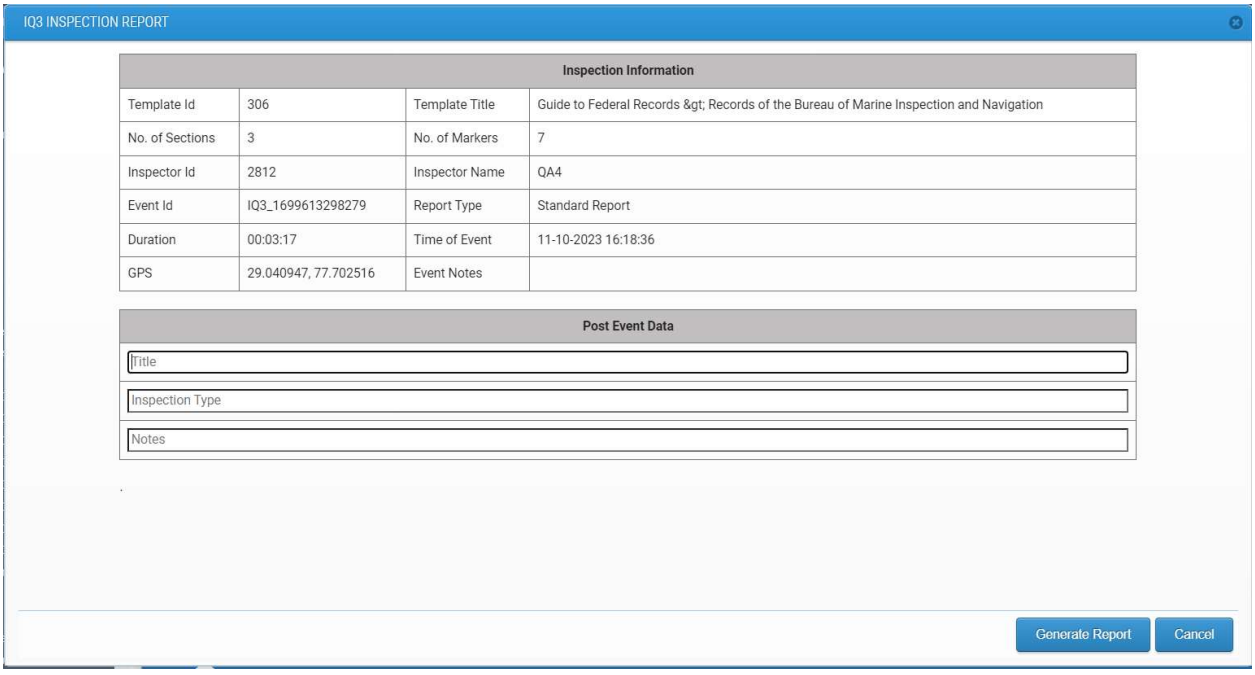
a. Provision of system defined IQ3 Report templates (At least one common template).

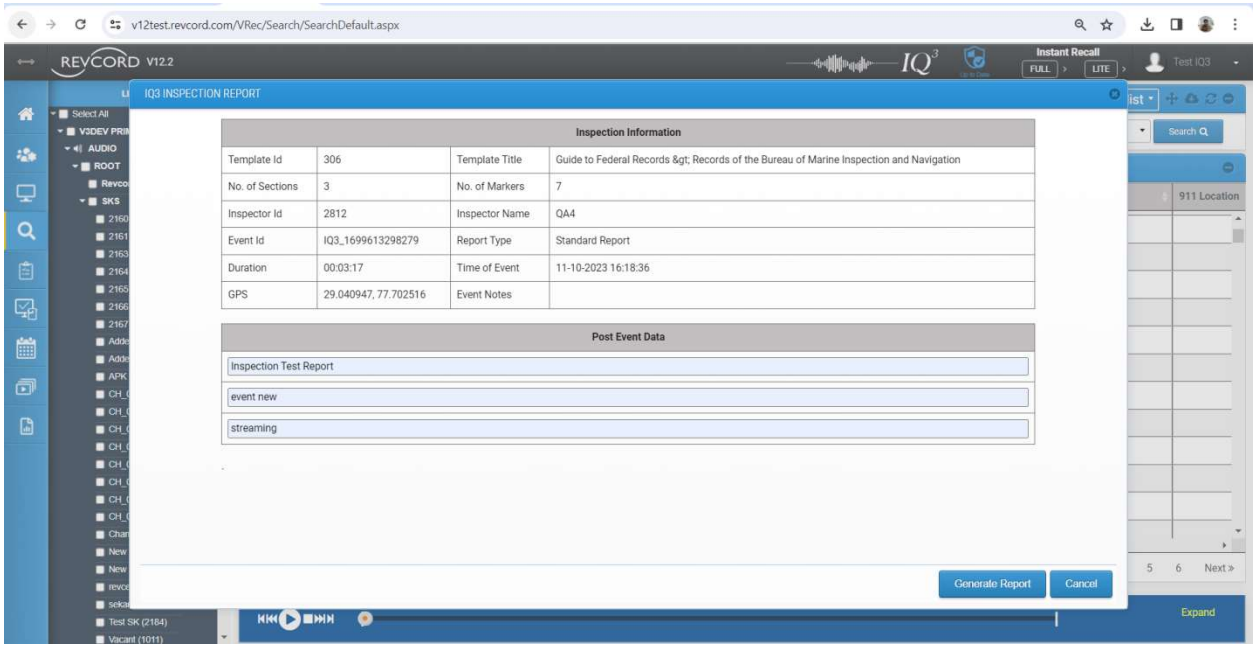
b. Provision of the ability to set up IQ3 report template.
c. Only app users will be able to setup / create IQ3 report templates.
d. Ability to list IQ3 report templates.
e. Implementation of the ability to create, modify and delete report template.
f. Restrict template modification once a template is used to generate IQ3 report for any event.
g. Reusability of the report template to generate as many reports as User wants.
h. Reusability of the report template to generate another template. This will provide quick report template generation.

## *IQ3 System Generated Reports*

a. Design and develop a tool with the ability to add multiple additional data along with the ability to select report template.
b. Ability to add multiple additional data (Notes, description, comments) while generating reports.

c. Impart entire additional data into the Report.
d. Impart IQ3 inspection data into the Report.
e. Generate Report in PDF






# USER COLUMN SETTINGS

The primary objective of this project is to grant the individual User the ability to manage his/her own column settings. However, the admin user is allowed to manage user column settings of his own account and other User's column settings as well

## MANAGE COLUMN SETTINGS

Existing manage column settings page has been extended to manage the column settings for both the modes.

1. For Logger
2. For IQ3 Only

### 1. LOGGER

For the logger case, Manage Column Settings allows the User to manage the column settings for the following pages

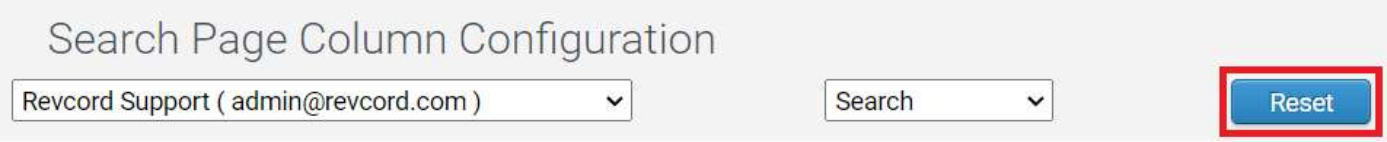
1. Search Page
2. IR Full Live Page
3. IR Full Recorded Page
4. IR Lite Page

### 2. IQ3 Only Mode

For the IQ3 Only Mode, The Search Page is the only column settings we support.

## Reset Column Model

This will reset the selected User's column model entirely to default column model. This is applicable to both Logger and IQ3 Only Mode.



## DIFFERENT VIEWS ON THE MANAGE COLUMN SETTINGS

### IQ3 ONLY MODE

Here the Admin and Non-Admin Users will have different views. The Admin User can manage column settings of other Users. Basic users will only be able to edit their own column settings.

---

## IMPORTANT POINTS

1. The column settings will be directly tied to the Super Admin User (User having usernum=1000)
2. If no column model is found, the system will automatically add the default column model for the respective User.

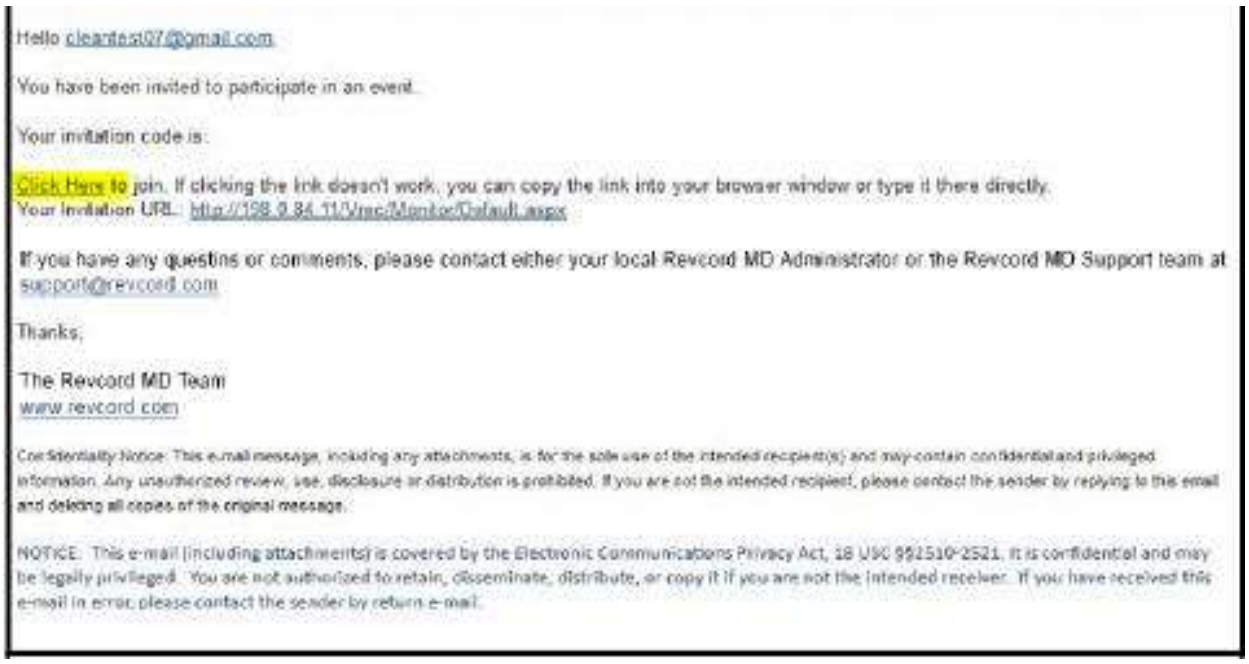
---

# WATCHING A LIVE EVENT

## OVERVIEW

Viewing a live Event is done with the monitor tab. With the monitor tab, the User can do several tasks. With the click of a mouse, the User can join and view any live Event, chat with other participants, and add bookmarks.

**Real-Time Monitor** allows a User to choose any other User or Group and view an Event in progress. This is an excellent quality control and/or training tool.
In MMS Version 12.0 the User can Monitor the live IQ3 Events.
In MMS Version 12.0 the IQ3 Users send text messages and Audio Conferences from the Monitor page for live Events. The Users can join the Audio and Text Conference. The IQ3 Users with Monitor page rights will be notified/will receive email invitations.



Hello cleantest07@gmail.com

You have been invited to participate in an event.

Your invitation code is:

Click Here to join. If clicking the link doesn't work, you can copy the link into your browser window or type it there directly.
Your Invitation URL: http://198.9.84.11/Vrec/Monitor/Default.aspx

If you have any questins or comments, please contact either your local Revcord MD Administrator or the Revcord MD Support team at support@revcord.com

Thanks,

The Revcord MD Team
www.revcord.com

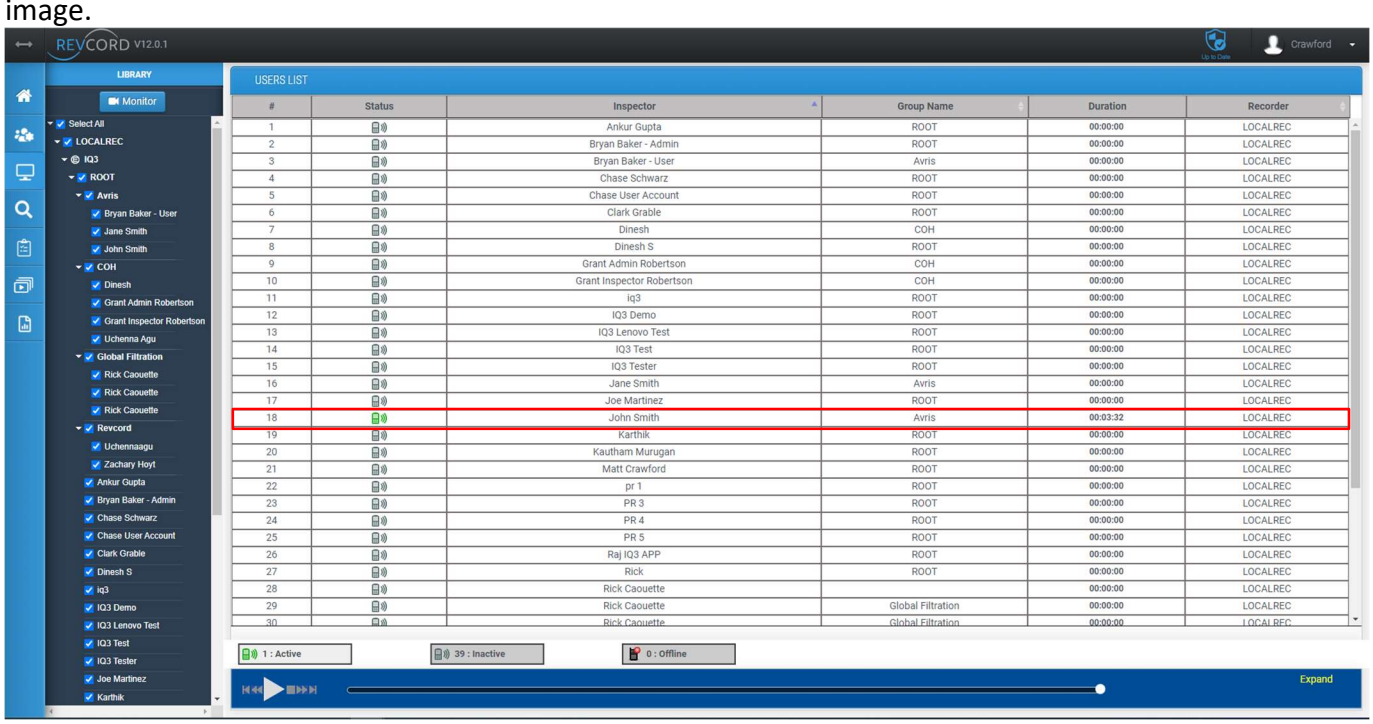
Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by replying to this email and deleting all copies of the original message.

NOTICE: This e-mail (including attachments) is covered by the Electronic Communications Privacy Act, 18 USC §§2510-2521. It is confidential and may be legally privileged. You are not authorized to retain, disseminate, distribute, or copy it if you are not the intended receiver. If you have received this e-mail in error, please contact the sender by return e-mail.

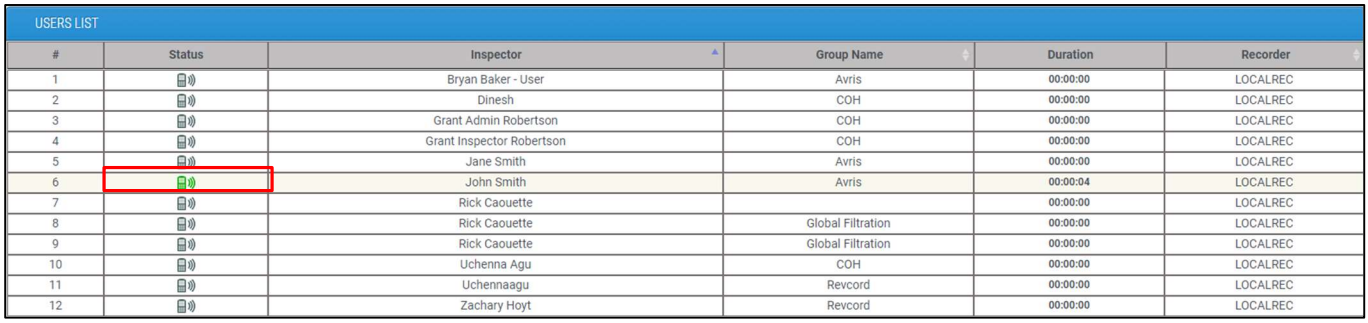
After clicking on the **Click Here** link from the email, the User will be redirected to the Revcord Live Video Player, the User can view the Live Event and they can communicate through text, audio, and video.

After entering the login credentials the User can view Live Events from the Monitor page. (The Users with Monitor page rights can access the IQ3 Live Events. The User must have Monitor page rights to view a Live IQ3 Event.

The Event will be highlighted on the Monitor page. Please see the highlighted portion of the following image.



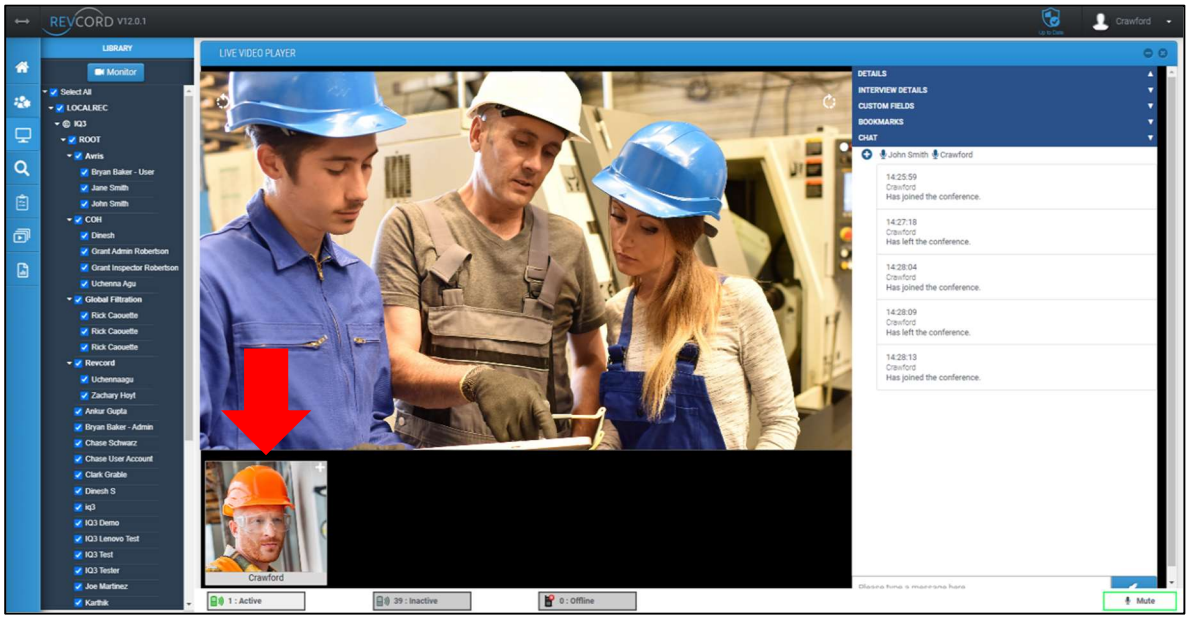

The User must click the highlighted Event icon to View/Join the Live Event. The User will need to allow the Microphone to join an Audio Conference.



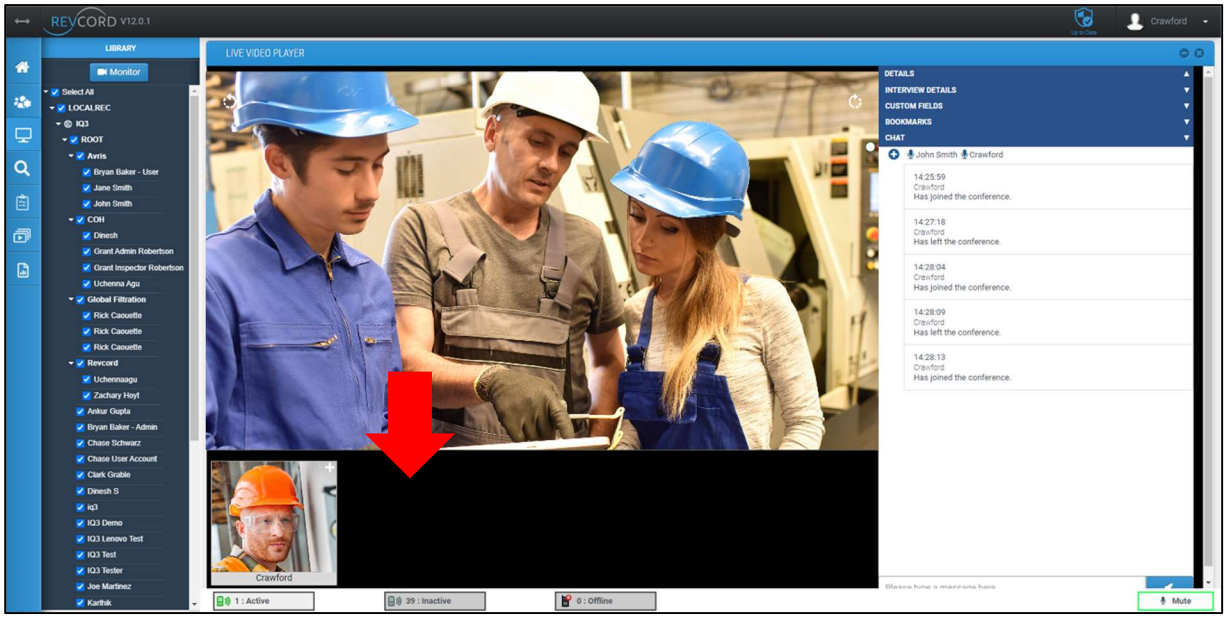

The User will need to allow the Microphone and Webcam access to join in the two-way Video Conference. The participants in the Video/Audio Conference will be shown in Video Panels/Chat Window on the player.

Both are in the Audio Conference for the Live Event. And the members joining in the Event will be notified in the App and WebUI Chat panel and Video panels on the Live Video Player.

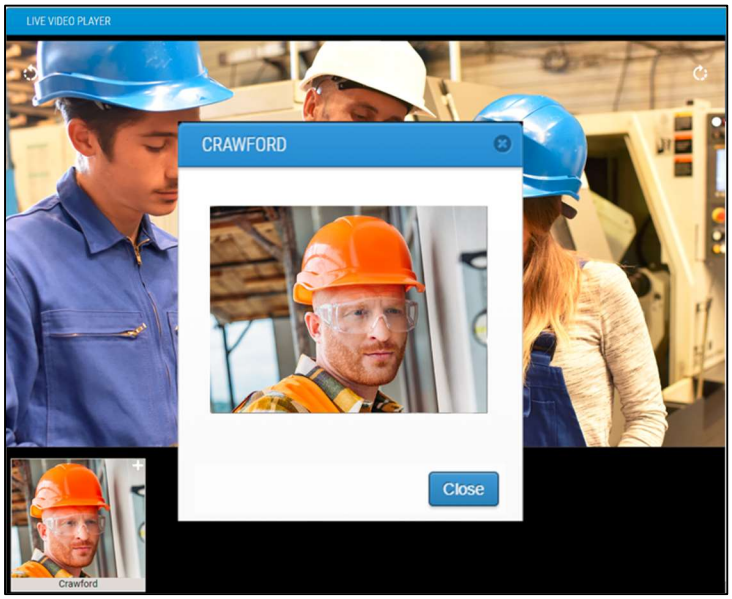
1. Local Webcam will be shown in the first container (Video Gallery)




2. Participants' videos will be shown on the adjacent video panels. These panels will become visible as Users join




3. If you click the "Plus Icon" at the top right, the pop-up will open and the video will play there.




4. If the Participant has joined the Conference and has no webcam, then the default image will be shown in the video panel.

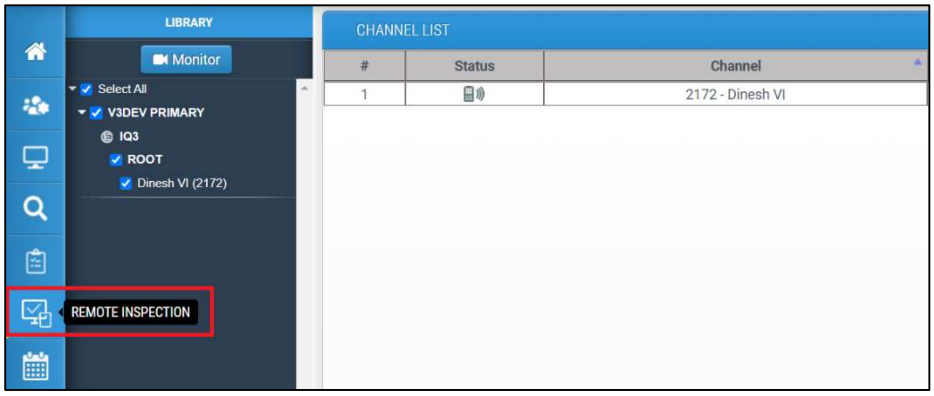
# REMOTE VIDEO INSPECTION (RVI)

## MOBILE BROWSER HOSTED REMOTE INSPECTIONS

RVI utilizes a Web Page with streaming and conferencing capabilities. The MMS User can invite the remote Users through Mobile Number or Email. An Invitee will open the Link sent to their device and begin collaboration with the inspector.

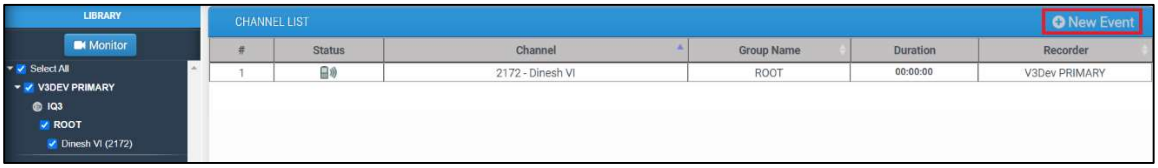
## STARTING AN RVI EVENT

Select Remote Inspection from the Menu

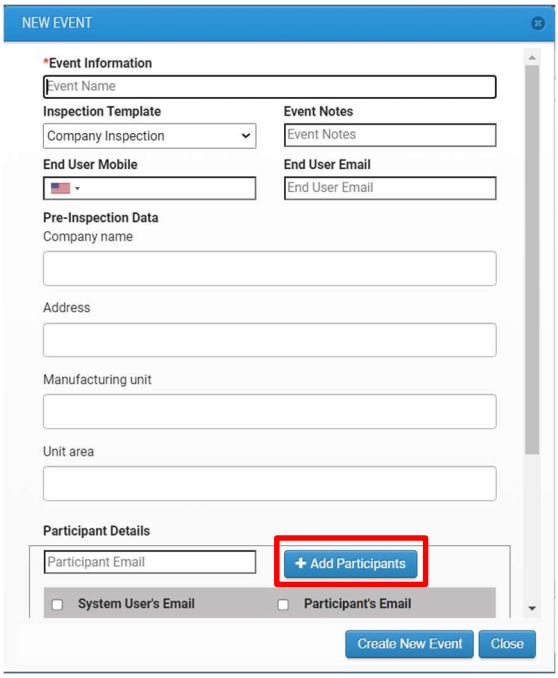



## MMS (REMOTE VIDEO INSPECTION– ON DEMAND RVI)

1. From the Remote Inspection tab, the inspector will select New Event. The User will enter in the event details and invitee phone number or email.

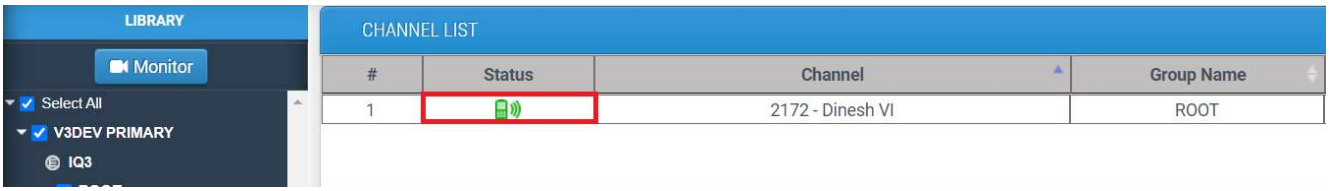


MMS Users can be added as participants to the Event. Once End User and Participants are entered, Create New Event can be selected.




The End User will receive an invitation link through SMS Message and/or Email. Clicking the Link will open the RVI web page, from this point the End User will be able to select "Go Live" and the Event will begin.

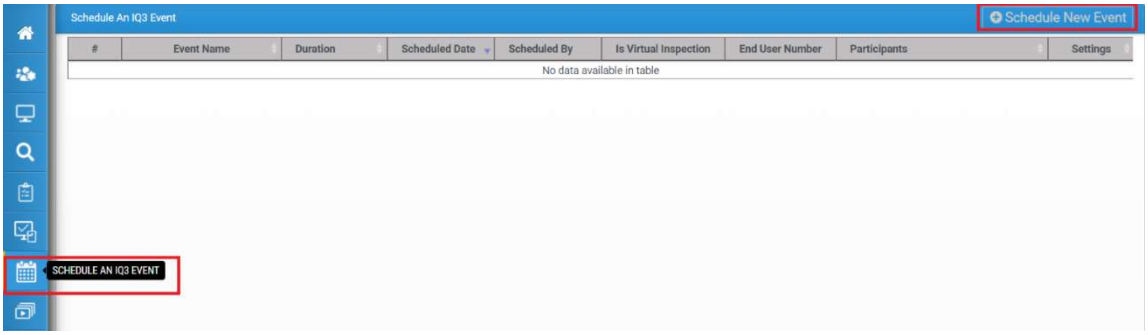
Once an RVI event is live the status icon turns green. Double clicking this green icon will open the Event, at this point the MMS User will guide the End User through the Event, adding markers as needed in the MMS.



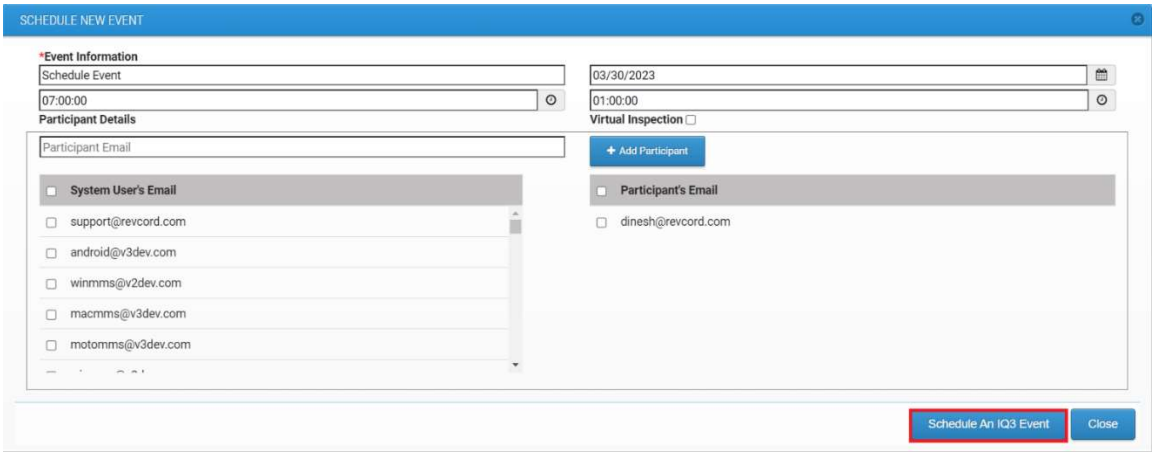

# SCHEDULE IQ3 EVENT

## TO SCHEDULE IQ3 EVENT

Click Schedule an Event from the Main Menu and Click Schedule New Event.

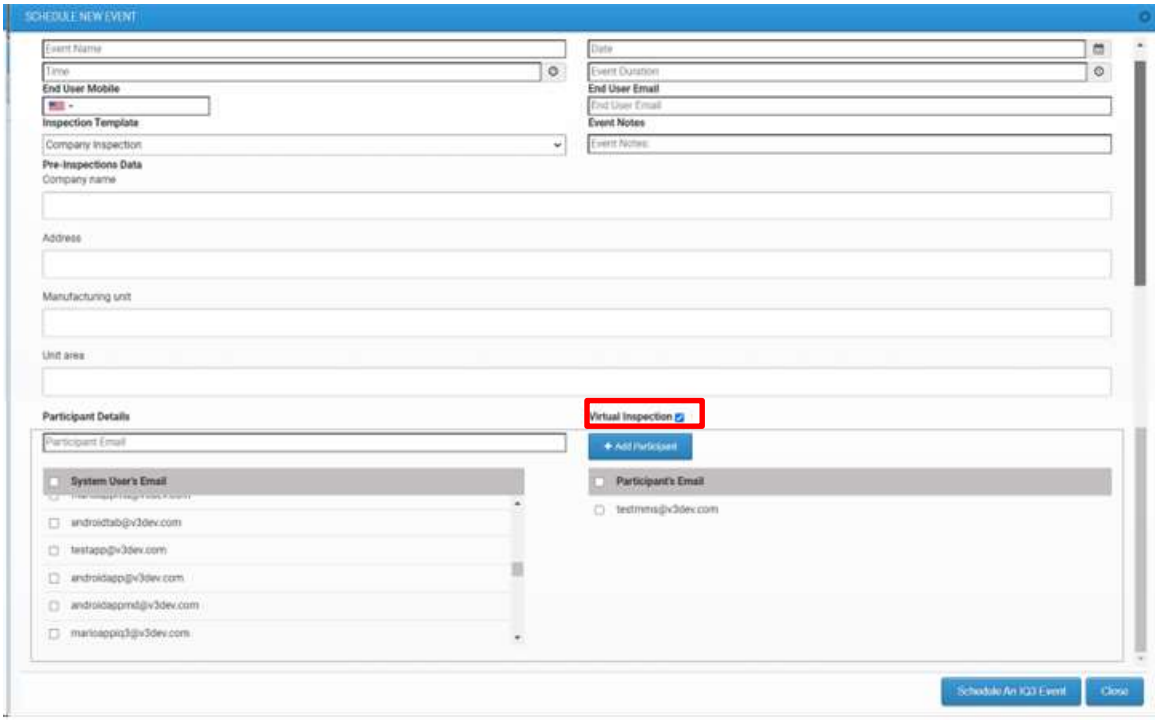



Enter the Event Details and Participants and select Schedule An IQ3 Event




## TO SCHEDULE RVI

After entering the Event Information, select the "Virtual Inspection" box. When selected, the User will be able to fill out the Custom Fields associated with their account and add a phone number or email to invite the End User.




# PLAYING BACK AN UPLOADED EVENT

## THE SEARCH TAB

### OVERVIEW

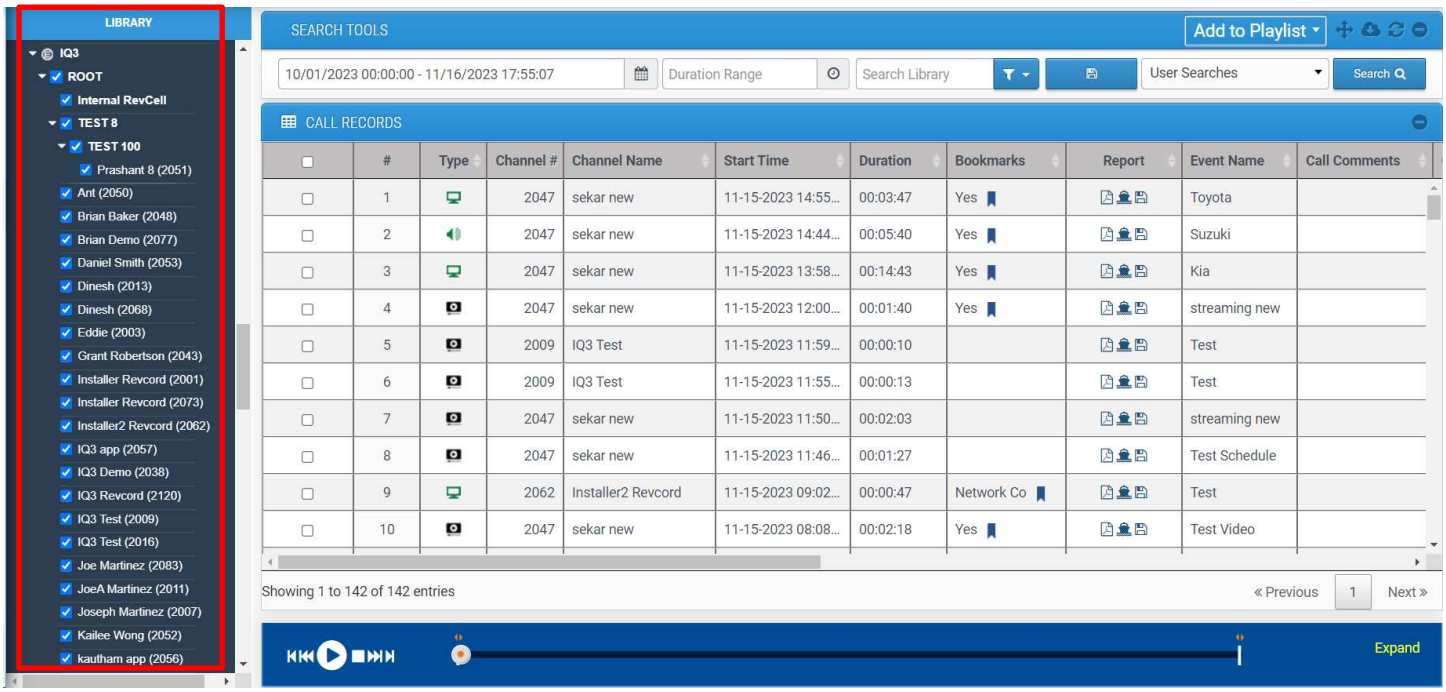
Extensive search parameters allow you to request a wide range of Events. Your search may be as specific or as broad as you like. Events are searchable by several criteria, including User, Date, Time, Bookmarks, Comments, or any other criteria that is a named column. Once you retrieve the desired Event(s), you may view the Event(s) and control the playback or add the Event(s) to a playlist. To access the Search Screen, click on the Search Tab at the Main Menu.

### IQ3 FEATURES IN SEARCH PAGE

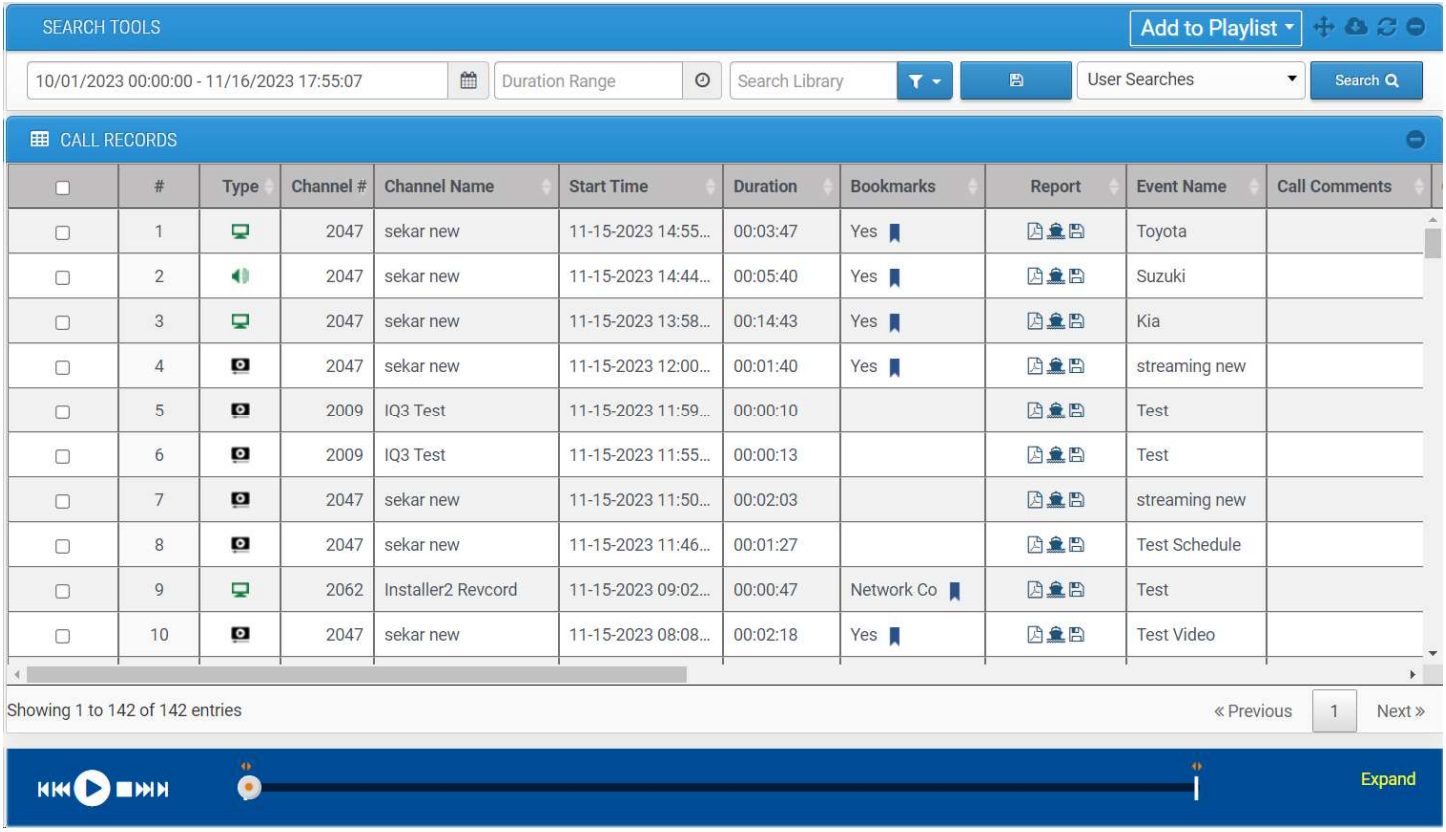
1. In the Search page the IQ3 Events will have icons displayed for Video Events and for Audio Events
2. The Event Name, GPS Data (If the Event is uploaded with location) and Bookmarks will be displayed on the Search page
3. IQ3 Bookmarks – If you hit the icon under the Bookmarks tab for an Event then a pop-up window will be displayed with the list of added bookmarks.
4. Save IQ3 Events – The User can save the IQ3 Audio and Video Events only by using the Playlist.

## SEARCH BASICS

The Search Screen comes up by default upon login. It is divided into five areas. The first area to the left is the Group/User dropdown tree. This gives you the ability to search by Group or individual Users. You can drill down to subgroups or individuals.



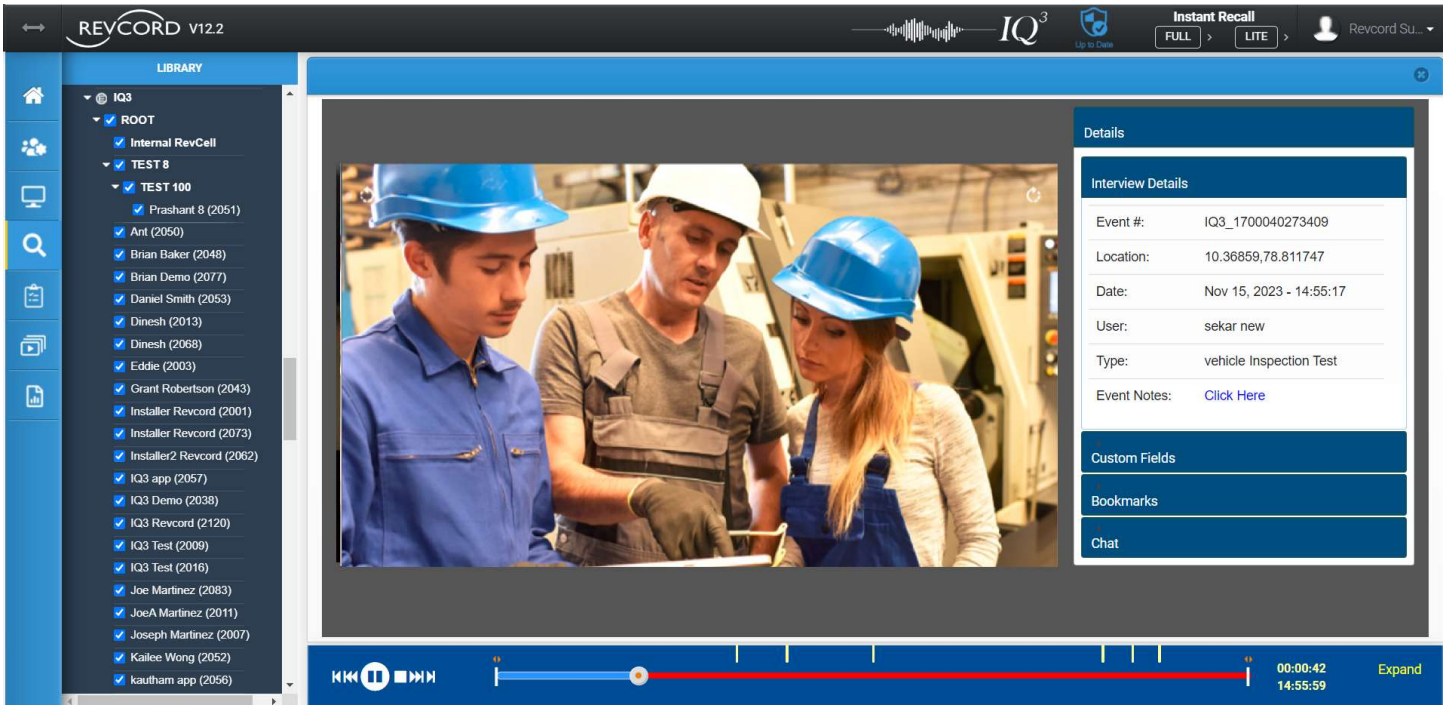
The second area displays the recorded IQ3 Events along with textual information and metadata from a performed search.



# IQ3 EVENT PLAYBACK

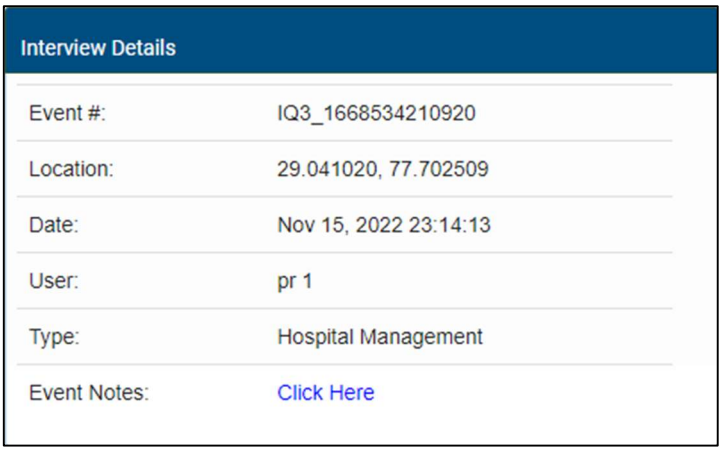
Once you find the Event on the search page that you wish to playback, double click on the first column on the line and the Event will begin to playback automatically. If you would like to select multiple Events, you may do so by checking the box next to each line. The system will only play one Event at a time and in the order that you select them. The current selection will become dark blue while the others stay as it was. Once the current selection has finished playing, the next Event in line will begin.

From the WebUI, the User can view/playback the IQ3 Events in normal and in full-screen mode. The Event playback will have the following details about the Event

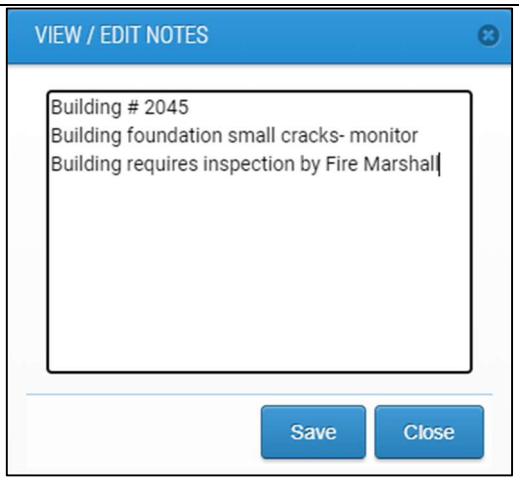


## INTERVIEW DETAILS

Interview details have the following information about the IQ3 Event:



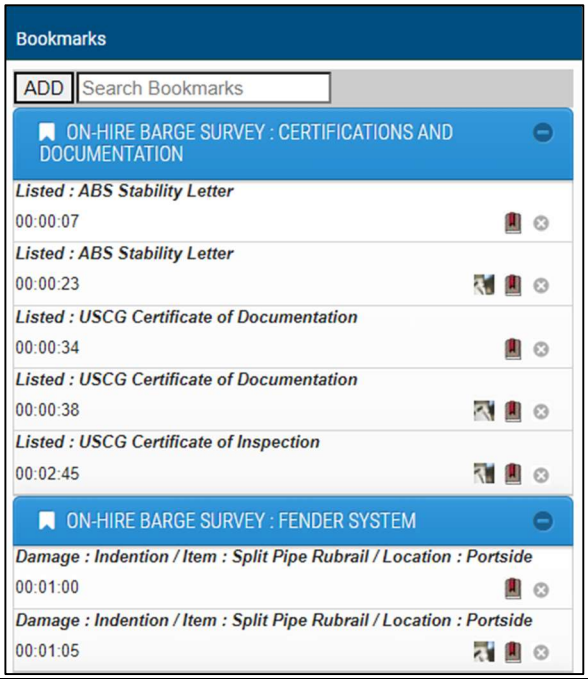

1. Event #
2. Location:
3. Date:
4. User:
5. Type:
6. Event Notes: To view the Event Notes the User should hit the "Click Here" option. A pop-up will open and the User can view/edit the Event Notes.



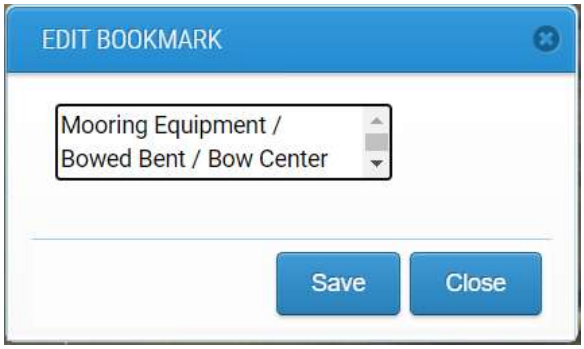
## BOOKMARKS

The Event playback will have the added Bookmark information.
The 'Bookmarks' will have the list of markers that were added during the Event recording.

1. By clicking the Bookmark – It will start playback at the time where the Bookmark was added.
2. In addition to this, the User can 'Add' a new book to the Event.
3. The User can Add Bookmark Notes by clicking the ADD icon.




4. The User can 'Edit' Bookmark Notes by clicking the Bookmark icon.
5. The User can 'Delete' the bookmark by clicking on the icon.




6. The User can add a bookmark with a right-click on the central slider knob. To add bookmarks on a playback Event at a specific location, please right-click on the middle knob of the slider or anywhere on the red-colored bar. A pop-up will appear, enter bookmark text, and Click the on save button from the pop-up to save the bookmark. Bookmark text is limited to 300 characters

# THE REPORTS TAB

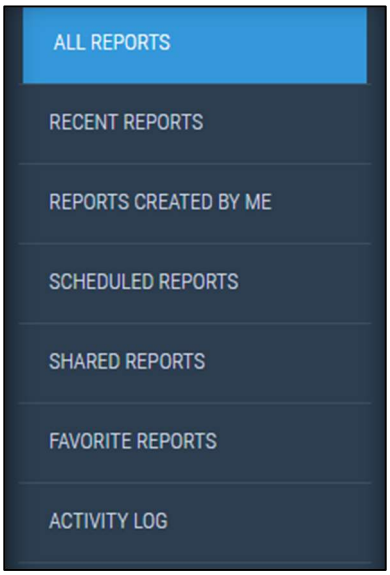
## OVERVIEW

A Report is a text or graph presentation of data. It is a result of systematic observation and analysis. This feature works in conjunction with the powerful search capabilities of the Revcord MMS. Use the Reports feature to generate reports and graphs based on any given search of the database. This information can then be used to monitor User activity, track efficiency, study trends, etc. Revcord collects the information from the SQL database and creates Excel spreadsheets, Word documents, PDFs, and graphs to illustrate the data. In addition, this database is available to Users of programs like Crystal Reports. Advanced and QA Evaluation reports are available to those Users who have access rights assigned by the Administrator.

## REPORTS UPGRADE

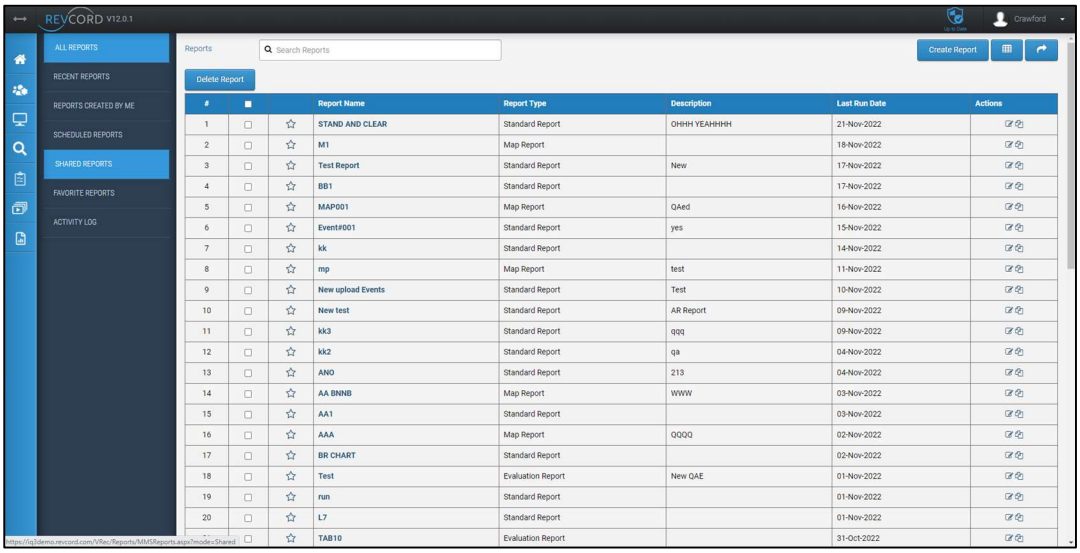
An upgrade of the Event Reports and QA Reports was made to provide a cleaner and more aligned format that is better suited for printing. Enhancements added to export reports include the Map Report. Preconfigured Reports will give Users the ability to save a report configuration to run later. Scheduled reports will give Users the ability to run reports automatically at a specific time, saved to a local directory or emailed. And you will also have the ability to run IQ3 integration reports.

## REPORTS CATEGORY



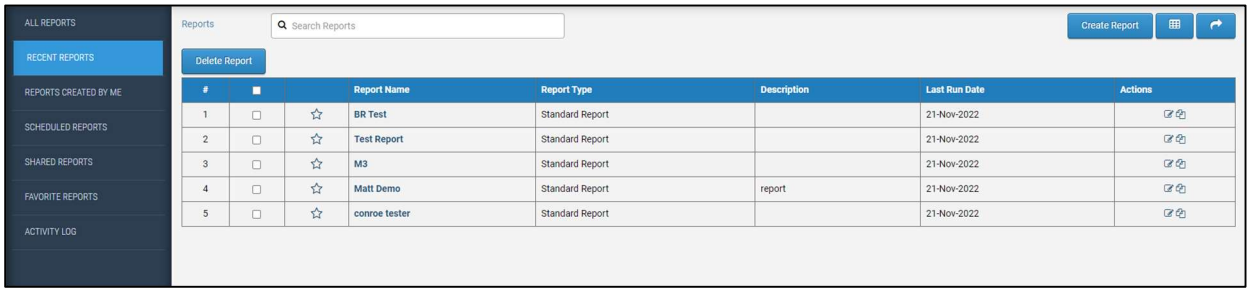
# ALL REPORTS

It will show all reports that have been saved on the Entire System and is not specific to a User.



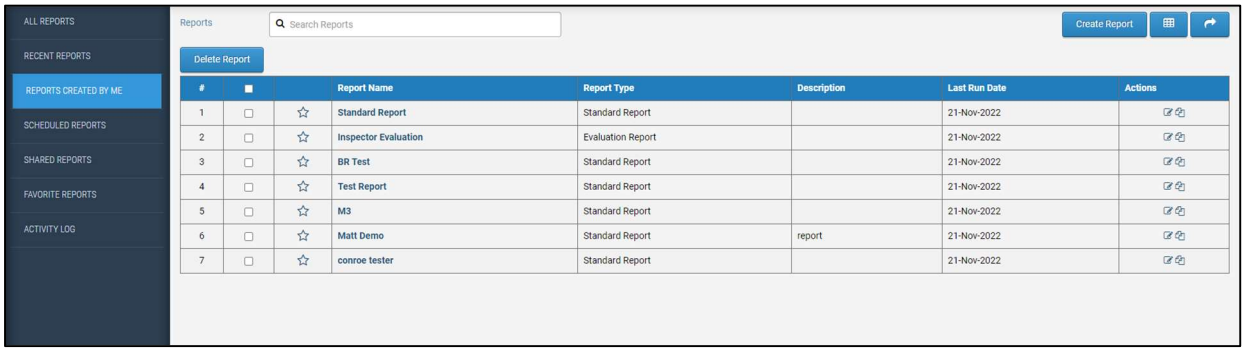

## RECENT REPORTS

Will show all recent reports run by the User in the last 7 days.




## REPORTS CREATED BY ME

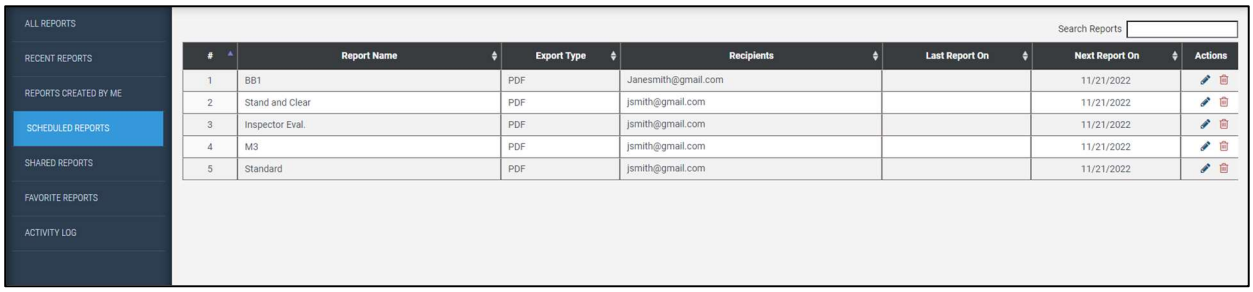
"Reports Created By Me" are custom reports that have been created by the active User.


ALL REPORTS
RECENT REPORTS
REPORTS CREATED BY ME
SCHEDULED REPORTS
SHARED REPORTS
FAVORITE REPORTS
ACTIVITY LOG
Reports
Search Reports
Create Report
Delete Report
# | Report Name | Report Type | Description | Last Run Date | Actions
1 | Standard Report | Standard Report | | 21-Nov-2022
2 | Inspector Evaluation | Evaluation Report | | 21-Nov-2022
3 | BR Test | Standard Report | | 21-Nov-2022
4 | Test Report | Standard Report | | 21-Nov-2022
5 | M3 | Standard Report | | 21-Nov-2022
6 | Matt Demo | Standard Report | report | 21-Nov-2022
7 | conroe tester | Standard Report | | 21-Nov-2022

## SCHEDULED REPORTS

Scheduled Reports are All Reports that have scheduling enabled.

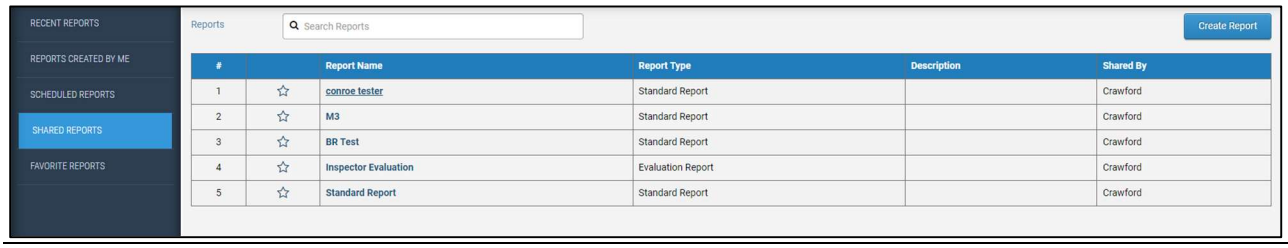
1. The schedules for the Report will be available in the Scheduled Reports section.




## SHARED REPORTS

A User can share reports with other Users

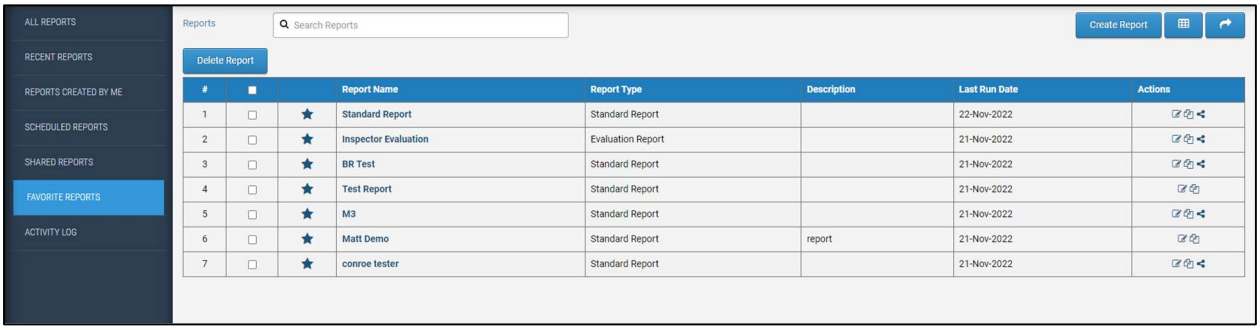
1. To share a Report, please select a row and click Share Button in the top right of the screen.
2. Shared Reports will be available to the Users under the Shared Reports tab.



## FAVORITE REPORT

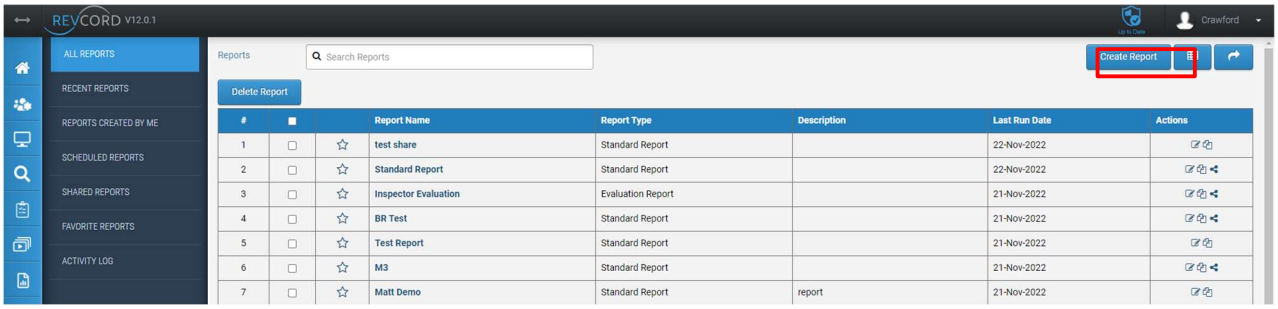
Shows all viewed reports.

1. To mark a report Favorite, please click on the Star in the table row.
2. Similarly, to remove from Favorite or mark as Unfavorite, please click on the Star in the table row.




## NEW REPORT

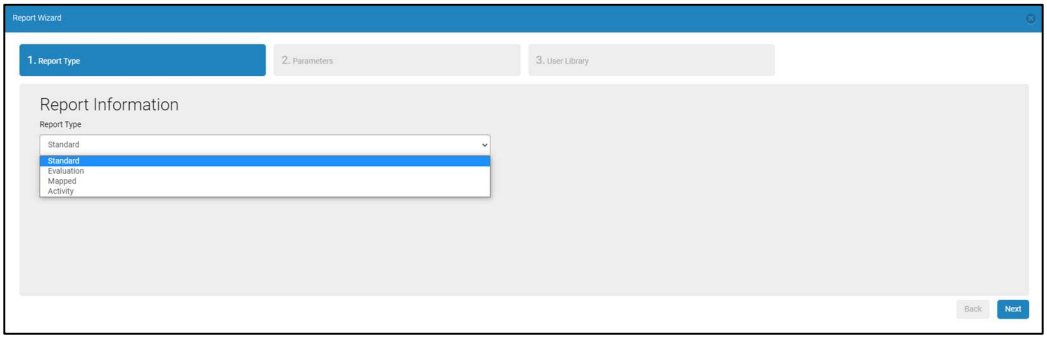
Create a new report by choosing the report type and its parameter. Report types are standard, Evaluation, mapped, and Activity



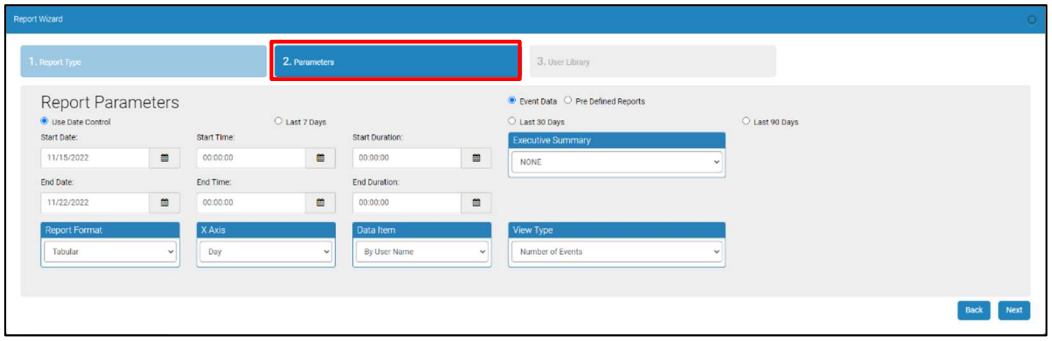
## STANDARD REPORTS

The Reports Menu allows you to search the Revcord database and display those results. Generated reports are used to analyze Event activities and trends.

1. Click on the Reports Menu in the Main Menu.
2. Click on the Create Report button.
3. From the Report wizard Select Standard Reports from the drop-down and click the next button.

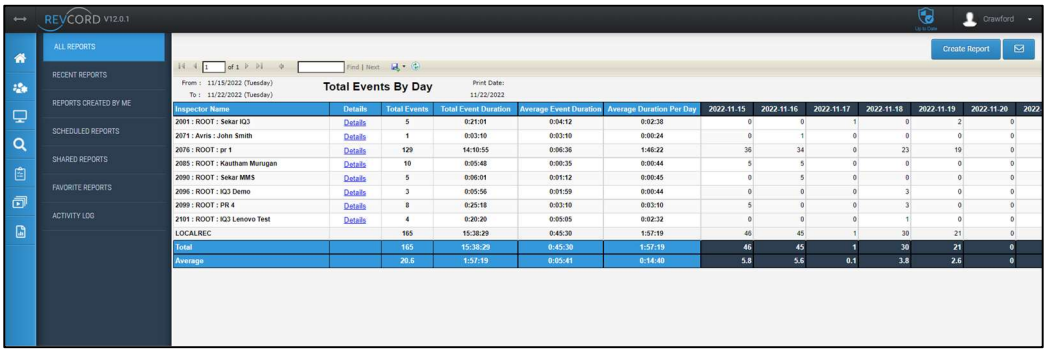



4. Select Report Parameters




5. User Library - On the left side of the page you can see a tree menu. By default, you will get the result of all Users. If you want to have results of a particular User, then select that User from the left tree menu and click the Next button.

6. Enter the Report Name and comments(optional) and Click 'Save and Run' if you want to save the Report or click 'Run'. If you wish to save the Report for later without running, hit 'Save'.




# REPORT PARAMETERS

## REPORT FORMAT

By classification, three types of reports are provided to generate reports and graphs: Reports (Excel), Bar Chart, and Pie charts.

## X-AXIS (HORIZONTAL)

This parameter works for graphical reports. If you want to view reports as a bar chart or as a pie chart, then parameters selected under the x-axis drop-down will become the x-axis of the selected bar/pie chart. An X-Axis Item can be "Day", "Month Weekday", "Month", "Week", "Day", and "Hour".

## DATA ITEM

To use the Data Item parameter to search the database and display records according to a given parameter. A Data Item can be "By Username", "By Group", or "Total".

## VIEW TYPE

A User can view reports by selecting either "Number of Events", "Event duration", "Average Event Duration" or "All in One" parameters. The selected parameter from the View Type drop-down will be displayed in the Last column of the Report Summary.

### DATE

Set the Start and End dates to create reports accordingly. The generated Report will have results in the range of Start and End dates.

### EXECUTIVE SUMMARY

An executive summary, sometimes known as a management summary, is a short report, produced for business purposes. It summarizes a longer report, in such a way that readers can rapidly become acquainted with a large body of material without having to read it all. You can create an Executive Summary according to the given criteria with a single click. You can create a report for today, yesterday, this week, last week, this month, last month, this quarter, last quarter, year to date, and last year.

### TIME

Set the Start and End times to generate reports accordingly. The generated Report will have results in the range of Start and End times. Users can select any time span. The Report will have those Events which were recorded in the given time range.

### DURATION

You can also search Events based on Duration. This feature gives the User increased flexibility in Event searching. You can enter a specific time duration and get your desired results. Enter the minimum and the maximum duration in the correct text fields. A report will be generated based on the given duration criteria.

### TALK TIME

Some predefined talk times are given. You can select any one of the given talk times and perform the search accordingly. The Report summary will have data that fulfills the given talk time criteria.

# TYPES OF STANDARD REPORTS

The Revcord reports module provides three different types of reports. Users can create tabular Excel reports, bar charts, or pie charts. Charts are easier to analyze compared to tabular reports.

### TABULAR REPORTS (EXCEL)

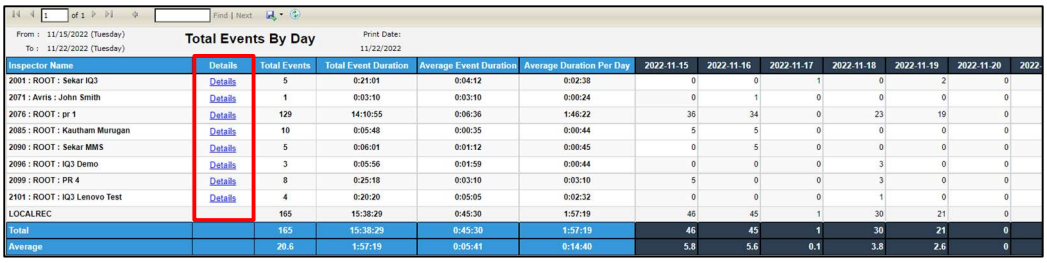
1. Click on the Reports Tab in the Main Menu

2. Choose the input, User, or Group that you wish to analyze from the tree menu on the left side of your screen.
3. Select which type of Report you would like to generate. If you wish to generate a bar chart, click on the Bar Chart from the "Report Type" drop-down menu.
4. Select the data item type: Username, Group, or Total.
5. Select view type: Number of Events, Event Duration, Average Event Duration, or all in one.
6. To select the date, click on the Start/End text box, and a calendar will appear. Enter a start date, and end date, and the search will generate all the Events created during that period.
7. To search a specific time frame, enter the start and end times. You may highlight the numbers and type them in, or you may arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will bring back every Event during the dates specified.
8. You may also select specific Event durations. For example, if you want to search all Events that last between 1 and 3 minutes.
9. Once you have entered the desired criteria, click the "View Report" button at the bottom of the Report Menu.

**Note**: Depending on your system and internet connection speed, processing a large amount of data may take a while.

## Ability To Playback Events In Standard Report

The ability to playback in advanced reports has been implemented. You can find a Details link on the generated Report. Clicking on the details Link will list the detailed Events in a pop-up window along with the ability to playback the file.

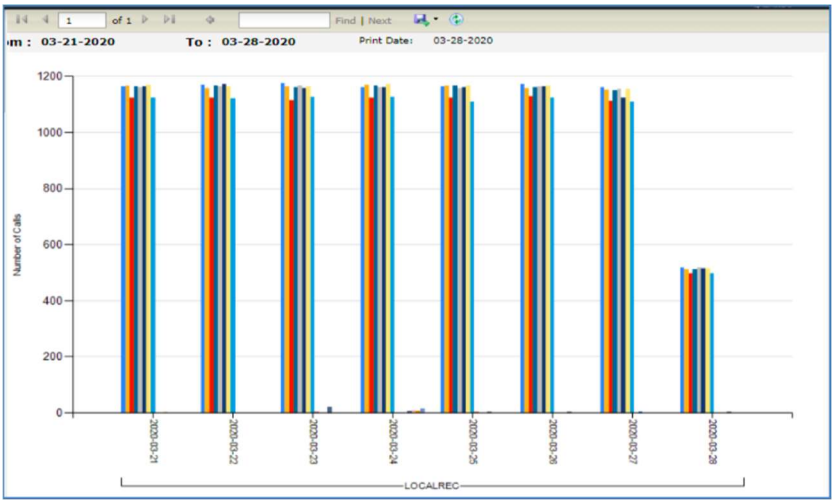


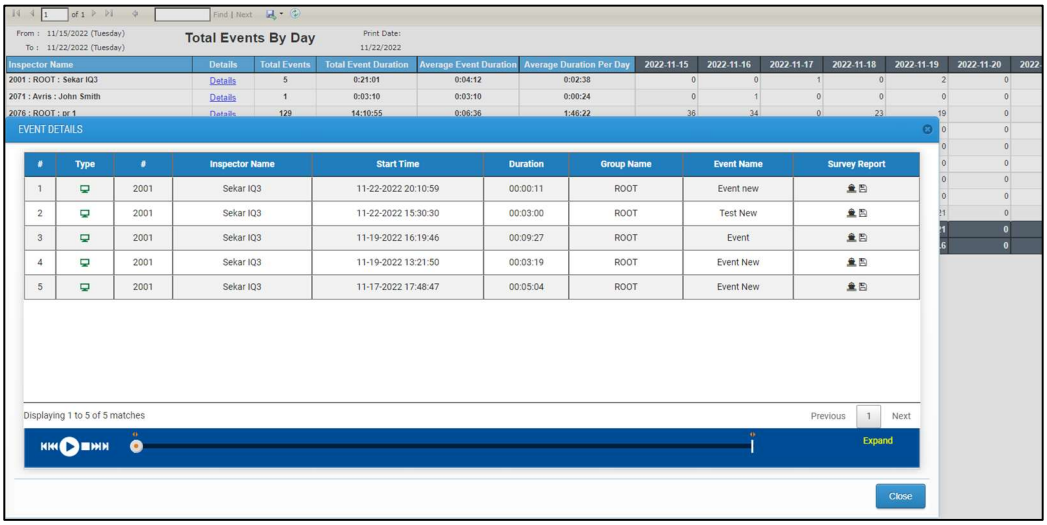
From : 11/15/2022 (Tuesday)
To : 11/22/2022 (Tuesday)

**Total Events By Day**

Print Date: 11/22/2022

| Inspector Name | Details | Total Events | Total Event Duration | Average Event Duration | Average Duration Per Day | 2022-11-15 | 2022-11-16 | 2022-11-17 | 2022-11-18 | 2022-11-19 | 2022-11-20 | 2022 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2001 : ROOT : Sekar IQ3 | Details | 5 | 0:21:01 | 0:04:12 | 0:02:38 | 0 | 0 | 1 | 0 | 2 | 0 | |
| 2071 : Avris : John Smith | Details | 1 | 0:03:10 | 0:03:10 | 0:00:24 | 0 | 1 | 0 | 0 | 0 | 0 | |
| 2076 : ROOT : pr 1 | Details | 129 | 14:10:55 | 0:06:36 | 1:46:22 | 36 | 34 | 0 | 23 | 19 | 0 | |
| 2085 : ROOT : Kautham Murugan | Details | 10 | 0:05:48 | 0:00:35 | 0:00:44 | 5 | 5 | 0 | 0 | 0 | 0 | |
| 2090 : ROOT : Sekar MMS | Details | 5 | 0:06:01 | 0:01:12 | 0:00:45 | 0 | 5 | 0 | 0 | 0 | 0 | |
| 2096 : ROOT : IQ3 Demo | Details | 3 | 0:05:56 | 0:01:59 | 0:00:44 | 0 | 0 | 0 | 3 | 0 | 0 | |
| 2099 : ROOT : PR 4 | Details | 8 | 0:25:18 | 0:03:10 | 0:03:10 | 5 | 0 | 0 | 3 | 0 | 0 | |
| 2101 : ROOT : IQ3 Lenovo Test | Details | 4 | 0:20:20 | 0:05:05 | 0:02:32 | 0 | 0 | 0 | 1 | 0 | 0 | |
| LOCALREC | | 165 | 15:38:29 | 0:45:30 | 1:57:19 | 46 | 45 | 1 | 30 | 21 | 0 | |
| Total | | 165 | 15:38:29 | 0:45:30 | 1:57:19 | 46 | 45 | 1 | 30 | 21 | 0 | |
| Average | | 20.6 | 1:57:19 | 0:05:41 | 0:14:40 | 5.8 | 5.6 | 0.1 | 3.8 | 2.6 | 0 | |




## BAR CHARTS

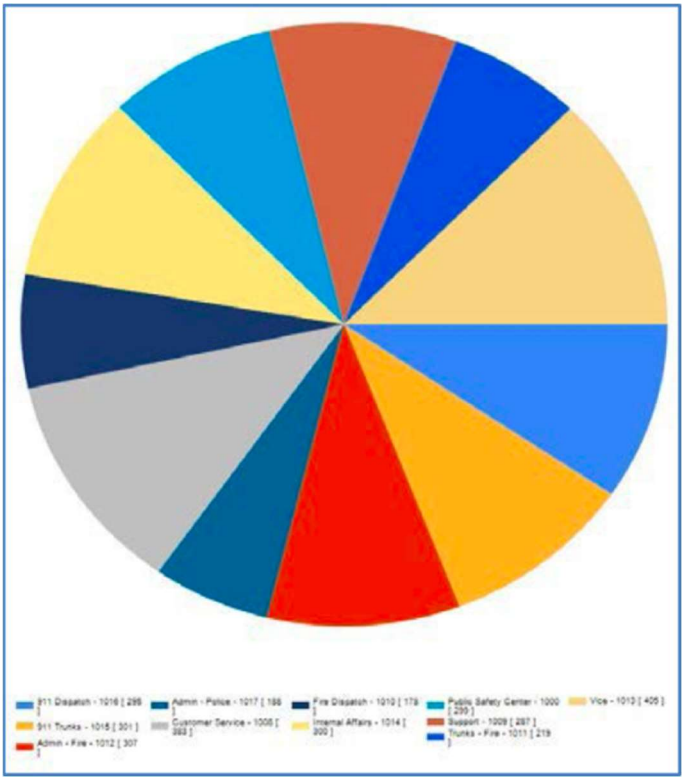
The same information may be viewed in various types of charts. A chart is a visual representation of data, in which the data is represented by symbols such as bars in a bar chart or lines in a line chart, or sections in a pie chart. Revcord's Standard Reports provide a powerful feature to display reports pictorially using Bar charts and Pie charts. You can easily generate graphs using Standard Reports. The graph displays colors for each User and charts the number of Events per day.

1. To generate charts, select the Bar chart or Pie chart from the "Report Type" dropdown.
2. Select the X-axis type: Day, Month, Week Day, Month, Week Day, or Hour.
3. Select View Type for the Y-axis: Number of Events, Event Duration, and Average Event Duration.

4. Select the data item type: By Username, By Group, or by Total
5. To select the date, click on the Start/End date text box, and a calendar will appear. Enter a start date and an end date, and the search will generate all of the Events made during that period.
6. To search for a specific time frame, enter the start and end times. You may highlight the numbers and type in the time, or you may arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will bring back every Event during the dates specified.
7. You may also select specific Event durations. For example, if you want to search all Events that last between 1 and 3 minutes.
8. Once you have entered the desired criteria, click on the "View Report" button at the bottom of the page.

## PIE CHARTS

A pie chart is a circular chart divided into sections, illustrating proportion. In a pie chart, the arc length of each sector is proportional to the quantity it represents. The pie chart is perhaps the most widely used statistical chart in the business world and the mass media.



1. To generate pie charts, select Pie chart from the "Report Type" drop-down menu.
2. Select the X-axis type: Day, Month, Week Day, Month, Weekday, or Hour.
3. Select View Type for the Y-axis: Number of Events, Event Duration, and Average Event Duration.
4. Select the data item type: the By Username, By Group, or by Total.
5. To select the date, click on the Start/End date text box, and a calendar will appear. Enter a start date and an end date, and the search will generate all of the Events made during that period.
6. To search a specific time frame, enter the start and end times. You may highlight the numbers and type in the time, or you may arrow up and down. The default is set

for 00:00:00. If you do not enter a specific time, the search will bring back every Event during the dates specified.

7. You may also select specific Event durations. For example, if you want to search all Events that last between 1 and 3 minutes.
8. Once you have entered the desired criteria, click the "View Report" button at the bottom of the page.
9. You will see a pie chart similar to the one pictured here..

## THE TOOL BAR

The Tool Bar on the top of the report/graph allows for quick changes, settings, and views.

## PAGING CONTROLS

To move from one page to another page, four paging controls have been given for the User. Using these controls you can move quickly from the current page to the next page, previous page, first page, or last page.

## FIND

To find a specific item from a generated report, the find option is also provided for an efficient search of reports.

## EXPORT REPORTS

Export Reports is one of the advanced features provided by Revcord. You can now export your reports to multiple formats. That is, you can export the reports as an Excel sheet, Word documents, or PDF files on your computer.

1. The Export Function is provided at the right of the toolbar.
2. Click on the drop-down arrow and select the desired format to save the reports to your system.
3. A download will start in order to save the file to your desired directory.
4. You will need to have Microsoft Office and any PDF reader to view the downloaded files.

## REFRESH

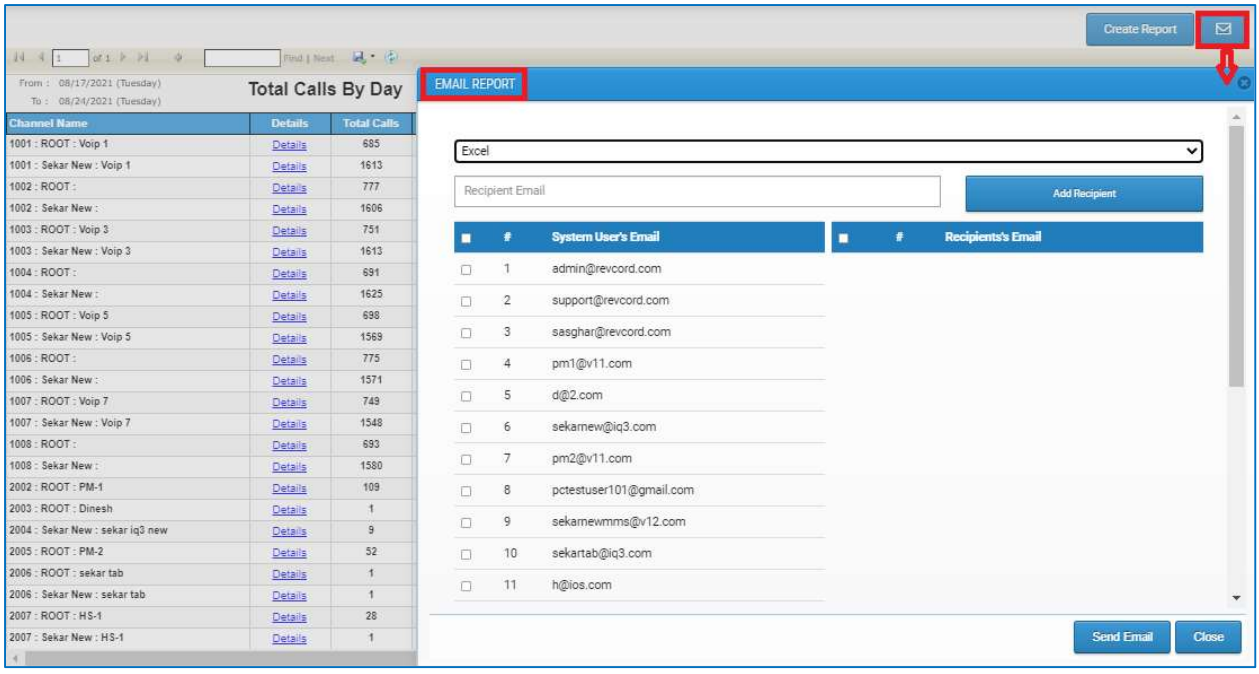
This option lets the User refresh the reports. Any change to the Report parameters will be updated just by clicking on the refresh button.

## PRINT

A list of all available printers will be displayed. Select your desired printer and click on the print button

## EMAIL

When you have generated an advanced report, select the desired export type from the drop-down list (Excel, Word, or PDF). Enter the email address in the text box, then click on the "Email" button. The exported sheet will be attached in the selected format, and it will be delivered to the recipient's address using an SMTP email.

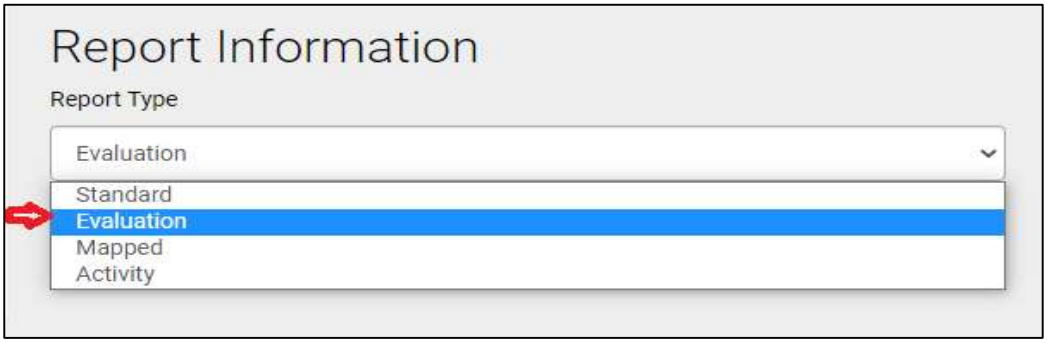


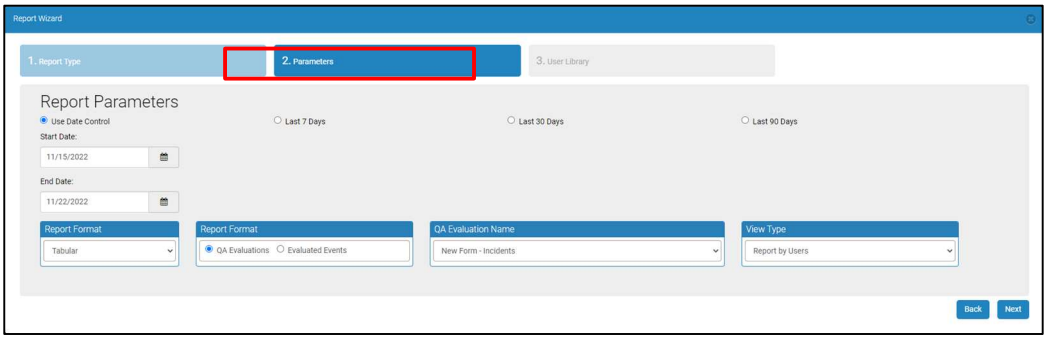

# QA EVALUATION REPORTS

## OVERVIEW

QA Evaluation Reports are similar to Standard Reports; they provide quantitative data for all of the Events that have been evaluated, and all evaluations completed by any QA Evaluation. Usually, an

evaluation contains a mix of quantitative data and qualitative data. Present quantitative data such as tables, Bar charts, or Stacked Bar Charts where appropriate. It provides various types of reports based on evaluations and evaluated Events. i.e., Tabular Reports, Bar Charts, or Stacked Bar Charts.




## CREATING QA EVALUATION REPORT

Evaluation reports can be created once you input your search filters and 'click save and run' to generate a report. It examines the Evaluated Events based on the "QA Evaluation Name". Make sure the correct QA Form is selected under "QA Evaluation Name". On the left side of the QA Evaluation Report page, you can see a tree menu. By default, you can get the result of all Users. If you want to have results from some particular Users then select that User from the left tree menu.

## REPORT FORMAT:

1. Tabular (Excel) Reports
2. Bar Charts
3. Stacked Bar Charts

**Also, Results Can Be Viewed Based On:**

1. Show by User – Displays evaluation reports based on the agents.
2. Show by scorer- Displays evaluation reports based on the User who scored it.
3. Show by Group- Displays evaluation reports based on the Group.
4. Show by User's score – Displays evaluation reports based on the agent's score.
5. Show by agent's monthly score – Displays evaluation reports based on the agent's monthly score.

6. Show by evaluator scoring – Displays evaluation reports based on the evaluator scoring.

**Date Can Be Selected Based On:**

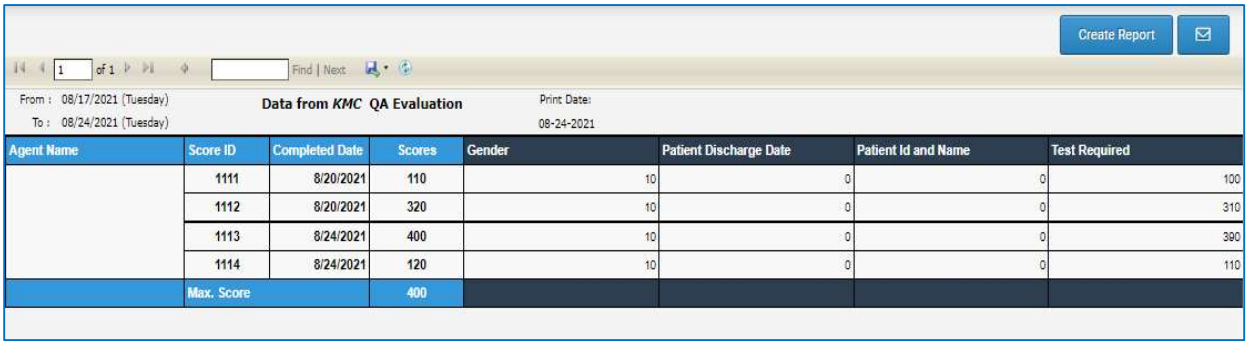
1. Start Date: Start Date of an Evaluation
2. End Date: End Date of an Evaluation.

## TYPES OF QA EVALUATION REPORTS

There are two different types of Evaluations reports. That is, we can generate an Evaluation report based on "QA Evaluation" or "Evaluated Events". An option box has been given to select either "QA Evaluation" or "Evaluated Events". When you have selected "QA Evaluation" then you will have a report of evaluation conducted for any QA Form. "Evaluated Events" generate a report of only those Events that have been selected for QA Evaluation.

## GENERATE QA EVALUATION REPORT

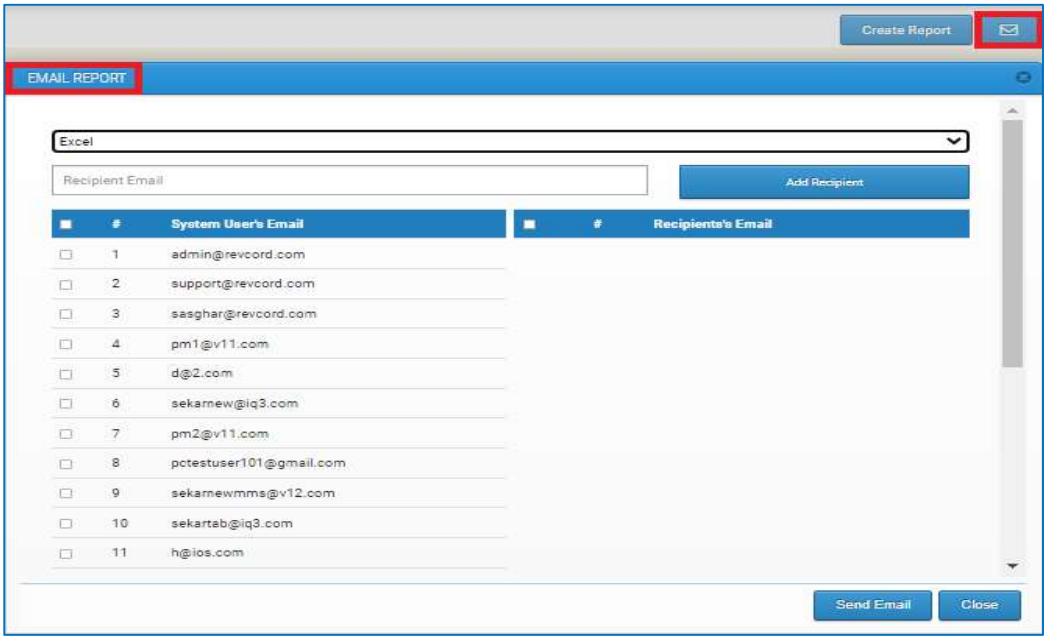
1. Click Create Report button.
2. Select Evaluation Report from the drop-down and click Next button.
3. Select the QA Evaluation Name.
4. Select the date range for evaluation.
5. Select "QA Evaluation" or "Evaluated Events" and click Next.
6. On the left side of the QA Evaluation Report page, you can see a tree menu. By default, you can get the result of all Users. If you want to have results from a certain User, then select that User from the left tree menu.
7. Enter Report name and comment(optional)
8. Click 'Save and Run' if you want to save the Report or click 'Run'




| Agent Name | Score ID | Completed Date | Scores | Gender | Patient Discharge Date | Patient Id and Name | Test Required |
|---|---|---|---|---|---|---|---|
| | 1111 | 8/20/2021 | 110 | 10 | 0 | 0 | 100 |
| | 1112 | 8/20/2021 | 320 | 10 | 0 | 0 | 310 |
| | 1113 | 8/24/2021 | 400 | 10 | 0 | 0 | 390 |
| | 1114 | 8/24/2021 | 120 | 10 | 0 | 0 | 110 |
| | Max. Score | | 400 | | | | |

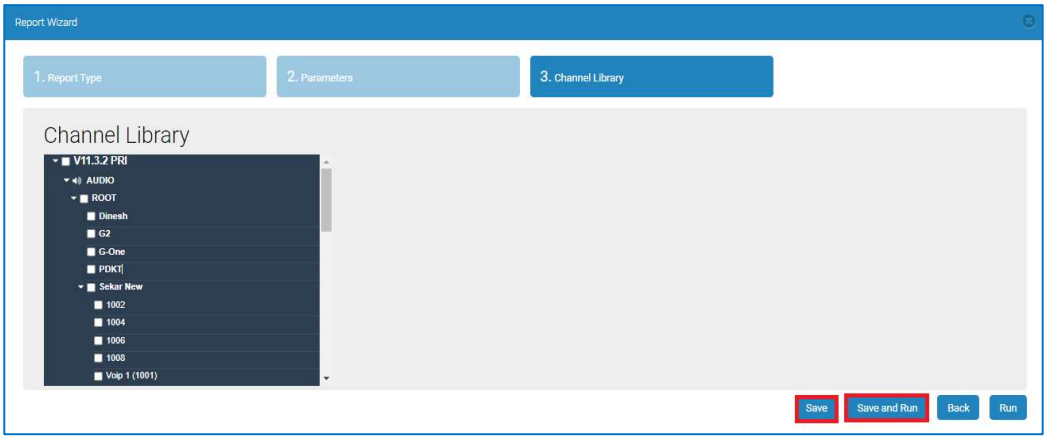
## EMAIL

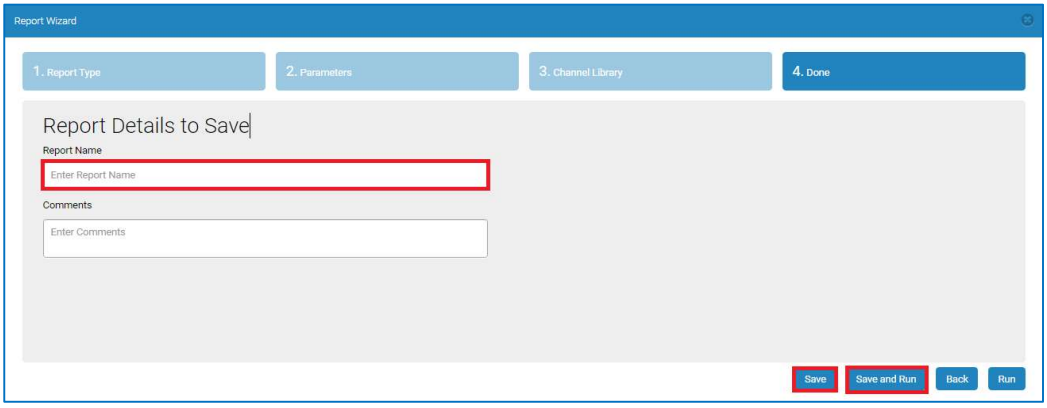
When you have generated a QA Evaluation report, select the desired export type from the drop-down list, Excel, Word, or PDF. Enter an Email address in the text box, click on the "Email" button. Then the exported sheet in selected format will be attached automatically and delivered to the recipient address using SMTP email.




## SAVED REPORTS

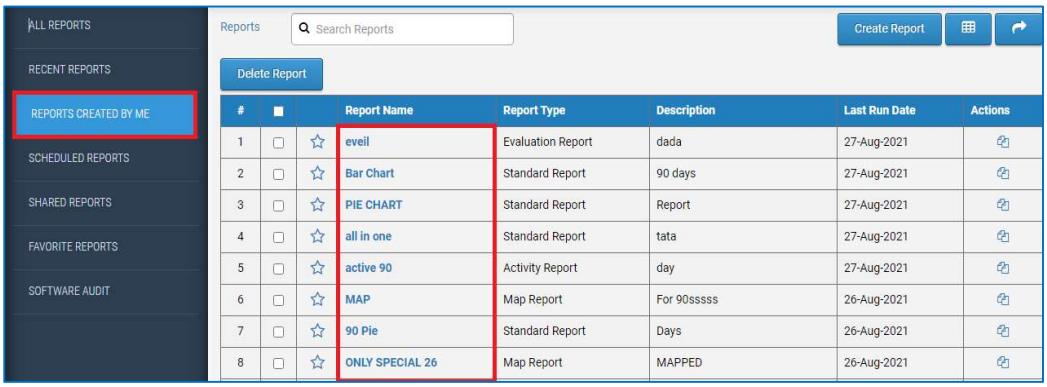
The ability to save a report and view it later has been added to the reports page. Reports will be saved if and only if the User has supplied the report name and select the 'Save' or 'Save and Run'. See the following Screenshots.





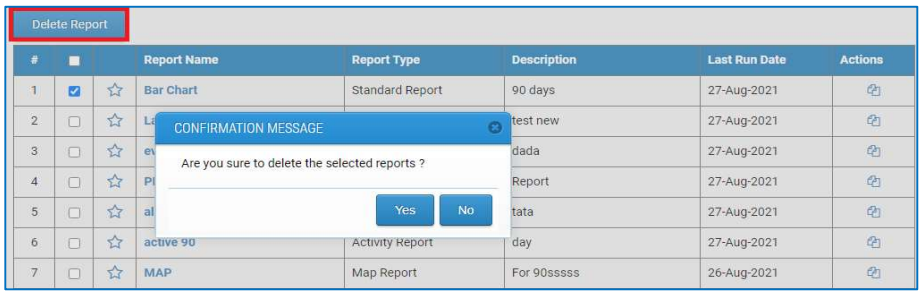

1. Loading a saved report: To load a saved report, select the desired Report from the 'Reports Created By Me' page and click on any report.
2. Saved Report Management: Users can view all their saved reports, reports criteria, and can delete a saved report.

All the saved reports are User-based and will be available to the User only.



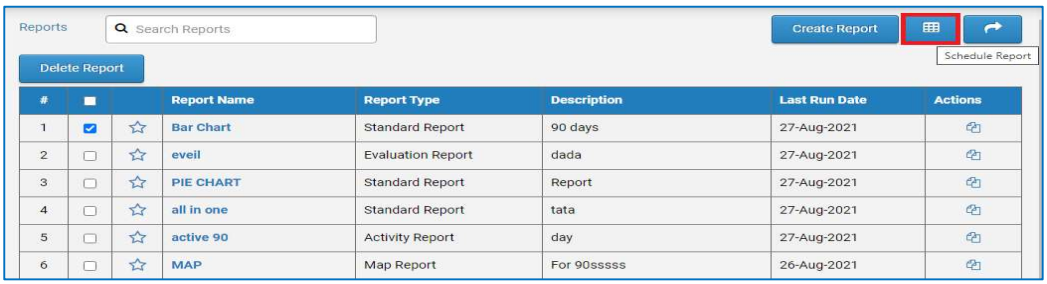

## DELETE SAVED REPORT

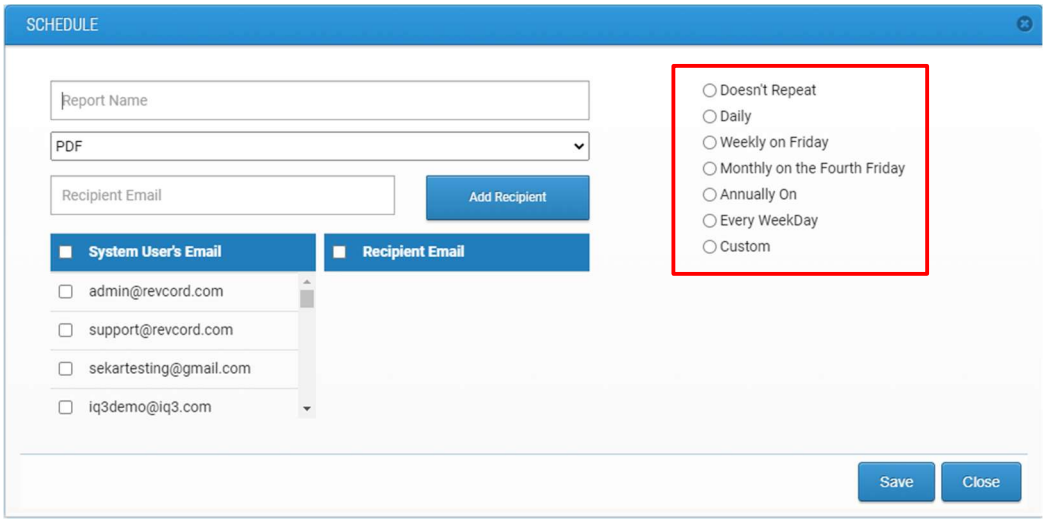
Users can delete a saved report. It will ask for confirmation after clicking on the delete button.



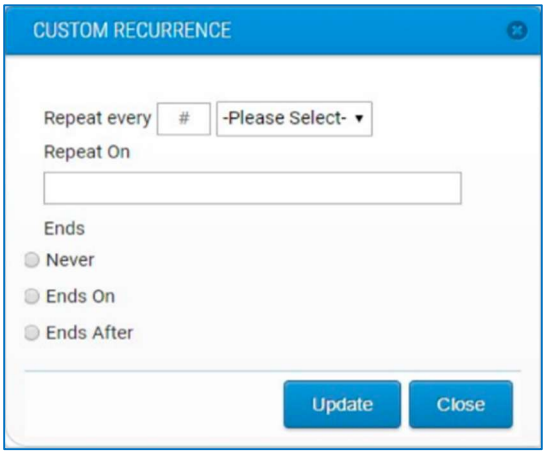
## SCHEDULED REPORTS

Schedule Reports is the ability to schedule Saved Reports to be run and sent at a scheduled time. The Add Scheduled Report Button will be available after Creating or Loading a Saved Report.



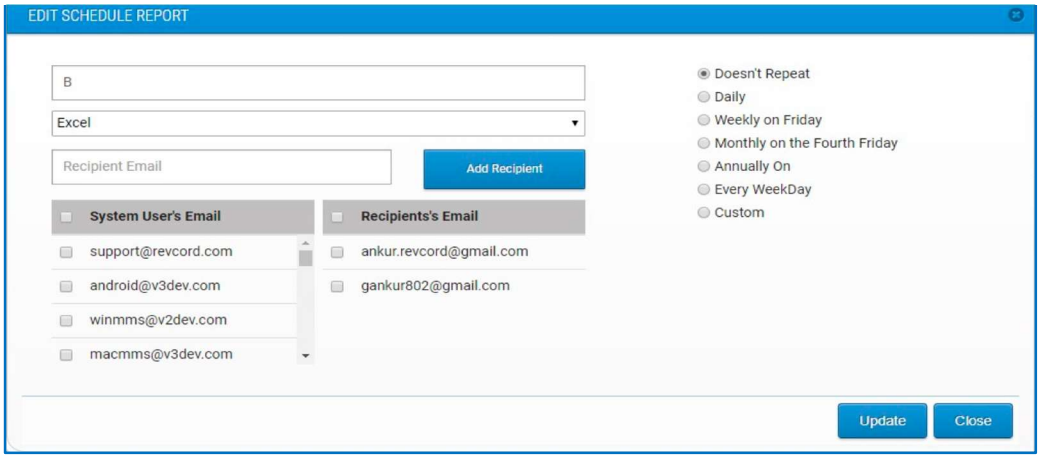




Custom Recurrence Type can also be Selected.



Scheduled Reports can be managed from the Schedule Report Page.

Report Schedule can be edited and removed from the Schedule Report Page.




## GEO TAGGING/MAP REPORTS

Geotagging is the process of adding geographical identification metadata to various media such as geotagged photographs, maps, video, and SMS messages and is a form of geospatial Metadata. Map reports display a large number of locations or Event markers based on GPS data. Large numbers of markers are converted to clusters using viewport marker management technique.

## SEARCH CRITERIA

Creating a Mapped Report relies on GPS data from the device the Event was hosted on. By entering a date, time and duration you can produce map reports just by clicking the "Save and Run" button. Events will be marked on the map either in the form of an Event marker (red) or clusters (blue). Each cluster can contain many markers. Each cluster displays the number of Event markers. To open a cluster, just click it. You will see all Event markers under the selected/clicked cluster. Playback Events in Mapped Reports

To play any geotagged Event, click on an Event marker. A pop-up will be displayed; clicking the handset icon will open the player pop-up window, and playback will start automatically. All the player features are available on this pop-up.

If there is more than one Event from the same location, you will not be able to see the Event marker as only one cluster will be displayed. Clicking the round cluster will show you a pop-up menu. Clicking the handset icon will open the player, and playback starts.

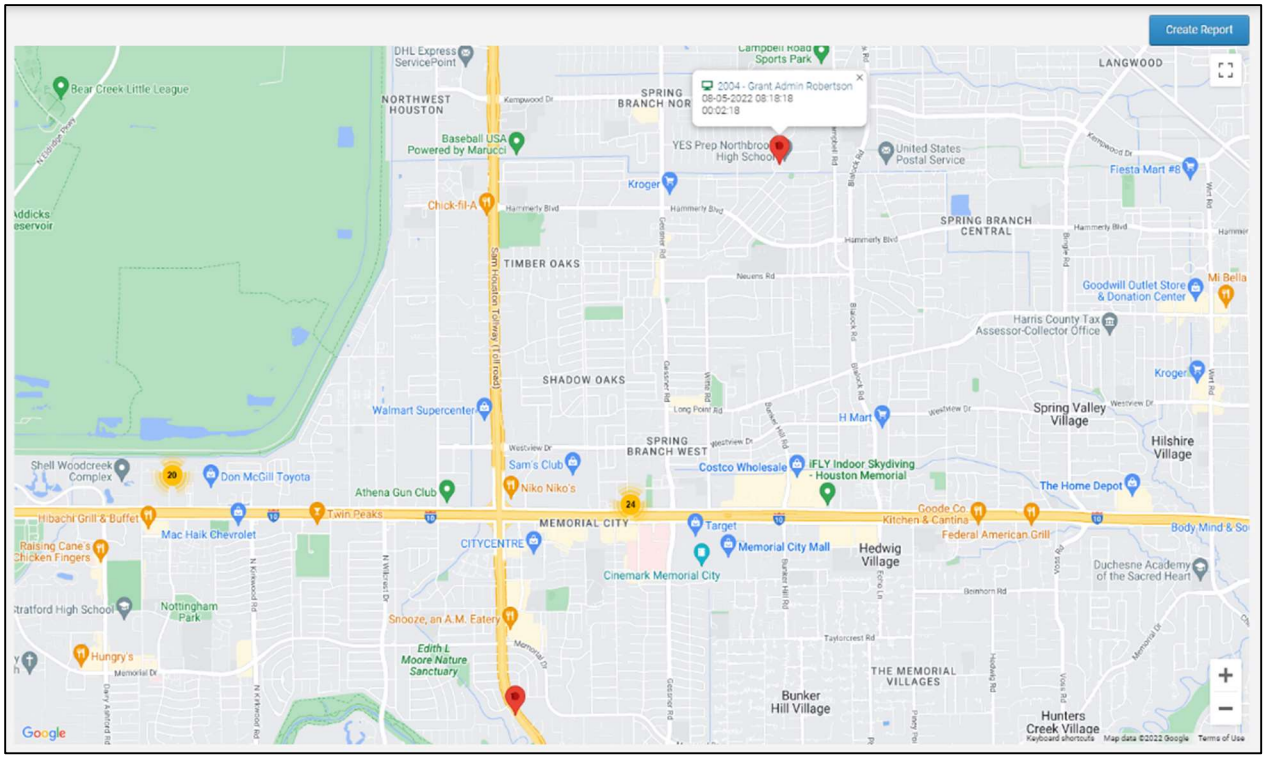
# ACTIVITY REPORT

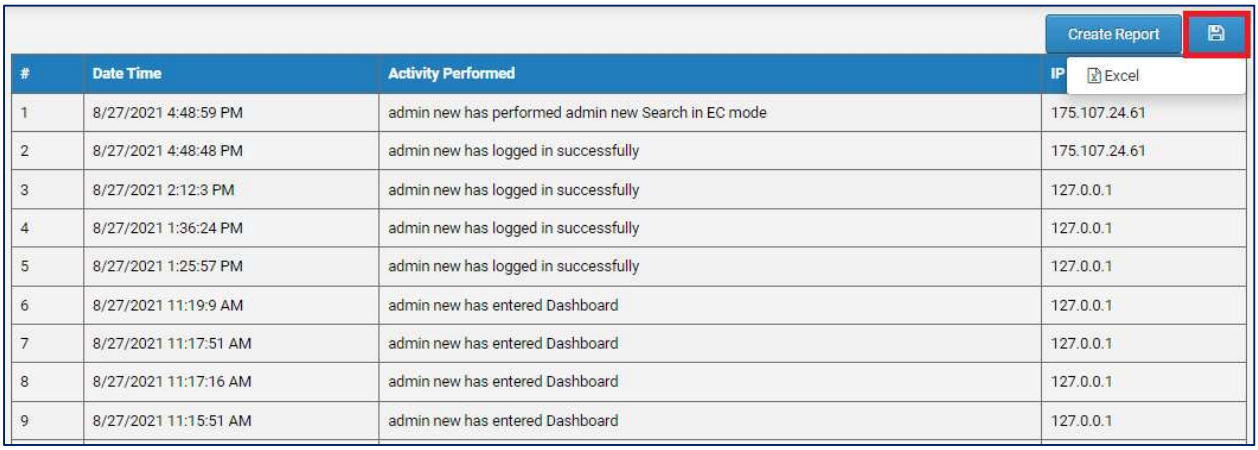
All the User activity on site will be logged during a User's session. From login to sign-out, all User activity is logged based on the configuration. Records are stored in the database. The Activity Report Menu is only visible to super admin Users. All other Users having non-admin rights are not eligible to access the activity reports.

## SEARCH CRITERIA

To generate an activity report, first select the date range and the User whose activity report you want to create. Clicking the "Save and Run" button will generate the activity report.

To download the generated Report in excel format, click the "Export to Excel" link.




Create Report
Excel
# Date Time Activity Performed IP
1 8/27/2021 4:48:59 PM admin new has performed admin new Search in EC mode 175.107.24.61
2 8/27/2021 4:48:48 PM admin new has logged in successfully 175.107.24.61
3 8/27/2021 2:12:3 PM admin new has logged in successfully 127.0.0.1
4 8/27/2021 1:36:24 PM admin new has logged in successfully 127.0.0.1
5 8/27/2021 1:25:57 PM admin new has logged in successfully 127.0.0.1
6 8/27/2021 11:19:9 AM admin new has entered Dashboard 127.0.0.1
7 8/27/2021 11:17:51 AM admin new has entered Dashboard 127.0.0.1
8 8/27/2021 11:17:16 AM admin new has entered Dashboard 127.0.0.1
9 8/27/2021 11:15:51 AM admin new has entered Dashboard 127.0.0.1